

SELECTION OF CONSULTANTS

REQUEST FOR PROPOSALS

RFP No.: *[IN-DOIT-476498-CS-QCBS]*

Hiring of firm for development, deployment, implementation and maintenance for *Services & Benefits Delivery Platform-‘UNNOTI’*

Client: Directorate of Information Technology, Government of Tripura

Country: INDIA

Project: *[TRESP- Tripura Rural Economic Growth & Service Delivery Project]*

Issued on: *[07.04.2025]*

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PART I

Section 1. Letter of Invitation

Letter of Invitation Consulting Services

Name of Assignment: Development, deployment, implementation and maintenance for Services & Benefits Delivery Platform-‘UNNOTI’.

RFP Reference No.: *[IN-DOIT-476498-CS-QCBS]*_____

Location and Date: Agartala, Tripura_____

Dear Mr. /Ms.:

1. The Directorate of Information Technology, Government of Tripura has received financing from the International Bank for Reconstruction and Development (IBRD) (the “Bank”) in the form of a loan (hereinafter called “loan” toward the cost of TRESP. The Directorate of Information Technology, Government of Tripura, an implementing agency of the Client, intends to apply a portion of the proceeds of this loan to eligible payments under the contract for which this Request for Proposals is issued.
2. The Directorate of Information Technology, Government of Tripura now invites online proposals to provide the following: development, deployment, implementation and maintenance for Services & Benefits Delivery Platform-‘UNNOTI’. More details on the Services are provided in the Terms of Reference (Section 7).
3. A firm will be selected under Direct-RFP without EOI with QCBS (Direct RFP) procedures and in a Full Technical Proposal (FTP) format as described in this RFP, in accordance with the Bank’s “Procurement Regulations for IPF Borrowers” November 2020 (“Procurement Regulations”), which can be found at the following website: www.worldbank.org
4. The RFP includes the following documents:
 - Section 1 – Request for Proposals Letter
 - Section 2 - Instructions to Consultants and Data Sheet
 - Section 3 - Technical Proposal (FTP) - Standard Forms
 - Section 4 - Financial Proposal - Standard Forms
 - Section 5 – Eligible Countries
 - Section 6 – Fraud and Corruption
 - Section 7 - Terms of Reference
 - Section 8 - Standard Forms of Contract (Lump-Sum)

5. Details on the proposal's submission date, time and address are provided in ITC 17.7 and ITC 17.9.

Yours sincerely,

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Section 2. Instructions to Consultants and Data Sheet

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Instructions to Consultants

A. General Provisions

<p>1. Definitions</p>	<p>(a) “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Consultant.</p> <p>(b) “Applicable Law” means the laws and any other instruments having the force of law in the Client’s country, or in such other country as may be specified in the Data Sheet, as they may be issued and in force from time to time.</p> <p>(c) “Bank” means the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).</p> <p>(d) “Borrower” means the Government, Government agency or other entity that signs the <i>[loan/financing/grant¹]</i> agreement with the Bank.</p> <p>(e) “Client” means the implementing agency that signs the Contract for the Services with the selected Consultant.</p> <p>(f) “Client’s Personnel” is as defined in Clause GCC 1.1 (e).</p> <p>(g) “Consultant” means a legally-established professional consulting firm or an entity that may provide or provides the Services to the Client under the Contract.</p> <p>(h) “Contract” means a legally binding written agreement signed between the Client and the Consultant and includes all the attached documents listed in its Clause 1 (the General Conditions of Contract (GCC), the Special Conditions of Contract (SCC), and the Appendices).</p> <p>(i) “Data Sheet” means an integral part of the Instructions to Consultants (ITC) Section 2 that is used to reflect specific country and assignment conditions to supplement, but not to over-write, the provisions of the ITC.</p> <p>(j) “Day” means a calendar day, unless otherwise specified as “Business Day”. A Business Day is any</p>
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¹[“loan agreement” term is used for IBRD loans; “financing agreement” is used for IDA credits; and “grant agreement” is used for Recipient-Executed Trust Funds administered by IBRD or IDA]

	<p>day that is an official working day of the Borrower. It excludes the Borrower's official public holidays.</p> <p>(k) "Experts" means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or Joint Venture member(s).</p> <p>(l) "Government" means the government of the Client's country.</p> <p>(m) "in writing" means communicated in written form (e.g. by mail, e-mail, fax, including, if specified in the Data Sheet, distributed or received through the electronic-procurement system used by the Client) with proof of receipt.</p> <p>(n) "Joint Venture (JV)" means an association with or without a legal personality distinct from that of its members, of more than one Consultant where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.</p> <p>(o) "Key Expert(s)" means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Consultant's proposal.</p> <p>(p) "ITC" (this Section 2 of the RFP) means the Instructions to Consultants that provides the Consultants with all information needed to prepare their Proposals.</p> <p>(q) "Non-Key Expert(s)" means an individual professional provided by the Consultant or its Sub-consultant and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.</p> <p>(r) "Proposal" means the Technical Proposal and the Financial Proposal of the Consultant.</p> <p>(s) "RFP" means the Request for Proposals to be prepared by the Client for the selection of Consultants, based on the SPD - RFP.</p> <p>(t) "Services" means the work to be performed by the Consultant pursuant to the Contract.</p>
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	<p>(u) “SPD - RFP” means the Standard Procurement Document - Request for Proposals, which must be used by the Client as the basis for the preparation of the RFP.</p> <p>(v) “Sub-consultant” means an entity to whom the Consultant intends to subcontract any part of the Services while the Consultant remains responsible to the Client during the whole performance of the Contract.</p> <p>(w) “Terms of Reference (TORs)” (this Section 7 of the RFP) means the Terms of Reference that explains the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Consultant, and expected results and deliverables of the assignment.</p>
2. Introduction	<p>2.1 The Client named in the Data Sheet intends to select a Consultant from those listed in the Request for Proposals (RFP), in accordance with the method of selection specified in the Data Sheet.</p> <p>2.2 The Consultants are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet, for consulting services required for the assignment named in the Data Sheet. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Consultant.</p> <p>2.3 The Consultants should familiarize themselves with the local conditions and take them into account in preparing their Proposals, including attending a pre-proposal conference if one is specified in the Data Sheet. Attending any such pre-proposal conference is optional and is at the Consultants’ expense.</p> <p>2.4 The Client will timely provide, at no cost to the Consultants, the inputs, relevant project data, and reports required for the preparation of the Consultant’s Proposal as specified in the Data Sheet.</p>
3. Conflict of Interest	<p>3.1 The Consultant is required to provide professional, objective, and impartial advice, at all times holding the Client’s interests paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work.</p> <p>3.2 The Consultant has an obligation to disclose to the Client any situation of actual or potential conflict that impacts</p>

	<p>its capacity to serve the best interest of its Client. Failure to disclose such situations may lead to the disqualification of the Consultant or the termination of its Contract and/or sanctions by the Bank.</p> <p>3.2.1 Without limitation on the generality of the foregoing, the Consultant shall not be hired under the circumstances set forth below:</p>
a. Conflicting Activities	<p>(i) <u>Conflict between consulting activities and procurement of goods, works or non-consulting services</u>: a firm that has been engaged by the Client to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation.</p>
b. Conflicting Assignments	<p>(ii) <u>Conflict among consulting assignments</u>: a Consultant (including its Experts and Sub-consultants) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant for the same or for another Client.</p>
c. Conflicting Relationships	<p>(iii) <u>Relationship with the Client's staff</u>: a Consultant (including its Experts and Sub-consultants) that has a close business or family relationship with a professional staff of the Borrower (or of the Client, or of implementing agency, or of a recipient of a part of the Bank's financing) who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Bank throughout the selection process and the execution of the Contract.</p>

<p>4. Unfair Competitive Advantage</p>	<p>4.1 Fairness and transparency in the selection process require that the Consultants or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to the assignment in question. To that end, the Client shall indicate in the Data Sheet and make available to all Consultants together with this RFP all information that would in that respect give such Consultant any unfair competitive advantage over competing Consultants.</p>
<p>5. Fraud and Corruption</p>	<p>5.1 The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in Section 6.</p> <p>5.2 In further pursuance of this policy, Consultants shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to any shortlisting process, Proposal submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.</p>
<p>6. Eligibility</p>	<p>6.1 The Bank permits consultants (individuals and firms, including Joint Ventures and their individual members) from all countries to offer consulting services for Bank-financed projects.</p> <p>6.2 Furthermore, it is the Consultant's responsibility to ensure that its Experts, joint venture members, Sub-consultants, agents (declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by the Bank in the applicable Procurement Regulations.</p> <p>6.3 As an exception to the foregoing ITC 6.1 and ITC 6.2 above:</p>
<p>a. Sanctions</p>	<p>6.3.1 A Consultant that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines and in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in Section VI, Fraud and Corruption, paragraph 2.2 d., shall be ineligible to be shortlisted for, submit proposals for, or be awarded a Bank-financed contract or benefit from a Bank-financed contract, financially or otherwise, during such</p>

	<p>period of time as the Bank shall have determined. The list of debarred firms and individuals is available at the electronic address specified in the Data Sheet.</p>
b. Prohibitions	<p>6.3.2 Firms and individuals of a country or goods manufactured in a country may be ineligible if so indicated in Section 5 (Eligible Countries) and:</p> <ul style="list-style-type: none"> (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the provision of Services required; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's Country prohibits any import of goods from that country or any payments to any country, person, or entity in that country.
c. Restrictions for State-Owned Enterprises	<p>6.3.3 State-owned enterprises or institutions in the Borrower's country may be eligible to compete and be awarded a contract only if they can establish, in a manner acceptable to the Bank, that they: (i) are legally and financially autonomous, (ii) operate under commercial law, and (iii) are not under supervision of the Client.</p>
d. Restrictions for Public Employees	<p>6.3.4 Government officials and civil servants of the Borrower's country are not eligible to be included as Experts, individuals, or members of a team of Experts in the Consultant's Proposal unless:</p> <ul style="list-style-type: none"> (i) the services of the government official or civil servant are of a unique and exceptional nature, or their participation is critical to project implementation; and (ii) their hiring would not create a conflict of interest, including any conflict with employment or other laws, regulations, or policies of the Borrower.
B. Preparation of Proposals	

7. General Considerations	<p>7.1 In preparing the Proposal, the Consultant is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p>
8. Cost of Preparation of Proposal	<p>8.1 The Consultant shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultant.</p>
9. Language	<p>9.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Consultant and the Client, shall be written in the language(s) specified in the Data Sheet.</p>
10. Documents Comprising the Proposal	<p>10.1 The Proposal shall comprise the documents and forms listed in the Data Sheet.</p> <p>10.2 If specified in the Data Sheet, the Consultant shall include a statement of an undertaking of the Consultant to observe, in competing for and executing a contract, the Client country's laws against fraud and corruption (including bribery).</p> <p>10.3 The Consultant shall furnish information on commissions, gratuities, and fees, if any, paid or to be paid to agents or any other party relating to this Proposal and, if awarded, Contract execution, as requested in the Financial Proposal submission form (Section 4).</p>
11. Only One Proposal	<p>11.1 The Consultant (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture in another Proposal. If a Consultant, including any Joint Venture member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude a Sub-consultant, or the Consultant's staff from participating as Key Experts and Non-Key Experts in more than one Proposal when circumstances justify and if stated in the Data Sheet.</p>

<p>12. Proposal Validity</p>	<p>12.1 Proposals shall remain valid until the date specified in the Data Sheet or any extended date if amended by the Client in accordance with ITC 13.1.1.</p> <p>12.2 During this period, the Consultant shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.</p> <p>12.3 If it is established that any Key Expert nominated in the Consultant's Proposal was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation, and may be subject to sanctions in accordance with ITC 5.</p>
<p>a. Extension of Proposal Validity</p>	<p>12.4 The Client will make its best effort to complete the negotiations and award the contract prior to the date of expiry of the Proposal validity. However, should the need arise, the Client may request, in writing, all Consultants who submitted Proposals prior to the submission deadline to extend the Proposals' validity.</p> <p>12.5 If the Consultant agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal and with the confirmation of the availability of the Key Experts, except as provided in ITC 12.7.</p> <p>12.6 The Consultant has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.</p>
<p>b. Substitution of Key Experts at Validity Extension</p>	<p>12.7 If any of the Key Experts become unavailable for the extended validity period, the Consultant shall seek to substitute another Key Expert. The Consultant shall provide a written adequate justification and evidence satisfactory to the Client together with the substitution request. In such case, a substitute Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original Key Expert.</p> <p>12.8 If the Consultant fails to provide a substitute Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Client, such Proposal will be rejected with the prior Bank's no objection.</p>

<p>c. Sub-Contracting</p>	<p>12.9 The Consultant shall not subcontract the whole of the Services.</p>
<p>13. Clarification and Amendment of RFP</p>	<p>13.1 The Consultant may request a clarification of any part of the RFP during the period indicated in the Data Sheet before the Proposals' submission deadline. Any request for clarification must be sent in writing, or by standard electronic means, to the Client's address indicated in the Data Sheet. The Client will respond in writing, or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all Consultants. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure described below:</p> <p>13.1.1 At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all Consultants and will be binding on them. The Consultants shall acknowledge receipt of all amendments in writing.</p> <p>13.1.2 If the amendment is substantial, the Client may extend the proposal submission deadline to give the Consultants reasonable time to take an amendment into account in their Proposals.</p> <p>13.2 The Consultant may submit a modified Proposal or a modification to any part of it at any time prior to the proposal submission deadline. No modifications to the Technical or Financial Proposal shall be accepted after the deadline.</p>
<p>14. Preparation of Proposals Specific Considerations</p>	<p>14.1 While preparing the Proposal, the Consultant must give particular attention to the following:</p> <p>14.1.1 If a Consultant considers that it may enhance its expertise for the assignment by associating with other consultants in the form of a Joint Venture or as Sub-consultants, it may do so.</p> <p>14.1.2 The Client may indicate in the Data Sheet the estimated Key Experts' time input (expressed in person-month) or the Client's estimated total cost of the assignment, but not both. This estimate is indicative and the Proposal shall be based on the Consultant's own estimates for the same.</p>

	<p>14.1.3 If stated in the Data Sheet, the Consultant shall include in its Proposal at least the same time input (in the same unit as indicated in the Data Sheet) of Key Experts, failing which the Financial Proposal will be adjusted for the purpose of comparison of proposals and decision for award in accordance with the procedure in the Data Sheet.</p> <p>14.1.4 For assignments under the Fixed-Budget selection method, the estimated Key Experts' time input is not disclosed. Total available budget, with an indication whether it is inclusive or exclusive of taxes, is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.</p>
15. Technical Proposal Format and Content	<p>15.1 The Technical Proposal shall be prepared using the Standard Forms provided in Section 3 of the RFP and shall comprise the documents listed in the Data Sheet. The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.</p> <p>15.1.1 Consultant shall not propose alternative Key Experts. Only one CV shall be submitted for each Key Expert position. Failure to comply with this requirement will make the Proposal non-responsive.</p> <p>15.2 Depending on the nature of the assignment, the Consultant is required to submit a Full Technical Proposal (FTP), or a Simplified Technical Proposal (STP) as indicated in the Data Sheet and using the Standard Forms provided in Section 3 of the RFP.</p>
16. Financial Proposal	<p>16.1 The Financial Proposal shall be prepared using the Standard Forms provided in Section 4 of the RFP. It shall list all costs associated with the assignment, including (a) remuneration for Key Experts and Non-Key Experts, (b) reimbursable expenses indicated in the Data Sheet.</p>
a. Price Adjustment	<p>16.2 For assignments with a duration exceeding 18 months, a price adjustment provision for foreign and/or local inflation for remuneration rates applies if so stated in the Data Sheet.</p>
b. Taxes	<p>16.3 The Consultant and its Sub-consultants and Experts are responsible for meeting all tax liabilities arising out of the</p>

	Contract unless stated otherwise in the Data Sheet . Information on taxes in the Client's country is provided in the Data Sheet .
c. Currency of Proposal	16.4 The Consultant may express the price for its Services in the currency or currencies as stated in the Data Sheet . If indicated in the Data Sheet , the portion of the price representing local cost shall be stated in the national currency.
d. Currency of Payment	16.5 Payment under the Contract shall be made in the currency or currencies in which the payment is requested in the Proposal.
C. Submission, Opening and Evaluation	
17. Submission, Sealing, and Marking of Proposals	<p>17.1 The Consultant shall submit a signed and complete Proposal comprising the documents and forms in accordance with ITC 10 (Documents Comprising Proposal). Consultants shall mark as "CONFIDENTIAL" information in their Proposals which is confidential to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information. The submission can be done by mail or by hand. If specified in the Data Sheet, the Consultant has the option of submitting its Proposals electronically.</p> <p>17.2 An authorized representative of the Consultant shall sign the original submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposal and shall initial all pages of both. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.</p> <p>17.2.1 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative.</p> <p>17.3 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.</p> <p>17.4 The signed Proposal shall be marked "ORIGINAL", and its copies marked "COPY" as appropriate. The number of copies is indicated in the Data Sheet. All copies shall be made from the signed original. If there are discrepancies</p>

	<p>between the original and the copies, the original shall prevail.</p> <p>17.5 The original and all the copies of the Technical Proposal shall be placed inside a sealed envelope clearly marked “TECHNICAL PROPOSAL”, “[Name of the Assignment]”, [reference number], [name and address of the Consultant], and with a warning “DO NOT OPEN UNTIL [INSERT THE DATE AND THE TIME OF THE TECHNICAL PROPOSAL SUBMISSION DEADLINE].”</p> <p>17.6 Similarly, the original Financial Proposal (if required for the applicable selection method) and its copies shall be placed inside of a separate sealed envelope clearly marked “FINANCIAL PROPOSAL” “[Name of the Assignment], [reference number], [name and address of the Consultant]”, and with a warning “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.”</p> <p>17.7 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall be addressed to the Client and bear the submission address, RFP reference number, the name of the assignment, the Consultant’s name and the address, and shall be clearly marked “Do Not Open Before [insert the time and date of the submission deadline indicated in the Data Sheet]”.</p> <p>17.8 If the envelopes and packages with the Proposal are not sealed and marked as required, the Client will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>17.9 The Proposal or its modifications must be sent to the address indicated in the Data Sheet and received by the Client no later than the deadline indicated in the Data Sheet, or any extension to this deadline. Any Proposal or its modification received by the Client after the deadline shall be declared late and rejected, and promptly returned unopened.</p>
<p>18. Confidentiality</p>	<p>18.1 From the time the Proposals are opened to the time the Contract is awarded, the Consultant should not contact the Client on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Consultants who submitted the Proposals or to any other party not officially concerned with the process, until the Notification of</p>

	<p>Intention to Award the Contract. Exceptions to this ITC are where the Client notifies Consultants of the results of the evaluation of the Technical Proposals.</p> <p>18.2 Any attempt by Consultants or anyone on behalf of the Consultant to influence improperly the Client in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal, and may be subject to the application of prevailing Bank's sanctions procedures.</p> <p>18.3 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if a Consultant wishes to contact the Client or the Bank on any matter related to the selection process, it shall do so only in writing.</p>
19. Opening of Technical Proposals	<p>19.1 The Client's evaluation committee shall conduct the opening of the Technical Proposals in the presence of the Consultants' authorized representatives who choose to attend (in person, or online if this option is offered in the Data Sheet). The opening date, time and the address are stated in the Data Sheet. The envelopes with the Financial Proposal shall remain sealed and shall be securely stored with a reputable public auditor or independent authority until they are opened in accordance with ITC 23.</p> <p>19.2 At the opening of the Technical Proposals the following shall be read out: (i) the name and the country of the Consultant or, in case of a Joint Venture, the name of the Joint Venture, the name of the lead member and the names and the countries of all members; (ii) the presence or absence of a duly sealed envelope with the Financial Proposal; (iii) any modifications to the Proposal submitted prior to proposal submission deadline; and (iv) any other information deemed appropriate or as indicated in the Data Sheet.</p>
20. Proposals Evaluation	<p>20.1 Subject to provision of ITC 15.1, the evaluators of the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded and the Bank issues its "no objection", if applicable.</p> <p>20.2 The Consultant is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under ITC 12.7. While evaluating the Proposals, the Client will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p>

21. Evaluation of Technical Proposals	<p>21.1 The Client's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum technical score indicated in the Data Sheet.</p>
22. Financial Proposals for QBS	<p>22.1 Following the ranking of the Technical Proposals, when the selection is based on quality only (QBS), the top-ranked Consultant is invited to negotiate the Contract.</p> <p>22.2 If Financial Proposals were invited together with the Technical Proposals, only the Financial Proposal of the technically top-ranked Consultant is opened by the Client's evaluation committee. All other Financial Proposals are returned unopened after the Contract negotiations are successfully concluded and the Contract is signed.</p>
23. Public Opening of Financial Proposals (for QCBS, FBS, and LCS methods)	<p>23.1 After the technical evaluation is completed and the Bank has issued its no objection (if applicable), the Client shall notify those Consultants whose Proposals were considered non-responsive to the RFP and TOR or did not meet the minimum qualifying technical score, advising them the following:</p> <ul style="list-style-type: none"> (i) their Proposal was not responsive to the RFP and TOR or did not meet the minimum qualifying technical score; (ii) provide information relating to the Consultant's overall technical score, as well as scores obtained for each criterion and sub-criterion; (iii) their Financial Proposals will be returned unopened after completing the selection process and Contract signing; and (iv) notify them of the date, time and location of the public opening of the Financial Proposals and invite them to attend. <p>23.2 The Client shall simultaneously notify in writing those Consultants whose Proposals were considered responsive to the RFP and TOR, and that have achieved the minimum qualifying technical score, advising them the following:</p>

	<ul style="list-style-type: none"> (i) their Proposal was responsive to the RFP and TOR and met the minimum qualifying technical score; (ii) provide information relating to the Consultant's overall technical score, as well as scores obtained for each criterion and sub-criterion; (iii) their Financial Proposal will be opened at the public opening of Financial Proposals; and (iv) notify them of the date, time and location of the public opening and invite them for the opening of the Financial Proposals. <p>23.3 The opening date shall be no less than ten (10) Business Days from the date of notification of the results of the technical evaluation, described in ITC 23.1 and 23.2. However, if the Client receives a complaint on the results of the technical evaluation within the ten (10) Business Days, the opening date shall be subject to ITC 31.1.</p> <p>23.4 The Consultant's attendance at the opening of the Financial Proposals (in person, or online if such option is indicated in the Data Sheet) is optional and is at the Consultant's choice.</p> <p>23.5 The Financial Proposals shall be opened publicly by the Client's evaluation committee in the presence of the representatives of the Consultants and anyone else who chooses to attend. Any interested party who wishes to attend this public opening should contact the client as indicated in the Data Sheet. Alternatively, a notice of the public opening of Financial Proposals may be published on the Client's website, if available. At the opening, the names of the Consultants, and the overall technical scores, including the break-down by criterion, shall be read aloud. The Financial Proposals will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copies of the record shall be sent to all Consultants who submitted Proposals and to the Bank.</p>
24. Correction of Errors	<p>24.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal.</p>
a. Time-Based Contracts	<p>24.1.1 If a Time-Based contract form is included in the RFP, the Client's evaluation committee will (a)</p>

	<p>correct any computational or arithmetical errors, and (b) adjust the prices if they fail to reflect all inputs included for the respective activities or items included in the Technical Proposal. In case of discrepancy between (i) a partial amount (sub-total) and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail. In case of discrepancy between the Technical and Financial Proposals in indicating quantities of input, the Technical Proposal prevails and the Client's evaluation committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity, and correct the total Proposal cost.</p>
b. Lump-Sum Contracts	<p>24.1.2 If a Lump-Sum contract form is included in the RFP, the Consultant is deemed to have included all prices in the Financial Proposal, so neither arithmetical corrections nor price adjustments shall be made. The total price, net of taxes understood as per ITC 25, specified in the Financial Proposal (Form FIN-1) shall be considered as the offered price. Where there is a discrepancy between the amount in words and the amount figures, the amount in words shall prevail.</p>
25. Taxes	<p>25.1 The Client's evaluation of the Consultant's Financial Proposal shall exclude taxes and duties in the Client's country in accordance with the instructions in the Data Sheet.</p>
26. Combined Quality and Cost Evaluation	
a. Quality and Cost-Based Selection (QCBS)	<p>26.1 In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the Data Sheet. The Consultant with the Most Advantageous Proposal, which is the Proposal that achieves the highest combined technical and financial scores, will be invited for negotiations.</p>

b. Fixed-Budget Selection (FBS)	<p>26.2 In the case of FBS, those Proposals that exceed the budget indicated in ITC 14.1.4 of the Data Sheet shall be rejected.</p> <p>26.3 The Client will select the Consultant with the Most Advantageous Proposal, which is the highest-ranked Technical Proposal that does not exceed the budget indicated in the RFP, and invite such Consultant to negotiate the Contract.</p>
c. Least-Cost Selection	<p>26.4 In the case of Least-Cost Selection (LCS), the Client will select the Consultant with the Most Advantageous Proposal, which is the Proposal with the lowest evaluated total price among those Proposals that achieved the minimum qualifying technical score, and invite such a Consultant to negotiate the Contract.</p>
D. Negotiations and Award	
27. Negotiations	<p>27.1 The negotiations will be held at the date and address indicated in the Data Sheet with the Consultant's representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Consultant.</p> <p>27.2 The Client shall prepare minutes of negotiations that are signed by the Client and the Consultant's authorized representative.</p>
a. Availability of Key Experts	<p>27.3 The invited Consultant shall confirm the availability of all Key Experts included in the Proposal as a pre-requisite to the negotiations, or, if applicable, a replacement in accordance with ITC 12. Failure to confirm the Key Experts' availability may result in the rejection of the Consultant's Proposal and the Client proceeding to negotiate the Contract with the next-ranked Consultant.</p> <p>27.4 Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall offer a substitute Key Expert within the period of time specified in the letter of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.</p>
b. Technical Negotiations	<p>27.5 The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, the Client's</p>

	inputs, the special conditions of the Contract, and finalizing the “Description of Services” part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.
c. Financial Negotiations	<p>27.6 The negotiations include the clarification of the Consultant’s tax liability in the Client’s country and how it should be reflected in the Contract.</p> <p>27.7 If the selection method included cost as a factor in the evaluation, the total price stated in the Financial Proposal for a Lump-Sum contract shall not be negotiated.</p> <p>27.8 In the case of a Time-Based contract, unit rates negotiations shall not take place, except when the offered Key Experts and Non-Key Experts’ remuneration rates are much higher than the typically charged rates by consultants in similar contracts. In such case, the Client may ask for clarifications and, if the fees are very high, ask to change the rates after consultation with the Bank. The format for (i) providing information on remuneration rates in the case of Quality Based Selection; and (ii) clarifying remuneration rates’ structure under this Clause, is provided in Appendix A to the Financial Form FIN-3: Financial Negotiations – Breakdown of Remuneration Rates.</p>
28. Conclusion of Negotiations	<p>28.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialed by the Client and the Consultant’s authorized representative.</p> <p>28.2 If the negotiations fail, the Client shall inform the Consultant in writing of all pending issues and disagreements and provide a final opportunity to the Consultant to respond. If disagreement persists, the Client shall terminate the negotiations informing the Consultant of the reasons for doing so. After having obtained the Bank’s no objection, the Client will invite the next-ranked Consultant to negotiate a Contract. Once the Client commences negotiations with the next-ranked Consultant, the Client shall not reopen the earlier negotiations.</p>
29. Notification of Award	29.1 Upon expiry of the Standstill Period, specified in ITC 30.1 or any extension thereof, and upon satisfactorily addressing any complaint that has been filed within the Standstill Period, the Client shall, send a notification of award to the successful Consultant, confirming the Client’s

	<p>intention to award the Contract to the successful Consultant and requesting the successful Consultant to sign and return the draft negotiated Contract within eight (8) Business Days from the date of receipt of such notification. If specified in the Data Sheet, the client shall simultaneously request the successful Consultant to submit, within eight (8) Business Days, the Beneficial Ownership Disclosure Form.</p> <p><u>Contract Award Notice</u></p> <p>Within ten (10) Business Days from the date of notification of award such request, the Client shall publish the Contract Award Notice which shall contain, at a minimum, the following information:</p> <ul style="list-style-type: none"> (a) name and address of the Client; (b) name and reference number of the contract being awarded, and the selection method used; (c) names of the consultants that submitted proposals, and their proposal prices as read out at financial proposal opening, and as evaluated; (d) names of all Consultants whose Proposals were rejected or were not evaluated, with the reasons therefor; (e) the name of the successful consultant, the final total contract price, the contract duration and a summary of its scope; and (f) successful Consultant's Beneficial Ownership Disclosure Form, if specified in Data Sheet ITC 32.1. <p>29.2 The Contract Award Notice shall be published on the Client's website with free access if available, or in at least one newspaper of national circulation in the Client's Country, or in the official gazette. The Client shall also publish the contract award notice in UNDB online.</p>
<p>30. Signing of Contract</p>	<p>30.1 The Contract shall be signed prior to the expiry date of the Proposal validity and promptly after expiry of the Standstill Period, specified in ITC 30.1 or any extension thereof, and upon satisfactorily addressing any complaint that has been filed within the Standstill Period.</p> <p>30.2 The Consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.</p>

31. Procurement Related Complaint	31.1 The procedures for making a Procurement-related Complaint are as specified in the Data Sheet .
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Section 2. Instructions to Consultants

E. Data Sheet

ITC Reference	A. General
1 (m)	<p>Electronic –Procurement System</p> <p>The Client shall use the following electronic-procurement system to manage this Request for Proposal (RFP) process:</p> <p><i>https://tripuratenders.gov.in</i></p> <p>The electronic-procurement system shall be used to manage the following part of the RFP process: <i>issuing RFP, submissions of Proposals, opening of Proposals etc.</i></p>
2.1	<p>Name of the Client: Directorate of Information Technology, Govt. Of Tripura</p> <p>Method of selection: QCBS (Direct RFP) without EOI as per the Procurement Regulations for IPF Borrowers dated July 2016 revised August 2018, revised Nov 2020(available on www.worldbank.org)</p>
2.2	<p>Financial Proposal to be submitted together with Technical Proposal:</p> <p>Yes.</p> <p>The name of the assignment is: Development, deployment, implementation and maintenance for Services & Benefits Delivery Platform-UNNOTI'</p>
2.3	<p>A pre-proposal conference will be held: Yes</p> <p>Date of pre-proposal conference: 16 April 2025</p> <p>Time: 13:30 Local Time</p> <p>Address: 2nd Floor, IT Bhavan, Directorate of Information Technology, Govt. of Tripura; ITI Road; Indranagar; Agartala, West Tripura, Tripura -799006</p> <p>Telephone: 0381-235-5751</p> <p>E-mail: debabrata.tr@nic.in; pprasen.purakayastha@gov.in; itdept-tr@nic.in</p> <p>Contact person/conference coordinator: Shri. Prasenjit Purakayastha, System Engineer.</p>

2.4	The Client will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals: NA
4.1	Not Applicable.
6.3.1	A list of debarred firms and individuals is available at the Bank's external website: www.worldbank.org/debarr
B. Preparation of Proposals	
9.1	<p>This RFP has been issued in the English language.</p> <p>Proposals shall be submitted in English language.</p> <p>All correspondence exchange shall be in English language.</p>
10.1	<p>The Proposal shall comprise the following. The Technical and Financial Proposals shall be submitted online in the e-procurement system in separate folders:</p> <p><u>For FULL TECHNICAL PROPOSAL (FTP):</u></p> <p>The Technical Proposal comprising:</p> <ul style="list-style-type: none"> (1) Power of Attorney to sign the Proposal (2) TECH-1 (3) TECH-2 (4) TECH-3 (5) TECH-4 (6) TECH-5 (7) TECH-6 <p>AND</p> <p>The Financial Proposal comprising:</p> <ul style="list-style-type: none"> (1) FIN-1 (2) FIN-2 (3) FIN-3 (4) FIN-4 (5) Statement of Undertaking (if required under Data Sheet 10.2 below)

	<p>Financial proposal as per the Bills of Quantity (BoQ) sheet to be uploaded in excel format only. The financial datasheets as mentioned in the RFP document, relating to Financial proposal (Fin-1, Fin-2,Fin-3,Fin-4 etc.) of the bidder, to be duly signed (sign, seal with date of bid submission)/ eSigned by the Bidder and to be uploaded in the earmarked cover/folder in e-tender portal. Similarly, technical proposal consisting (Tech1, Tech2 ... etc.) also needs to be uploaded in the earmarked cover/folder in e-tender portal.</p> <p>Note: Technical proposal containing financial proposal/information will be summarily rejected.</p>
10.2	<p>Statement of Undertaking is required: Yes.</p> <p>[Make sure to include paragraph (f) in Form TECH-1]</p>
11.1	<p>Participation of Sub-consultants, Key Experts and Non-Key Experts in more than one Proposal is permissible: Yes.</p>
12.1	<p>Proposals shall be valid for 120 days.</p>
12.4	<p>Replace second sentence of ITC 12.4 with the following:</p> <p>“However, should the need arise, any request for extension of validity will be hosted on e-procurement portal and an e-mail will be sent to each consultancy firm. The consultancy firm may send their response if any on the e-procurement portal and through e-mail at the e-mail id given in Data Sheet2.3.”</p>
13	<p>Replace ITC 13 with the following:</p> <p>“13.1. The e-procurement system specified in ITC 1(m) provides for online clarifications. A consultancy firm may request an online clarification of any part of the RFP during the period indicated in the Data Sheet before the Proposals’ submission deadline, or raise its inquiries during the pre-proposal conference, if provided for in accordance with ITC 2.3. Clarifications requested through any other mode shall not be considered by the Client. The Client will respond online by uploading the response (including an explanation of the query but without identifying its source) for information of all bidders/Consultants. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure described in ITC 13.1.1 and ITC 13.1.2 below. It</p>

	<p>is the consultancy firms responsibility to check on the e-procurement system, for any addendum/ amendment/ corrigendum to the RFP document.</p> <p>13.1.1 At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment online in accordance with the procedure described in the Data Sheet. The amendment shall be binding on all consultancy firms. The Client shall not be liable for any information not received by the consultancy firm. It is the Consultants' responsibility to verify the website for the latest information related to the RFP.</p> <p>13.1.2 If the amendment is substantial, the Client may extend the proposal submission deadline to give the bidders reasonable time to take an amendment into account in their Proposals, by amending the RFP in accordance with ITC 13.1.1.</p> <p>13.2 A Consultant may modify its Proposal in the following manner, by using the appropriate option for proposal modification on e-procurement portal, before the deadline for submission of proposals. No modifications to the Technical or Financial Proposal shall be accepted after the proposal submission deadline.</p> <p>(a) For proposal modification and consequential re-submission, the Consultant is not required to withdraw the proposal submitted earlier. The last modified proposal submitted by the consultant within the proposal submission time shall be considered as the 'Proposal'.</p> <p>(b) For this purpose, modification/withdrawal by other means will not be accepted.</p> <p>(c) The modification and consequential re-submission of proposals is allowed any number of times.</p> <p>(d) A consultant may withdraw its proposal by using the appropriate option for proposal withdrawal, before the deadline for submission of proposals. However, if the proposal is withdrawn, re-submission is not allowed (however, the proposal may be changed online any number of times before submission), as applicable to the e-procurement system."</p>
13.1	<p>Clarifications may be requested online no later than pre-bid meeting date.</p> <p>The Consultants/bidder shall remain responsible to view query and response thereto.</p>
13.1.1	<p>The Client will host the amendment to RFP, if any on the e-procurement portal at any time prior to the submission deadline.</p> <p>The Consultants/bidder shall remain responsible to view amendment to RFP.</p>
13.2 (d)	<p>Re-submission of the proposal is "not allowed", if withdrawn.</p>

14.1.1	Joint Venture (JV) not allowed.
14.1.2 (do not use for Fixed Budget method)	Estimated input of Key Experts time-input: 832 person-months.
14.1.3 for time-based contracts only	Not applicable
14.1.4 and 26.2 use for Fixed Budget method	Not applicable
15.1	Delete from the first sentence of ITC 15.1, the following: ‘and shall comprise the documents listed in the Data Sheet ’.
15.2	The format of the Technical Proposal to be submitted is: FTP Submission of the Technical Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.
16.1	This being a lump-sum contract, the Consultancy firm shall quote total cost inclusive of all expenses related to the proposal.
16.2	A price adjustment provision applies to remuneration rates: No.
16.3	Information on the Consultant’s tax obligations in India can be found from the Ministry of Finance, Government of India website http://finmin.nic.in Consultants and their Sub-consultants and Experts are responsible for payment of all taxes as applicable in India.

	<p>The Client will, however, reimburse on proof of submission with relevant Government Authority, the Goods & Services Tax (GST) payable on the contract value by the consultant, as per Applicable Law in India. Statutory deductions of taxes at source (TDS), however, shall be made as applicable.</p> <p>The above only are to be shown separately in the financial proposal.</p>
16.4	The Financial Proposal shall be submitted in Indian Rupees.
16.5	Payments under the Contract shall be made in Indian Rupees.
C. Submission, Opening and Evaluation	
17	<p>Replace ITC 17 with the following:</p> <p>“17.1 The Consultant shall submit a digitally signed, encrypted, and complete Proposal comprising the documents and forms in accordance with ITC 10 (Documents Comprising Proposal). Consultants shall mark as “CONFIDENTIAL” information in their Proposals which is confidential to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information. The submission shall be done electronically on the e-procurement system and in accordance with procedure specified in the Data Sheet. Proposals submitted by any other means will be rejected. Detailed guidelines for viewing proposals, and for online submission of proposals are given on the website.</p> <p>17.2 An authorized representative of the Consultant shall digitally sign the original submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposal and shall initial all pages of both. The authorization shall be in the form of a written power of attorney to be scanned and uploaded together with the Technical Proposal.</p> <p>17.2.1 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member’s authorized representative. The submission letters and the power of attorney shall then be scanned and uploaded together with the Technical Proposal.</p> <p>17.3 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.</p> <p>17.4 The Proposal or its modifications must be uploaded on the e-procurement portal specified in ITC 1(m), no later than the deadline indicated in the Data Sheet, or any extension to this deadline. The electronic system will not accept</p>

	<p>any Proposal or its modification for uploading after the deadline, as per server time.</p> <p>17.5 Once the Proposal is uploaded on the portal, the system will generate a unique identification number with the stamped submission time. The unique identification number with the time stamp represents an acknowledgement of the Proposal submission. Any other system's functionality requirements are specified in the Data Sheet."</p>
17.1	<p>The electronic submission procedures shall be as follows:</p> <p>The Consultants shall submit their Proposals (both Technical and Financial) electronically on the e-procurement portal specified in ITC 1(m), following the procedure given below. Detailed guidelines for viewing proposals and for online submission are given on the website:</p> <p>(a) To participate in the e-tendering process, it is mandatory for the consultants to have enrolment/registration in the website, and valid <i>Class III(DSC) with signing + Encryption</i>, Digital Signature Certificate (in the name of person who will sign the proposal) in the form of smart card/e-token, obtained from any of the licensed Certifying Agency authorized by the Government of India. Consultants can see the list of licensed CAs from the link www.cca.gov.in.</p> <p>(b) The consultant should register in the website using the relevant option available. Then the Digital Signature registration has to be done with the e-token, after logging into the website. The consultant can then login the website through the secured login by entering the password of the e-token & the user id/ password chosen during registration.</p> <p>(c) The size of individual files containing the documents comprising the Proposal(s) shall not exceed 10 MB.</p> <p><i>[Note for Consultants: For online submission of proposals, the Consultants shall fill up online, the forms that are available for online filling on the e-portal. The rest of the forms shall be download by the Consultants and filled up. The filled-up pages shall then be digitally signed, scanned and uploaded on the e-procurement portal along with the scanned copies of the supporting documents.]</i></p>
17.4	<p>The Proposals must be uploaded on the e-procurement portal specified in ITC 1(m) no later than:</p> <p>Date: 06 May 2025</p> <p>Time: 16:00 local time</p>
17.5	Not applicable.

19	<p>Replace ITC 19 with the following:</p> <p>“19.1 The Client’s evaluation committee shall conduct the opening of the Technical Proposals online following the procedure described in the Data Sheet and this could be viewed online by the Consultants. The consultants or their authorized representatives may attend the online opening in person if this option is offered in the Data Sheet. The opening date, time and the address are stated in the Data Sheet. The folder with the Financial Proposal shall remain unopened, encrypted, in the e-procurement system until the subsequent public opening in accordance with ITC 23.</p> <p>19.2At the opening of the Technical Proposals the following shall be read out and recorded online simultaneously: (i) the name and the country of the Consultant or, in case of a Joint Venture, the name of the Joint Venture, the name of the lead member and the names and the countries of all members; (ii) the presence or absence of the folder with the Financial Proposal in the portal; and (iii) any other information deemed appropriate or as indicated in the Data Sheet.”</p>
19.1	<p>The procedure for online opening of technical proposals shall be: Technical proposal will be opened on the e-procurement portal by the Client’s Evaluation Committee at the date and time indicated below.</p> <p>Date: 07 May 2025. Time: “13:00 local time”</p> <p>The opening shall take place online at: https://tripuratenders.gov.in</p> <p>In the event of the specified date of proposal opening being declared a holiday for the Client, the proposals will be opened at the appointed time and location on the next working day.</p>
19.2	<p>In addition, the following information will be read aloud at the opening of the Technical Proposals: N/A</p>
21.1 [for FTP]	<p>Consultants technical proposal shall be evaluated in two parts. Part A (as mentioned below) shall be the mandatory criteria that the bidder/consultants must meet. Technical Proposals of Consultants who do not meet the criteria in Part A, shall not be further evaluated, and the proposal shall be rejected. Technical Proposal of Consultants, who meet the criteria in Part A, shall be evaluated further using the scoring scheme contained in Part B below.</p> <p>Part A: Mandatory Criteria:</p>

Sl. No.	Basic Requirement	Qualification Criteria	Supporting Documents to be Submitted
1	Legal Entity	<p>The organization must be registered under the Companies Act 1956/ 2013 or a partnership firm registered under The Partnership Act 1932/LLP Act, 2008.</p> <p>The organization must have been in operation for a period of at least 5 (five) years as on the previous day of the date of floating of the RFP.</p> <p>The Organization must be registered with Sales Tax/ Income Tax Department of Government of India and shall possess a valid GST and PAN Registration.</p> <p>Consortium in any form is NOT ALLOWED.</p>	<ul style="list-style-type: none"> • Copy of incorporation/ registration certificate. • Copy of PAN and GST. • Declaration regarding no Consortium / no-Joint Venture need to be submitted by the bidder on their letterhead.
2	Financial Capability	<p>The organization must have an average annual turnover of Rs. 30 (thirty) Crores from similar IT related works/projects during the last three financial years (2021-22, 2022-23, 2023-24).</p> <p>The organization shall have positive net worth and must have been profit making at least twice during the last three financial years ending 2023-24.</p>	<ul style="list-style-type: none"> • CA certificate of turnover mentioning turnover from similar IT related works/projects. • Audited Balance Sheets • CA certificate for PAT (Profit After Tax)
3	Technical Capability	<p>The organization must have completed or ongoing at least one project which is IT based/ e-Governance project of similar nature in India, for any Government organization / PSUs.</p> <p>Similar nature project means: Online citizen service delivery/ centralized KPI enabled dashboard/ digital benefits delivery system.</p>	<ul style="list-style-type: none"> • Work order/ agreement • Completion / phase completion certificate from client/ proof of payment received for the project.

		a) One project having value not less than 10 Cr. b) Two projects having value not less than 7 Cr. each. c) Three projects having value not less than 5 Cr. each.	
4	Employee Strength	The organization must have a minimum of 30 nos. of IT professionals in its payroll having minimum B.E./ B.Tech/ MCA/ BCA/ Diploma qualified.	• HR Certificate on letterhead mentioning strength, criteria specifically.
5	CMMI Level	The organization shall possess CMMI level 3 or higher certification.	• Copy of valid CMMI certificate as on date of tender publish.
6	ISO Certifications	The organization shall have the following certifications: • ISO 9000/9001 • ISO/ IEC 27001 • ISO/ IEC 20000 (any version/part)	• Copy of valid certificates
7	Non-blacklisting	The bidder must not have the status of being blacklisted or made ineligible by the World Bank/ Govt. of India / State Govt. /Govt. Agencies for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the bid.	• Bidder shall submit a notarized affidavit in this regard in Rs. 100/- stamp paper.

NOTE: Please submit all the documentary evidence in support of the above conditions laid down in the mandatory criteria.

Part B: Evaluation Criteria:

Sl. No.	Criteria Description	Evaluation Criteria	Marks	Maximum Marks	Documents Required
1.	Average annual turnover from similar IT related works/projects during the last three financial years (2021-22, 2022-23, 2023-24).	Rs. 30 Cr. to 50 Cr.	7	10	1. CA certificate of turnover mentioning turnover from similar IT related works/projects . 2. Audited Balance Sheets
		Above Rs. 50 Cr.	10		

	2.	Experience of the organization in delivering e-Governance Software Solutions involving digital citizen service/ benefit delivery for any State or Central Government or PSU. Any of below a,b,c will be Considered as a single project unit.	One project unit	13	15	1. Work order and 2. Completion certificate/ Phase completion certificate from client/ proof of payments received against the rendered services duly certified by CA and authorized signatory
			Two project units	14		
			Three or more project units	15		
	3.	Experience of the organization in Aadhaar authentication/ Aadhaar e-KYC/ AUA/ Sub-AUA operations/ Aadhaar Data Vault solutions for any State/ Central Government Department/ PSU.	One project	3	5	Certificate from client/ relevant section of scope of work from Agreement/ Work order.
			Two or more projects	5		
	4.	Experience of the organization in development / implementation/ management of MIS/ analytical/ data driven dashboard for any State / Central Government Department/ PSU.	One project	3	5	1. Work order from client 2. Completion/ Phase completion certificate from client/ proof of payments received against the rendered services duly certified by CA and authorized signatory 3. Project scope details
	5.		One project	3	5	

		Experience of the organization in development and management of centralized grievance redressal system/ grievance Help Desk / Support Desk for any State / Central Government Department/ PSU.	Two or more projects	5		1. Work order from client 2. Completion/ Phase completion certificate from client/ proof of payments received against the rendered services duly certified by CA and authorized signatory
	6.	Experience of the organization in development and management of Citizen Services/ Beneficiary Registry for any State / Central Government Department/ PSU.	One project	3	5	1. Work order from client 2. Completion/ Phase completion certificate from client/ proof of payments received against the rendered services duly certified by CA and authorized signatory
			Two projects	4		
			Three or more projects	5		
	7.	Experience of the organization in development and hosting of mobile app for citizen service delivery/ e-Governance projects for any State/ Central Government Department/ PSU	One App	3	5	1. Work order from client 2. Completion/ Phase completion certificate from client/ proof of payments received against the rendered services duly certified by CA and authorized signatory
			Two or more Apps	5		
	8.	Experience of the organisation in Operations & Maintenance of Citizen Service Centres for any	Between 500 to 600 centres	6	10	1. Work order from client 2. Completion/ Phase completion
			Between 601 to 700 centres	8		

		State Government under a single project	Above 700 centres	10		certificate from client
	9.	Experience of the organization in a single project having transactions of Citizen Services delivered for any State Government	4 Cr. to 5 Cr. transactions	6	10	1. Work order from client 2. Completion/ Phase completion certificate from client mentioning transactions count
			Above 5 Cr. to 6 Cr. transactions	8		
			Above 6 Cr. transactions	10		
	10.	Experience of the organization in de-duplication/ migration of legacy data for any State/ Central Government Department/ PSU/ Corporation in India.	>65 lakh <= 75 lakh records	3	5	Work order copy mentioning the line item along with data volume certification.
			>75 lakh records	5		
	11.	The organization's ISOs and CMMI level certifications. The certificates shall be valid as o tender floating date	ISO 9001 and 27001	2	5	Valid certificates
			ISO 20000-1	1		
			CMMI level 3 or higher	2		
	12.	Proposed Technical Solution and Implementation Methodology: -			20	Documentation explaining all the individual points in detail under this clause shall be furnished along with Technical Proposal.
	12.1	Understanding of Scope of Work		2		
	12.2	Approach & Methodology		4		
	12.3	Integration Strategy		2		
	12.4	Risks & Mitigation Plan		2		
	12.5	Proposed Solution & Architecture		4		
	12.6	Work Plan		2		
	12.7	Quality Checks & Government Data Security		2		
	12.8	Scalability & Ease of Implementation		2		
TOTAL					100	
The minimum technical score (St) required to pass is: 70						
NOTE: The bidder shall submit all the documentary evidence in support of the above conditions/criteria laid down in this evaluation criteria. The bidder shall submit an index within the technical proposal mentioning all the references/page nos. for Sl. No. 1 to 12.8 above criteria as:						
Index of Evaluation Criteria: For Example:						

	Clause no	Evaluation Criteria:	Ref/page no.
	Clause 1	Average annual turnover during the last three financial years (2021-22, 2022-23, 2023-24).	[Bid doc. page no./nos. to be mentioned here by bidder]
	Clause 2	Page ref. number
	Clause 3	Page ref. number
22.2	N/A		
	Public Opening of Financial Proposals		
23	<p>Replace ITC 23.1 with the following:</p> <p>“23.1 After the technical evaluation is completed and the Bank has issued its no objection (if applicable), the Client shall notify online through e-procurement portal those Consultants whose Proposals were considered non-responsive to the RFP and TOR or did not meet the minimum qualifying technical score, advising them the following:</p> <ul style="list-style-type: none"> (i) their Proposal was not responsive to the RFP and TOR or did not meet the minimum qualifying technical score; (ii) provide information relating to the Consultant’s overall technical score, as well as scores obtained for each criterion and sub-criterion; (iii) their Financial Proposals will not be opened; and (iv) notify them of the date, time and location of the online public opening of the Financial Proposals and invite them to attend.” <p>In ITC 23.2(b) first sentence, after the words ‘in writing’, add the following: ‘online through e-procurement portal’</p> <p>In ITC 23.2(b)(iv), after the words ‘location of the’ add the following: ‘online’</p> <p>Replace ITC 23.4 with the following:</p> <p>“23.4 The Consultant’s attendance at the opening of the Financial Proposals (in person, or online) is optional and is at the Consultant’s choice”</p> <p>Replace ITC 23.5 with the following:</p>		

	<p>“The Financial Proposals shall be publicly opened online by the Client’s evaluation committee in the presence of the representatives of the Consultants and anyone else who chooses to attend. Any interested party who wishes to attend this public opening should contact the client as indicated in the Data Sheet. Alternatively, a notice of the public opening of Financial Proposals may be published on the Client’s website, if available. At the opening, the names of the Consultants, and the overall technical scores, including the break-down by criterion, shall be read aloud and recorded online simultaneously. The Financial Proposals shall be then opened, and the total prices read aloud and recorded online simultaneously. The records of the opening shall remain on the e-procurement portal for the information of all Consultants who submitted Proposals and the Bank, unless the Data Sheet provides for other means of sending notifications and the results of the financial opening.”</p>
23.5	<p>Following the completion of the evaluation of the Technical Proposals, the Client will notify online through e-procurement portal, all Consultants of the location, date and time of the public opening of Financial Proposals.</p> <p>Any interested party who wishes to attend this public opening should contact Sh. Prasenjit Purakayastha, Sys. Engg., Directorate of IT as mentioned in SCC clause 9.1 and request to be notified of the location, date and time of the public opening of Financial Proposals. The request should be made before the deadline for submission of Proposals, stated above.</p> <p>Alternatively, a notice of the public opening of Financial Proposals may be published on the Client’s website, if available.</p> <p>In the event of the specified date of proposal opening being declared a holiday for the Client, the proposals will be opened at the appointed time and location on the next working day.</p>
25.1	<p>For the purpose of the evaluation, the Client will exclude: all local identifiable indirect taxes such as GST or similar taxes levied on the contract’s invoices.</p> <p>If a Contract is awarded, at Contract negotiations, all such taxes will be discussed, finalized (using the itemized list as a guidance but not limiting to it) and added to the Contract amount as a separate line, also indicating which taxes shall be paid by the Consultant and which taxes are withheld and paid by the Client on behalf of the Consultant.</p>
26.1 (QCBS only)	<p>The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.</p> <p>The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:</p>

	<p>$S_f = 100 \times F_m / F$, in which “S_f” is the financial score, “F_m” is the lowest price, and “F” the price of the proposal under consideration.</p> <p>Conversion of Technical Marks to Technical Score (S_t) is as follows:</p> <p>$S_t = 100 \times T / T_m$, in which “S_t” is the technical score, “T_m” is the highest technical marks achieved by the Bid among all respective Bids and “T” is the technical marks awarded to the Bid under consideration.</p> <p>The weights given to the Technical (T) and Financial (P) Proposals are:</p> <p>$T = 70\%$</p> <p>$P = 30\%$</p> <p>Proposals are ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; $T + P = 1$) as following: $S = S_t \times T\% + S_f \times P\%$.</p>
	<p>D. Negotiations and Award</p>
27.1	<p>Expected date and address for contract negotiations:</p> <p>Date: _____ day/month/year</p> <p>Address: _____</p>
29	<p>Replace ITC 29 with the following:</p> <p>“29.1 After completing the negotiations, and obtaining the Bank’s no objection to the negotiated draft Contract, if applicable, the Client shall, send a notification of award to the successful Consultant, confirming the Client’s intention to award the Contract to the successful Consultant and requesting the successful Consultant to sign and return the draft negotiated Contract within eight (8) Business Days from the date of receipt of such notification.</p> <p style="text-align: center;"><u>Contract Award Notice</u></p> <p>Within ten (10) Business Days from the date of notification of award such request, the Client shall publish the Contract Award Notice which shall contain, at a minimum, the following information:</p> <ul style="list-style-type: none"> (a) name and address of the Client; (b) name and reference number of the contract being awarded, and the selection method used;

	<p>(c) names of the consultants that submitted proposals, and their proposal prices as read out at financial proposal opening, and as evaluated;</p> <p>(d) names of all Consultants whose Proposals were rejected or were not evaluated, with the reasons therefor; and</p> <p>(e) the name of the successful consultant, the final total contract price, the contract duration and a summary of its scope.</p> <p>29.2 The Contract Award Notice shall be published on the Client's website with free access if available, or in at least one newspaper of national circulation in the Client's Country, or in the official gazette and on e-procurement portal."</p>
30.1	<p>Replace ITC 30 with the following:</p> <p>"The Contract shall be signed prior to the expiry date of the Proposal validity, specified in ITC 12.1 or any extension thereof."</p>
30.2	<p>Expected date for the commencement of the Services:</p> <p>Date: _____; at: <i>Agartala</i></p>
31.1	<p>The procedures for making a Procurement-related Complaint are detailed in the "<u>Procurement Regulations for IPF Borrowers</u> (Annex III)." If a Consultant wishes to make a Procurement-related Complaint, the Consultant shall submit its complaint following these procedures, In Writing (by the quickest means available, such as by email or fax), to:</p> <p>For the attention: Shri Jeya Ragul Geshan B., IFS</p> <p>Title/position: <i>Director, IT.</i></p> <p>Client: <i>Directorate of Information Technology, Govt. of Tripura.</i></p> <p>Email address: itdept-tr@nic.in</p> <p>In summary, a Procurement-related Complaint may challenge any of the following:</p> <ol style="list-style-type: none"> 1. the terms of this Request for Proposal; 2. the Client's decision to exclude a Consultant from the procurement process prior to the award of contract; and 3. the Client's decision to award the contract.

Section 3. Technical Proposal – Standard Forms

{Notes to Consultant shown in brackets { } throughout Section 3 provide guidance to the Consultant to prepare the Technical Proposal; they should not appear on the Proposals to be submitted.}

CHECKLIST OF REQUIRED FORMS

Required for FTP or STP ✓		FORM	DESCRIPTION	Page Limit
FTP	STP			
✓	✓	TECH-1	Technical Proposal Submission Form.	
✓If applicable		TECH-1 Attachment	If the Proposal is submitted by a joint venture, attach a letter of intent or a copy of an existing agreement.	
✓If applicable		Power of Attorney	No pre-set format/form. In the case of a Joint Venture, several are required: a power of attorney for the authorized representative of each JV member, and a power of attorney for the representative of the lead member to represent all JV members	
✓		TECH-2	Consultant's Organization and Experience.	
✓		TECH-2A	A. Consultant's Organization	
✓		TECH-2B	B. Consultant's Experience	
✓		TECH-3	Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Client.	
✓		TECH-3A	A. On the Terms of Reference	
✓		TECH-3B	B. On the Counterpart Staff and Facilities	
✓	✓	TECH-4	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	
✓	✓	TECH-5	Work Schedule and Planning for Deliverables	
✓	✓	TECH-6	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)	

All pages of the original Technical and Financial Proposal shall be initialed by the same authorized representative of the Consultant who signs the Proposal.

FORM TECH-1**TECHNICAL PROPOSAL SUBMISSION FORM**

{Location, Date}

To: *[Name and address of Client]*

Dear Sirs:

We, the undersigned, offer to provide the consulting services for *[Insert title of assignment]* in accordance with your Request for Proposals (RFP) dated *[Insert Date]* and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal.

{If the Consultant is a joint venture, insert the following: We are submitting our Proposal a joint venture with: {Insert a list with full name and the legal address of each member, and indicate the lead member}. We have attached a copy {insert: “of our letter of intent to form a joint venture” or, if a JV is already formed, “of the JV agreement”} signed by every participating member, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture.

{OR

If the Consultant’s Proposal includes Sub-consultants, insert the following: We are submitting our Proposal with the following firms as Sub-consultants: {Insert a list with full name and address of each Sub-consultant.}

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the Bank.
- (b) Our Proposal shall be valid and remain binding upon us until *[insert day, month and year in accordance with ITC 12.1]*.
- (c) We have no conflict of interest in accordance with ITC 3.
- (d) We meet the eligibility requirements as stated in ITC 6, and we confirm our understanding of our obligation to abide by the Bank’s policy in regard to Fraud and Corruption as per ITC 5.
- (e) We, along with any of our sub-consultants, subcontractors, suppliers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or

individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Client's country laws or official regulations or pursuant to a decision of the United Nations Security Council.

- (f) In competing for (and, if the award is made to us, in executing) the Contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in India.
- (g) Except as stated in the Data Sheet, ITC 12.7, we undertake to negotiate a Contract on the basis of the proposed Key Experts. We accept that the substitution of Key Experts for reasons other than those stated in ITC 12 and ITC 27.4 may lead to the termination of Contract negotiations.
- (h) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in ITC 30.2 of the Data Sheet.

We understand that the Client is not bound to accept any Proposal that the Client receives.

We remain,

Yours sincerely,

Signature (of Consultant's authorized representative) {In full and initials}:

Full name: {insert full name of authorized representative}

Title: {insert title/position of authorized representative}

Name of Consultant (company's name or JV's name):

Capacity: {insert the person's capacity to sign for the Consultant}

Address: {insert the authorized representative's address}

Phone/fax: {insert the authorized representative's phone and fax number, if applicable}

Email: {insert the authorized representative's email address} _____

{For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached}

FORM TECH-2(FOR FULL TECHNICAL PROPOSAL ONLY)

CONSULTANT'S ORGANIZATION AND EXPERIENCE

Form TECH-2: a brief description of the Consultant's organization and an outline of the recent experience of the Consultant that is most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Consultant's Key Experts and Sub-consultants who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Consultant), and the Consultant's role/involvement.

A - Consultant's Organization

1. Provide here a brief description of the background and organization of your company, and – in case of a joint venture – of each member for this assignment.
2. Include organizational chart, a list of Board of Directors, and beneficial ownership.

B - Consultant's Experience

1. List only previous similar assignments successfully completed in the last [.....] years.
2. List only those assignments for which the Consultant was legally contracted by the Client as a company or was one of the joint venture members. Assignments completed by the Consultant's individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant, or that of the Consultant's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Consultant should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Client.

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Client & Country of Assignment	Approx. Contract value (in Rs.)/ Amount paid to your firm	Role on the Assignment
{e.g., Jan.2009–Apr.2010}	{e.g., “Improvement quality of.....”: designed master plan for rationalization of; }	{e.g., Ministry of, country}	{e.g.,Rs.1 mill/Rs. 0.5 mill}	{e.g., Lead partner in a JV A&B&C}
{e.g., Jan-May 2008}	{e.g., “Support to sub-national government.....”: drafted secondary level regulations on.....}	{e.g., municipality of....., country}	{e.g.,Rs. 0.2 mil/Rs. 0.2 mil}	{e.g., sole Consultant}

FORM TECH-3 (FOR FULL TECHNICAL PROPOSAL)

COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE, COUNTERPART STAFF, AND FACILITIES TO BE PROVIDED BY THE CLIENT

Form TECH-3: comments and suggestions on the Terms of Reference that could improve the quality/effectiveness of the assignment; and on requirements for counterpart staff and facilities, which are provided by the Client, including: administrative support, office space, local transportation, equipment, data, etc.

A - On the Terms of Reference

{improvements to the Terms of Reference, if any}

B - On Counterpart Staff and Facilities

{comments on counterpart staff and facilities to be provided by the Client. For example, administrative support, office space, local transportation, equipment, data, background reports, etc., if any}

FORM TECH-4 (FOR FULL TECHNICAL PROPOSAL ONLY)

DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN IN RESPONDING TO THE TERMS OF REFERENCE

Form TECH-4: a description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Technical Proposal (in FTP format):

- a) Technical Approach and Methodology
 - b) Work Plan
 - c) Organization and Staffing}
- a) **Technical Approach and Methodology.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach, and the methodology you would adopt for implementing the task to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TORs in here.}
- b) **Work Plan.** {Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.}
- c) **Organization and Staffing.** {Please describe the structure and composition of your team, including the list of the Key Experts, Non-Key Experts and relevant technical and administrative support staff.}

FORM TECH-4 (FOR SIMPLIFIED TECHNICAL PROPOSAL ONLY)

DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

Form TECH-4: a description of the approach, methodology, and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Technical Proposal}

- a) **Technical Approach, Methodology, and Organization of the Consultant's team.**
{Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TOR), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s); the degree of detail of such output; and describe the structure and composition of your team. Please do not repeat/copy the TORs in here.}
- b) **Work Plan and Staffing.** {Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan and work schedule showing the assigned tasks for each expert. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.}
- c) **Comments (on the TOR and on counterpart staff and facilities)**
{Your suggestions should be concise and to the point, and incorporated in your Proposal. Please also include comments, if any, on counterpart staff and facilities to be provided by the Client. For example, administrative support, office space, local transportation, equipment, data, background reports, etc.}

FORM TECH-5(FOR FTP AND STP)

WORK SCHEDULE AND PLANNING FOR DELIVERABLES

N°	Deliverables ¹ (D-..)	Months											
		1	2	3	4	5	6	7	8	9	n	TOTAL
D-1	{e.g., Deliverable #1: Report A												
	1) data collection												
	2) drafting												
	3) inception report												
	4) incorporating comments												
	5) delivery of final report to Client}												
D-2	{e.g., Deliverable #2:.....}												

- 1 List the deliverables with the breakdown for activities required to produce them and other benchmarks such as the Client's approvals. For phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in a form of a bar chart.
3. Include a legend, if necessary, to help read the chart.

FORM TECH-6(FOR FTP AND STP)

TEAM COMPOSITION, ASSIGNMENT, AND KEY EXPERTS' INPUTS

N°	Name	Expert's input (in person/month) per each Deliverable (listed in TECH-5)										Total time-input (in Months)			
		Position		D-1		D-2		D-3		D-...		Home	Field	Total
KEY EXPERTS															
K-1	{e.g., Mr. Abbbb}	[Team Leader]	[Home]	[2 month]		[1.0]		[1.0]							
			[Field]	[0.5 m]		[2.5]		[0]							
K-2															
K-3															
n															
Subtotal															
NON-KEY EXPERTS															
N-1			[Home]												
			[Field]												
N-2															
n															
Subtotal															
Total															

1 For Key Experts, the input should be indicated individually for the same positions as required under the Data Sheet ITC21.1.

- 2 Months are counted from the start of the assignment/mobilization. One (1) month equals twenty-two (22) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours.
- 3 "Home" means work in the office in the expert's country of residence. "Field" work means work carried out in the Client's country or any other country outside the expert's country of residence.

Full-time input
Part-time input

FORM TECH-6 (CONTINUED)

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hbbbbb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved}	

Expert's contact information: (e-mail....., phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Bank.

{day/month/year}

Name of Expert

Signature

Date

{day/month/year}

Name of authorized
Representative of the Consultant
(the same who signs the Proposal)

Signature

Date

Section 4. Financial Proposal - Standard Forms

{*Notes to Consultant* shown in brackets { } provide guidance to the Consultant to prepare the Financial Proposals; they should not appear on the Financial Proposals to be submitted.}

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2.

- FIN-1 Financial Proposal Submission Form
- FIN-2 Summary of Costs
- FIN-3 Breakdown of Remuneration, including Appendix A “Financial Negotiations - Breakdown of Remuneration Rates” in the case of QBS method
- FIN-4 Reimbursable expenses

FORM FIN-1

FINANCIAL PROPOSAL SUBMISSION FORM

{Location, Date}

To: [Name and address of Client]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of Rs. _____ {Insert amount in words and figures}, *[Insert “including” or “excluding”] of all indirect local taxes in accordance with ITC 25.1 in the Data Sheet.* The estimated amount of local indirect taxes is Rs. _____ {Insert amount in words and figures} which shall be confirmed or adjusted, if needed, during negotiations. {Please note that all amounts shall be the same as in Form FIN-2}.

Our Financial Proposal shall be valid and remain binding upon us, subject to the modifications resulting from Contract negotiations, for the period of time specified in the Data Sheet, ITC 12.1.

Commissions and gratuities paid or to be paid by us to an agent or any third party relating to preparation or submission of this Proposal and Contract execution, paid if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____

{If no payments are made or promised, add the following statement: “No commissions or gratuities have been or are to be paid by us to agents or any third party relating to this Proposal and Contract execution.”}

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Signature (of Consultant’s authorized representative) {In full and initials}:

Full name: {insert full name of authorized representative}

Title: {insert title/position of authorized representative}

Name of Consultant (company's name or JV's name):

Capacity: {insert the person's capacity to sign for the Consultant}

Address: {insert the authorized representative's address}

Phone/fax: {insert the authorized representative's phone and fax number, if applicable}

Email: {insert the authorized representative's email address}_____

{For a joint venture, either all members shall sign or only the lead member/consultant, in which case the power of attorney to sign on behalf of all members shall be attached}

FORM FIN-2 SUMMARY OF COSTS

	Cost
31.1.1.1.1.2.1.1 Item	{Consultant must state the proposed Costs in accordance with ITC 16.4 of the Data Sheet}
	In Indian Rupees (Rs.)
Cost of the Financial Proposal	
Including:	
(1) Remuneration	
(2) Reimbursables	
<u>Total Cost of the Financial Proposal:</u> {Should match the amount in Form FIN-1}	
Indirect Local Tax Estimates – to be discussed and finalized at the negotiations if the Contract is awarded	
<u>Total Estimate for GST:</u>	

FORM FIN-3 BREAKDOWN OF REMUNERATION

When used for Lump-Sum contract assignment, information to be provided in this Form shall only be used to demonstrate the basis for the calculation of the Contract's ceiling amount; to calculate applicable taxes at contract negotiations; and, if needed, to establish payments to the Consultant for possible additional services requested by the Client. This Form shall not be used as a basis for payments under Lump-Sum contracts

A. Remuneration					
No.	Name	Position (as in TECH-6)	Person-month Remuneration Rate	Time Input in Person/Month (from TECH-6)	Total in Rs.
_____	Key Experts				
K-1			[Home]		
			[Field]		
K-2					
_____	Non-Key Experts				
N-1			[Home]		
N-2			[Field]		
	Total Costs (Rs.)				

Appendix A. Financial Negotiations - Breakdown of Remuneration Rates

1. Review of Remuneration Rates

- 1.1. The remuneration rates are made up of salary or a base fee, social costs, overheads, profit, and any premium or allowance that may be paid for assignments away from headquarters or a home office. An attached Sample Form can be used to provide a breakdown of rates.
- 1.2. If the RFP requests submission of a technical proposal only, the Sample Form is used by the selected Consultant to prepare for the negotiations of the Contract. If the RFP requests submission of the financial proposal, the Sample Form shall be completed and attached to the Financial Form-3. Agreed (at the negotiations) breakdown sheets shall form part of the negotiated Contract and included in its Appendix D or C.
- 1.3. At the negotiations the firm shall be prepared to disclose its audited financial statements for the last three years, to substantiate its rates, and accept that its proposed rates and other financial matters are subject to scrutiny. The Client is charged with the custody of government funds and is expected to exercise prudence in the expenditure of these funds.
- 1.4. Rate details are discussed below:
 - (i) Salary is the gross regular cash salary or fee paid to the individual in the firm's home office. It shall not contain any premium for work away from headquarters or bonus (except where these are included by law or government regulations).
 - (ii) Bonuses are normally paid out of profits. To avoid double counting, any bonuses shall not normally be included in the "Salary" and should be shown separately. Where the Consultant's accounting system is such that the percentages of social costs and overheads are based on total revenue, including bonuses, those percentages shall be adjusted downward accordingly. Where national policy requires that 13 months' pay be given for 12 months' work, the profit element need not be adjusted downward. Any discussions on bonuses shall be supported by audited documentation, which shall be treated as confidential.
 - (iii) Social Charges are the costs of non-monetary benefits and may include, inter alia, social security (including pension, medical, and life insurance costs) and the cost of a paid sick and/or annual leave. In this regard, a paid leave during public holidays or an annual leave taken during an assignment if no Expert's replacement has been provided is not considered social charges.
 - (iv) Cost of Leave. The principles of calculating the cost of total days leave per annum as a percentage of basic salary is normally calculated as follows:

$$\text{Leave cost as percentage of salary} = \frac{\text{total days leave} \times 100}{[365 - w - ph - v - s]}$$

Where w = weekends, ph = public holidays, v = vacation, and s = sick leave.

Please note that leave can be considered as a social cost only if the Client is not charged for the leave taken.

- (v) Overheads are the Consultant's business costs that are not directly related to the execution of the assignment and shall not be reimbursed as separate items under the Contract. Typical items are home office costs (non-billable time, time of senior Consultant's staff monitoring the project, rent of headquarters' office, support staff, research, staff training, marketing, etc.), the cost of Consultant's personnel not currently employed on revenue-earning projects, taxes on business activities, and business promotion costs. During negotiations, audited financial statements, certified as correct by an independent auditor and supporting the last three years' overheads, shall be available for discussion, together with detailed lists of items making up the overheads and the percentage by which each relates to basic salary. The Client does not accept an add-on margin for social charges, overhead expenses, etc. for Experts who are not permanent employees of the Consultant. In such case, the Consultant shall be entitled only to administrative costs and a fee on the monthly payments charged for sub-contracted Experts.
- (vi) Profit is normally based on the sum of the Salary, Social costs, and Overheads. If any bonuses paid on a regular basis are listed, a corresponding reduction shall be made in the profit amount. Profit shall not be allowed on travel or any other reimbursable expenses.
- (vii) Away from Home Office Allowance or Premium or Subsistence Allowances. Some Consultants pay allowances to Experts working away from headquarters or outside of the home office. Such allowances are calculated as a percentage of salary (or a fee) and shall not draw overheads or profit. Sometimes, by law, such allowances may draw social costs. In this case, the amount of this social cost shall still be shown under social costs, with the net allowance shown separately.

Sample Form

Consultant:
Assignment:

Country:
Date:

Consultant's Representations Regarding Costs and Charges

We hereby confirm that:

- (a) the basic fees indicated in the attached table are taken from the firm's payroll records and reflect the current rates of the Experts listed which have not been raised other than within the normal annual pay increase policy as applied to all the Consultant's Experts;
- (b) attached are true copies of the latest pay slips of the Experts listed;
- (c) the away- from-home office allowances indicated below are those that the Consultant has agreed to pay for this assignment to the Experts listed;
- (d) the factors listed in the attached table for social charges and overhead are based on the firm's average cost experiences for the latest three years as represented by the firm's financial statements; and
- (e) said factors for overhead and social charges do not include any bonuses or other means of profit-sharing.

[Name of Consultant]

Signature of Authorized Representative

Date

Name: _____

Title: _____

**Consultant's Representations Regarding Costs and Charges
(Model Form I)**

(Expressed in Rs.)

Personnel		1	2	3	4	5	6	7	8
Name	Position	Basic Remuneration Rate per Working Month/Day/Year	Social Charges ¹	Overhead ₁	Subtotal	Profit ²	Away from Home Office Allowance	Proposed Fixed Rate per Working Month/Day/Hour	Proposed Fixed Rate per Working Month/Day/Hour ¹
Home Office									
Client's Country									

1. Expressed as percentage of 1

2. Expressed as percentage of 4

FORM FIN-4 BREAKDOWN OF REIMBURSABLE EXPENSES

When used for Lump-Sum contract assignment, information to be provided in this Form shall only be used to demonstrate the basis for calculation of the Contract ceiling amount, to calculate applicable taxes at contract negotiations and, if needed, to establish payments to the Consultant for possible additional services requested by the Client. This form shall not be used as a basis for payments under Lump-Sum contracts

B. Reimbursable Expenses					
N°	Type of Reimbursable Expenses	Unit	Unit Cost	Quantity	In Indian Rupees (Rs.)
___	{e.g., Per diem allowances**}	{Day}		_____	
___	{e.g., International flights}	{Ticket}		_____	
___	{e.g., In/out airport transportation}	{Trip}			
	{e.g., Communication costs between Insert place and Insert place}				
	{e.g., reproduction of reports}				
	{e.g., Office rent}				
				
	{Training of the Client's personnel – if required in TOR}				
Total Costs					

Legend:

“Per diem allowance” is paid for each night the expert is required by the Contract to be away from his/her usual place of residence. Client can set up a ceiling.

Section 5. Eligible Countries

In reference to ITC6.3.2, for the information of Consultants, at the present time firms, goods and services from the following countries are excluded from this selection:

Under the ITC 6.3.2 (a): None

Under the ITC 6.3.2 (b): None

Section 6. Fraud and Corruption

(This Section 6, Fraud and Corruption shall not be modified)

1. Purpose

- 1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

- 2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

- 2.2 To this end, the Bank:

- a. Defines, for the purposes of this provision, the terms set forth below as follows:
 - i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - v. "obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.
- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or

indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring mis procurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti- Corruption Guidelines and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;¹ (ii) to be a nominated² sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents personnel, permit the Bank to inspect³ all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

¹ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

² A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

³ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

Section 7. Terms of Reference

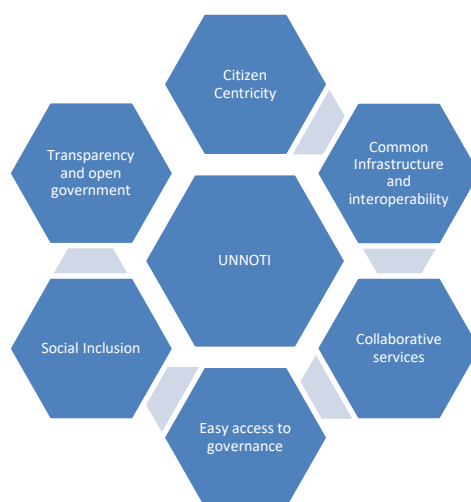
1. Introduction

The objective of Tripura Rural Economic Growth and Service Delivery Project (TRESP) project is to increase the agricultural income of rural households and improve governance and service delivery by state institutions for delivery of enhanced transport connectivity and learning environment in the targeted tribal-dominated blocks. One of the most important activities of the TRESP is to build digital infrastructure, a decision support system, and a mobile based citizen service platform to improve the existing beneficiary management system in the State of Tripura.

Under the aegis of TRESP, the Government of Tripura envisions the UNNOTI platform aim to streamline government interactions by ensuring that all services are accessible via a unified digital platform. The System Integrator (hereinafter referred to as “SI”) will play a crucial role in the realization of this vision by designing, developing, deploying, and maintaining the necessary technological infrastructure, and the entire suite of applications. The SI shall also help build necessary capacities within the Tripura government to ensure seamless operation of the developed and deployed infrastructure as well as effectively manage the change brought about by implementation of the UNNOTI project.

"Unified Services & Benefits Delivery Platform" (UNNOTI), shall be a state-level initiative under the Tripura Rural Economic Growth and Service Delivery Project (TRESP). The platform is envisaged to enhance the "Ease of Living" by providing an integrated and user-friendly approach for all Government services/schemes. UNNOTI, with the inherent principle of "Ask Data Once" shall strive to reduce redundancies in the existing systems and streamline citizen-government interactions. The platform is architected to deliver services/scheme proactively, with a focus on inclusivity and transparency. It shall serve as a dynamic framework poised to harness technology for socio-economic advancements in the state.

Some of the objectives that the State of Tripura envisages to achieve via UNNOTI have been illustrated in the below diagram:



2. Scope of Work

A state-of-the-art platform, ingeniously architected to elevate the "Ease of Living" for the citizens of Tripura by integrating a myriad of government services into a unified, navigable digital space is envisaged under UNNOTI project. UNNOTI is a leap towards "Proactive Governance," designed to anticipate and meet the needs of the populace proactively, embodying a vision for a future where government services are accessible, responsive, and tailored to the evolving expectations of its citizens.

With an emphasis on inclusivity and transparency, UNNOTI aspires to be more than just a digital portal—it aims to be a dynamic, adaptive framework that embodies the state's dedication to leveraging technology to foster socio-economic advancements and improve everyday life for its people.

The selected Firm shall develop the UNNOTI platform with architecture, modules, features, functionalities as defined in the RFP; All necessary infrastructure, technical expertise etc. required to develop the software shall be provided by the selected firm itself.

After development of the software the selected Firm/SI shall perform different testing of the platform in staging environment before placing it on live server. The infrastructure required for software development shall be provided by the selected firm. After development of the application software, the selected firm shall perform detailed software testing in the staging environment. The staging environment and production environment will be decided by DIT. Most likely the environment will be at SDC. Regression testing shall be done by the selected firm.

The UAT will be performed by the user Departments/ DIT; selected firm will facilitate the UAT, on post- UAT/ FAT clearance/ approval from DIT/user Dept., the application will be hosted at live environment. The deployment, configuration and hosting in staging and production etc. Activities shall be performed by the selected firm/SI.

The FRS document with details of process flow and escalation matrix shall be shared with the selected firm for initial reference.

The selected firm shall review the FRS from an implementation perspective and discuss with DIT for any changes, additions, modifications needed and finalize these, before initiating the project implementation. The technical/operational aspects of envisaged UNNOTI platform have been indicated in [Annexure-‘A’](#) and this shall be a part of the RFP document.

2.1 Architecture of Platform, Database to be Formulated by SI/ Selected Firm

Architecture shall be microservice based architecture, independent modules to be developed, to ensure fail-safe state, high availability, loosely coupled and easily configurable for different process flows by the end users. Proper design approach at user interface level, database level shall be adopted by SI so that no unstructured data is generated and MIS reports based on SQL queries can be generated.

Architecture shall provision for easy built/configure/update/customize application software anytime through open coding in source code. Application development shall be in popular open-source, security compliant languages (Spring Boot, Java, Python etc. preferable) at server side; in front end, technology like React.js, Angular JS, Vue JS may be preferred. Optimized

coding principles shall be adopted by the firm for development of UNNOTI to ensure prompt, quick webpage loading.

Note: The architecture of each component/module shall not ideally dependent on any commercial tools, plugins, library, script, platform, framework, SAAS (software as a service) etc. The SI shall not adopt any kind of methods for development of the UNNOTI application software that requires any commercial third-party dependency and recurring financial implication upon client (i.e., DIT) to maintain the application software. SI shall develop, implement and maintain the platform using open source, cost-free license-based technologies.

Database shall be RDBMS. Popular Open-Source Database, preferably Postgres, may be used. Database shall be in normalized structure (3NF, BCNF) and all UI/UX design, operations, UI/UX modules and Database operations shall be Database (atomicity, consistency, Isolation, durability) ACID property compliant.

The envisaged UNNOTI platform to be compliant with Meity guidelines, GIGW and India Enterprise Architecture (IndEA) Framework. In encapsulating the essence and strategic intent of the UNNOTI platform, the overall architecture to be developed by SI/selected firm, has been structured within the following foundational layers:

- i) User Layer,
- ii) Business Service Layer,
- iii) Access Layer,
- iv) Application Building Blocks,
- v) System Level Integration Layer,
- vi) Database Layer,
- vii) Infra Service Layer,
- viii) Payment Integrations,
- ix) Dashboard and Reporting Layer,
- x) Security Layer,
- xi) AUA Ecosystem Integration Layer.
- xii) Infrastructure Layer

Each layer is designed to function both independently and synergistically, creating a cohesive and resilient framework that upholds the principles of "Ask Data Once," "Ease of Living," and "Proactive Governance," thus paving the way for a new era of digital governance in Tripura. Each layer has been detailed out in [Annexure-‘A’](#).

The suggestive architecture, features, outcomes, standards of UNNOTI platform has been placed in [Annexure-‘A’](#) and this shall be a part of the RFP document.

2.2 Duration of the Contract

The contract will be for 42 months. The contract may be terminated at any point in time during the contract period with one month’s notice by either party. The contract payment

terms will be linked to deliverables. The agency will be selected through Quality and Cost Based Selection (QCBS) method.

Selection of the SI will be based on the Quality and Cost Based System (QCBS) in the ratio 70:30 i.e., 70% weightage will be given to the technical evaluation and 30% weightage will be given to the financial bid.

2.3 Resource Requirements

Resource requirements are categorized into three types, viz. i) resources to be engaged during the implementation phase, ii) PMU resources to be engaged during roll out of 1st phase services and iii) resources to be engaged during operation and maintenance phase. Below table depicts the no. of resources and their engagement period.

2.3.1 Resource Engagement Plan

Resource Category	Implementation Phase			Operations & Maintenance Phase
	T (Project Initiation Date)	T + 7 months	T + 16 months = T1	T1 + 26 months
Implementation Phase				
PM		1 no.		
Consultant		2 nos.		
DBA		1 no.		
GIS Expert		1 no.		
UI/UX Designer		2 nos.		
Data Analyst		2 nos.		
Software Developer		4 nos.		
PMU Manager		1 no.		
District Project Coordinator		9 nos.		
Helpdesk Coordinator		2 no.		
Content Creator		1 no.		
Operations & Maintenance Phase				
PM				1 no.
				1 no.
Consultant				
DBA				1 no.
Data Analyst				1 no.
Software Developer				2 nos.
PMU Manager				1 no.
District Project Coordinator				9 nos.
Helpdesk Coordinator				2 no.

Content Creator				1 no.
Phase wise Total Resource Count	13	26	26	19

2.3.2 Resource Requirement during Implementation Phase

The SI shall deploy resources during development and implementation phase as mentioned below. However, the SI may engage additional resources at offshore/ hybrid mode to comply with the project requirements and timelines.

Project Implementation Team				
Position	No. of Resources	Minimum Educational Qualification & Experience	Role	Deployment
Project Manager (PM)	1	BE/ B.Tech/ MCA or equivalent and MBA with minimum of 15 years of overall experience. Must have relevant experience of 10 years in managing, designing, development and implementation of Digital Citizen Services System of any State or Central Government department.	Project planning, managing overall project activities and project team, change management, coordination with Departments, working as a single point of contact for DIT/ Departments etc.	Onsite
Consultant (Business Analyst / GPR Expert)	2	BE/ B.Tech/ MCA/ MBA or equivalent with minimum 6years of total experience. Must have minimum 4 years of experience in requirement gathering, GPR, documentation and implementation of Digital Citizen Services System of any state government or central government.	Shall visit/ coordinate with Departments, gather details of schemes & services, prepare AS-IS, TO-BE, formulate GPR, FRS etc. reports, get approvals on GPR from Departments, prepare test cases, functional testing, providing trainings, supporting UAT etc.	Onsite
Database Administrator	1	BE/ B.Tech/ MCA or equivalent with minimum of 6years of database administration experience in managing, designing,	Designing of databases, development of backend procedures/ functions/ scripts,	Onsite

		development and implementation of Digital Citizen Services System of any State or Central Government department.	scheduling backend jobs, backup, recovery etc.	
GIS Expert	1	BE/ B.Tech/ MCA or equivalent with minimum 4years of experience in GIS implementation for any State or Central Government department.	Implementing GIS enabled dashboard, integrating with existing GIS systems in the State etc.	Hybrid
UI/UX Designer	2	BE/ B.Tech/ MCA or equivalent with minimum of 5years of UI/ UX design experience.	Designing of webpage and mobile app layouts, screens etc. for contemporary UI and UX.	Hybrid
Data Analyst	2	BE/ B.Tech/ MCA or equivalent with minimum 5 years of experience in data analytics. Should have hands-on experience in SQL, Python, Power BI/ Tableau or similar Tools.	Data analysis, migration, cleansing, standardization, integration, dashboard designing, KPI formation and configuration, development of MIS/ custom reports, data correctness etc.	1 – Onsite 1 – Hybrid
Software Developer	4	BE/ B.Tech/ MCA or equivalent with minimum of 5years of software development experience in implementation of Digital Citizen Services System of any state government or central government.	Development and deployment of functionalities as per the scope of work, testing, error/ bug/ issue fixing etc.	2 – Onsite 2 – Hybrid
Total	13			Minimum 7 resources are to be deployed onsite.

2.3.3 Resource Requirements for Onsite PMU Team

The SI shall deploy the Project Management Unit (PMU) team consisting of the below mentioned resources during onboarding of 1st phase schemes and services. The SI proposed resources shall be interviewed/finalized by DIT before deployment. This PMU team shall be deployed solely onsite basis till the end of project duration.

UNNOTI Project Management Unit (PMU)			
Position	No. of Resources	Roles	Minimum Qualification and Experience
PMU Manager	1	Leading the UNNOTI PMU team, work assignment, monitoring, work as SPOC for DIT and line Departments, furnishing activities and progress reports, planning & organizing trainings/ workshops etc. KPI identification, management and mapping with Dashboard for services/schemes.	BE/ B.Tech/ MCA or equivalent with a minimum of 10 years of experience in the online citizen services system of any State or Central Government department.
Helpdesk Coordinator	2	Receiving, analyzing, delegating, responding to the queries/ complaints/ feedback/ grievances etc. along with ticketing system.	Bachelor's degree with minimum 3 years of experience in handling grievances/ online ticketing system/ e-Governance project related to citizen services.
District Project Coordinator (to be deployed one per district. For West Tripura district 1 additional resource)	8 + 1	Coordination and support to the district level offices and service delivery points upto GP level. Supporting UAT and roll out of schemes/ services, providing training to Govt. officials, service delivery agents etc.	BE/ B.Tech/ MCA or equivalent with minimum 5 years of experience in District/Subdivision/ Block/State administration level technical support / online citizen service related domain. For tribal populated districts Bangali, Kokborok, English known resources are preferable.

Content Creator cum Social Media Expert	1	<ol style="list-style-type: none"> 1. Creation of creative and attractive content, banners, leaflets etc. for publicity of the platform and onboarded schemes & services. Prepare content for social media and tracking the reach. 2. Portal Content preparation, transliteration, translation etc. 	Bachelor's degree in marketing/ business/ communications or related field with minimum 3years of experience in content writing/ promotional activities and SEO practices. Bangali, Kokborok, English, Hindi known resources are preferable.
Total	12		

2.3.4 Minimum Onsite Resources during Operations & Maintenance Phase

The SI shall deploy below listed manpower onsite during operations & maintenance phase to manage the system and support KPI driven dashboard, grievances, helpdesk, onboarding of new schemes & services, support & coordination with Departments and service delivery end points etc.

Project Management Unit (PMU)			
Position	No. of Resources	Roles	Remarks
Project Manager	1	Managing overall project activities and project team, change management, coordination with Departments, working a single point of contact for DIT/ Departments etc.	Preferably, the resources engaged in implementation phase should continue in O&M period as per Resource Engagement plan.
Consultant (Business Analyst/ GPR Expert)	1	Requirement gathering, analysis, preparation of AS-IS and TO-BE processes, preparation of FRS/ GPR, Test Cases etc., analyzing issues/ bugs, providing training, supporting UAT etc.	
Data Analyst	1	Data analysis, applying analytics, managing KPI driven dashboard, generating/ configuring custom reports, monitoring APIs, data correctness, feasibility study of new API integrations etc.	
Developer	2	Resolving errors/ bugs/ issues, development & deployment of new requirements etc.	

Database Administrator	1	Managing and maintenance of databases, resolving errors/ bugs/ issues, development of backend procedures/ functions, scheduling backend jobs, backup, recovery etc.	
UNNOTI PMU Team (as listed in the UNNOTI PMU table above)	13	As mentioned in the PMU table above.	The UNNOTI PMU resources engaged during rolling out of 1 st phase schemes and services shall continue in O&M period as per Resource Engagement plan.
Total	19		

2.4 Project Deliverables, Timeline and Payment Schedule

The indicative activity milestones, deliverables, timeline, and payment schedule are depicted below. The crucial activities which must be done by the SI, but not limited to, are listed here.
T = Date of initiation of project

Sl.	Activities	Deliverables Every deliverable is linked to successful completion of corresponding activities	Timeline	Payment Schedule (on acceptance of deliverable only)
PHASE-I				
1	Resource Deployment, Inception and Planning: Deployment of resources, understanding of scope, requirement analysis, identification of third-party dependencies, project planning, risk areas, mitigation plan etc. Preparation of technical	<ul style="list-style-type: none"> Inception report including project execution plan, infrastructure requirement, revised architecture, FRS, if applicable. SRS, HLD and LLD 	T + 1.5 months	10%

	documentation for software development.			
2	<p>Data Migration and Integrations – 1st Phase:</p> <p>Creating local database copies, data analysis, data cleansing, database and data standardization, integrating by establishing common identifier. Implementation/ upgradation of Det. Web services/ APIs, databases/ data sources etc.</p> <p>An indicative list of databases for migration and integration is given below.</p> <ul style="list-style-type: none"> i) Ration Card DB ii) E-District iii) BMS iv) E-Municipality v) eRoR vi) Agri/ Farmers DB and portal <p>Integration with external systems through APIs for data synching, unification, profiling, identity establishment, verifications etc.</p> <p>The indicative list of API integrations is given below.</p> <ul style="list-style-type: none"> vii) SWAAGAT viii) HRMS ix) School Management System x) E-Jami xi) E-Hospital xii) TSECL xiii) NVSP/ EPIC xiv) Ration Card DB (for data synching) 	<ul style="list-style-type: none"> • Database migration completion report • API integration completion report <p>The reports shall include relevant test cases and test results.</p>	T + 4 months	5%

	xv) BMS (for data synching and DBT payments) xvi) E-GRAS xvii) DigiLocker xviii) MeriPehchaan (SSO) xix) eSign xx) CM-Helpline xxi) Bhashini for multi-lingual e-Governance.			
3	Development of the Platform: Development of UNNOTI platform, web portal and mobile App, with minimum below mentioned features/ modules, but not limited to: - i) Citizen registration, identity establishment and auto profiling based on migrated/ integrated databases. ii) Auto-discovery of schemes and services based on citizen profiling. iii) Workflow player and service delivery agents onboarding mechanism along with workflow configuration. iv) Scheme and service onboarding feature by drag-drop/ configuration. v) SLA and grievance management module. vi) Analytical monitoring dashboard, MIS reports.	<ul style="list-style-type: none"> • Deployment and demonstration of working web portal and mobile App with all necessary features at staging environment. • Test cases and test results of unit testing, integration testing, system testing etc. covering all functional requirements. • UAT approval from DIT. 	T + 5 months	15%
4	Onsite Deployment of UNNOTI PMU Team: Deployment of PMU manager, Helpdesk Coordinator, 9 District	<ul style="list-style-type: none"> • Resource deployment letter along with joining report from 	T + 7 months	10%

	Project coordinator and Content Creator cum Social Media Expert.	<p>respective authorities.</p> <ul style="list-style-type: none">Initial study report to be submitted by resources. <p>For 9 District Project coordinators concerned District Authority/ DM & Collector shall be the reporting authority.</p>		
5	<p>Schemes and Services Onboarding – 1st Phase:</p> <p>Onboarding of tentative 150 schemes and services involving 27-30 departments, assisting concerned Departments in UAT, fixing issues/ bugs/ errors, providing trainings to Govt. officials, service delivery agents at State and District levels.</p>	<ul style="list-style-type: none">Test cases, reports.UAT approvals from scheme/ service owning departments.Training materials and attendance reports of the training participants.		
6	<p>System Testing – 1st Phase:</p> <p>Testing of the platform (web and mobile) must include, but not limited to: -</p> <ul style="list-style-type: none">i) Performance testing,ii) Regression testing,iii) Security audit (to be done by CERT-IN empanelled auditor engaged by DIT) <p>And fixing issues/ vulnerabilities found.</p>	<ul style="list-style-type: none">Test cases and test results.Safe to host certificate by security auditor.	T + 8 months	5%
7	<p>Go-Live – 1st Phase:</p> <p>Go-Live of 1st phase schemes and services – moving from staging to production environment, post deployment testing, source code handover and knowledge sharing sessions with DIT.</p>	<ul style="list-style-type: none">Production deployment report.Source code of entire solution.Knowledge transfer documents/ manuals etc.		
PHASE – II				

8	<p>Integrations – 2nd Phase: Integrations with external systems via APIs. An indicative list of external systems, but not limited to, is given below.</p> <ul style="list-style-type: none"> i) E-PDS (deep link integration for ration card related services), ii) RGI iii) PAN/ Protean iv) GSTIN v) MCA (CIN) vi) Disability DB (UDID) vii) NSAP viii) E-Shram ix) Vahan x) Sarathi xi) NSP xii) MGNREGA/ PMJAY 	<ul style="list-style-type: none"> • Integration completion report <p>The reports shall include relevant test cases and test results.</p>	T + 10 months	8%
9	<p>Aadhaar / ADV Integrations:</p> <ul style="list-style-type: none"> i) Integration with UIDAI for Aadhaar authentication and performing/ storing eKYC data, profiling. ii) Integration with Aadhaar Data Vault (provisioned by DIT) for storing of Aadhaar number and eKYC data. iii) Provisioning Aadhaar based login, citizen profiling mechanism. 	<ul style="list-style-type: none"> • Integration completion reports <p>The reports shall include relevant test cases and test results.</p>	T + 11 months	
10	<p>Enhancement of the Platform:</p> <ul style="list-style-type: none"> i) Aadhaar based login mechanism for citizens, ii) Enhanced citizen profiling based on the 2nd phase integrations, iii) Improved schemes/ services auto discovery feature, 	<p>Deployment and demonstration of working web portal and mobile App with all necessary features at staging environment.</p>	T + 12 months	3%

	iv) Improved verification facilities for workflow players, v) GIS enabled upgraded version of the analytical centralized dashboard, vi) Verification as a Service vii) Sector agnostic KPI driven analytical dashboard viii) Sector agnostic integrated grievance management	Test cases and test results of unit testing, integration testing, system testing etc. covering all functional requirements. UAT approval from DIT.		
11	Study, GPR and FRS of 2nd Phase Schemes and Services: Coordination with departments, data collection and finalizing GPR and FRS for new schemes and services (tentatively 200 nos.).	<ul style="list-style-type: none"> GPR report FRS document 		
12	Onboarding of Schemes and Services – 2nd Phase: Onboarding of new schemes and services (tentatively 200 nos.), UAT support, fixing issues/ bugs/ errors, training to Govt. officials, service delivery agents etc.	<ul style="list-style-type: none"> UAT approvals from scheme/ service owning departments. Training materials and attendance reports of the participants of trainings. 	T + 14 months	
13	System Testing – 2nd Phase: Testing of the platform (web and mobile) must include, but not limited to: - i) Performance testing, ii) Regression testing, iii) Security audit (to be done by CERT-IN empanelled auditor engaged by DIT) And fixing issues/ vulnerabilities found.	<ul style="list-style-type: none"> Test cases and test results. Safe to host certificate by security auditor. 		16%
14	Go-Live – 2nd Phase: Go-Live of 2 nd phase functionalities, schemes and services – moving from staging to	<ul style="list-style-type: none"> Production deployment report. Source code of entire solution. 	T + 16 months = T1	

	production environment, post deployment testing, source code handover and knowledge sharing sessions with DIT.	<ul style="list-style-type: none"> Knowledge transfer documents/ manuals etc. 		
15	<p>Operations & Maintenance: Operations & Maintenance activities shall include, but not limited to, -</p> <ul style="list-style-type: none"> i) Monitoring of the platform ii) Resolving issues/ bugs/ errors iii) User trainings/ workshops iv) Promotional activities v) Incorporating new enhancements/ changes to platform and schemes/ services vi) Onboarding new schemes and services vii) Complying to applicable regulatory guidelines in terms of security, data protection, consent management etc. viii) Dashboard KPIs management, grievance, helpdesk management etc. 	<ul style="list-style-type: none"> Monthly performance/ work completion and attendance report signed by concerned authority is to be submitted for the engaged onsite resources. 	<p>T1+ 26 months (Refer to Resource Engagement Plan section)</p>	<p>1.84 % every 2 months = 24%</p>
16	<p>Exit Management – Handover: Code base of the application, databases, backup files, all relevant technical, non-technical, advisory, procedural etc. documents/tools necessary to maintain the software in future shall be handed over to DIT.</p>	<ul style="list-style-type: none"> Source code, Database details, KT documents/tools/ manuals etc. 	<p>Start time: T1+ 8 months; after every 8 months (in 4 phases)</p>	<p>1% every 8 months (in 4 phases) = total 4%</p>

TOTAL	3.5 Years (Implementation: 16 months + O&M: 26 months)	100%
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Note: -

- i) Each output mentioned above will be considered completed when the deliverable is accepted/cleared by the Directorate of Information Technology. If no response is received by the firm from the Directorate of Information Technology within 25 days of submission of the report by the firm, then, it may be presumed that the same is accepted by the Directorate of Information Technology.
- ii) Invoice shall be raised only after approval of Directorate of Information Technology (DIT) on submitted deliverable and Payment shall be released to the firm within 40 days of submission of Bills along with a detailed report on the deliverables completed, subject to the approval of the competent authority.
- iii) The firm may engage additional resources without any extra cost to the Directorate of Information Technology, to comply with the project timeline. If the firm needs to extend support beyond the timeline to meet deliverables, it may be done with DIT's prior approval and without any extra cost to DIT.
- iv) Non-satisfactory Indicators: In case of non-deployment/ unauthorized absence of resources, non-completion of deliverables/ activities within defined timelines, the earmarked payment is subject to be withheld as per authority decision.

Further illustrations of the activities mentioned in the above table are depicted below.

1. Resource Deployment, Inception and Planning:

The architecture and functional specifications mentioned under corresponding sections cover the requirements of the platform. The SI shall deploy the key resources at onsite as specified "[Resource Requirements](#)" section. The selected SI will be handed over with functional specification documents of the schemes and services identified under PHASE-I post signing of the contract with DIT. The SI shall study the reports, interact with concerned departments, confirm requirements, do analysis, identify bottlenecks and clarify all doubts with DIT and departments.

Based on understanding, the SI shall devise the project execution plan and prepare SRS, HLD, LLD and other deliverables listed in the above table and submit to DIT for review and approval.

2. Data Migration and Integrations – 1st Phase:

- DIT will provide database dumps/ APIs of a few key State databases as listed in the table as per availability. The SI shall analyze, do data cleansing, data standardization and link these databases by existing/seeded common identifier or devise other mechanism as deemed fit/ required for linking the databases. The derived dataset will be made based on data linking/DB integrations. The SI must devise a data synching mechanism for the local copies as per frequency decided by DIT. This is suggested that

the ration card no. shall be treated as base family ID and ration card member ID may be treated as the base ID for a citizen.

- In addition, other databases as listed for 1st phase in above table shall be integrated with UNNOTI backend via local copy (if available) or APIs. The SI shall verify and ensure completion of all such migrated databases and integrations and submit reports to DIT. After each integration, the SI shall do testing as per requirement for ensuring successful UAT by DIT. DIT will review/ check the resulting data out of this activity and issue approval.
- It may happen that for API integration the external entity/ Dept. may not have readily available APIs. If required, the SI shall do development / upgradation of State Departmental web services/ APIs, data standardization based on requirement analysis and the present status of Departmental data sources.
- The SI shall perform/ provision for data readiness (e.g., seeding mobile number with records) for ensuring identity establishment/ management.

3. Development of the Platform:

Based on the migrated/ integrated, derived data sources, the SI shall develop a citizen registration module where the respective data linked to a citizen shall be auto populated on the citizen profile page after logging in. The SI shall have to do a backend citizen profiling based on migrated/ integrated/derived data sources. This shall result in comprehensive citizen profiling with various socio-economic attributes such as caste, employment, property ownership, education, health etc. Basis that the SI shall develop a scheme and service auto discovery/suggestion module and showcase the same under citizen login. For further illustration, refer to [scheme and service discovery](#) section. A citizen would have multiple options of login and profile creation as detailed in [Citizen Profiling](#) section under architecture building blocks for reference. In addition, the SI shall integrate **Meri-Pehchaan** (Single Sign On) as one of the login options.

The SI shall ensure that the services must comply with the assessment parameters defined by **NeSDA** for web applications and e-Services.

The SI shall develop service & verification related APIs for publishing to **API Setu** as per the standards and guidelines issued by MeitY for API Setu.

The SI shall develop a [sector agnostic Dashboard](#) and perform sector wise KPI/ data identification, data collection and all necessary activities to make live the Dashboard, develop MIS reports, develop [Grievance and SLA management](#) modules.

The SI shall develop the system in its own development environment and do unit testing. Post completion of a functional unit, the same shall be deployed by SI on the staging environment provisioned by DIT. The SI shall perform quality check, integration test, performance test, regression test etc. The SI shall assist in completing UAT and get approval from DIT.

The suggestive architecture of UNNOTI platform has been placed in [Annexure 'A'](#) to the document.

4. Deployment of UNNOTI PMU Team:

The PMU team shall be deployed during onboarding of the 1st phase schemes and services to perform below mentioned activities, but not limited to,

- Rolling out of services & schemes (**approx. 150 in 1st phase and approx. 200 in 2nd phase**) across all levels (GP, VC, Block, Municipality, ADC Villages, SDM, DM, DC, sub registry offices).
- PMU shall study and gather data of manual/ semi-online/ online services (NESDA service list for reference) across the State offices (District, Sub-division, Block, GP/VC) and cater Implementation assistance in all offices.
- Assisting in UAT, providing training to Govt. officials and service delivery agents.
- Assisting user onboarding and role mapping etc.
- Managing helpdesk, grievances, feedback etc. and ensuring resolution within defined timeline.
- Analysis / monitoring / managing Dashboard KPIs, coordination with Dept. / Offices for dashboard data; user dept training etc.
- Promotional activities for publicizing the platform, its features, schemes, services and achievements.

5. Schemes and Services Onboarding – 1st Phase:

- The SI shall onboard the schemes and services earmarked for 1st phase and do testing to fulfill schemes / services functional specifications. A tentative list of **approx. 150 schemes and services** and its function requirements will be shared with the selected firm.
- The SI shall undertake training sessions with the User Depts. and assist in UAT by scheme/ service owning departments.
- The SI shall fix issues/ bugs/ errors found in UAT and deploy solutions at staging for subsequent UAT cycles.
- It is the SI's responsibility to get approval on UAT from the schemes/ service owning departments.

6. System Testing – 1st Phase:

The SI shall do system testing, performance testing, regression testing etc. in staging environment provisioned by DIT. The SI shall also support the security audit that will be done by a CERT-IN empaneled auditor engaged by DIT and ensure resolving the vulnerabilities found. The SI ensure that "Safe to Host" certificate is obtained within defined timeline.

7. Go-Live – 1st Phase:

Post UAT approval, the SI shall deploy the solution from staging to production environment. The SI shall do post deployment testing to ensure that the system is working as expected and intimate DIT that the platform is ready to Go-Live. On approval from DIT, SI shall make the platform live.

The SI shall keep & provide up-to-date complete source codes and necessary documentation in repositories (like GITLAB etc.) as identified by DIT and update whenever any modification

is made. The source codes shall comprise of complete application. Application shall be released through code available on repository only.

The SI shall handover source codes, packages, installable, database scripts, knowledge transfer documents, user manuals etc. to DIT and also shall undertake knowledge transfer sessions with DIT.

Intellectual Property Rights: DIT will be the sole proprietor of the system developed and its Intellectual Properties including but not limited to, all the copyrights, designs, processes, source code, databases, data, user manuals and other proprietary information related to this project. The selected firm will have no claim on the same whatsoever.

8. Integrations – 2nd Phase:

- External systems, data sources as listed (suggestive but not limited to) for 2nd phase shall be integrated with UNNOTI via APIs. The SI shall perform data filtering, analysis and verify all such data sources for interlinking/ integrations with UNNOTI's data. SI shall submit derived/integrated data consuming plan, data acceptance test report to DIT. DIT will review/ check the result/derived data out of integrations and do UAT and issue approval.
- If any activity/ deliverable of 1st phase, could not be completed due to any unforeseen reason like unavailability of data sources, APIs etc., the same shall be carried forward in 2nd phase and the SI shall be responsible for fulfilling the activity within the timeline specified for 2nd phase. In case any deliverable could not be completed due to third-party involvement/dependency, the SI shall intimate the same to DIT in writing. Such issues should be resolved on mutual discussion between SI and DIT. DIT may consider/decide for Carry Forwarding of such issues in successive stages/O&M phases.
- Post integrations, the SI shall do necessary testing to ensure successful UAT by DIT.

9. Aadhaar / ADV Integrations:

Integration with UIDAI for Aadhaar authentication; Aadhaar e-KYC data fetching and citizen profiling, ensuring KYC data storage in Aadhaar Data Vault (ADV), UNNOTI database by selected firm in compliance with UIDAI guidelines. ADV will be provisioned by DIT.

10. Enhancement of the Platform:

- The SI shall perform data linking activities to enrich the citizen data and citizen socio-economic profiling based on the new integrations, data preparational activities undertaken. The enhancement must include but not limited to, Aadhaar based citizen login, improved citizen profiling & scheme/ service discovery, enhanced dashboard by enabling GIS features etc. The SI shall create a GIS enabled, multisectoral, key performance indicators (KPI) driven dashboard with GIS view. For further illustration, refer to [Dashboard](#) section.
- As UNNOTI shall be hosting verified data from multiple data sources, other line departments may require these verified data for internal verification requirements for other services. The SI shall provision a feature to provide uninterrupted API access to the requesting departments for fetching verified data from UNNOTI domain, verification of beneficiary etc. purposes. The system must maintain detailed logs of all such requests/ responses. Further illustration is given at [Verification as a Service](#) section.

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- The SI shall do thorough testing of the platform to ensure successful UAT by DIT.

11. Study, GPR and FRS of 2nd Phase Schemes and Services:

The SI shall start data collection, analysis, and preparation of GPR and FRS documents for the left-out schemes and services in the State in parallel to other activities and by this time, the GPR and FRS of 2nd phase schemes and service must be ready with approvals from schemes and services owning departments. It was estimated to be approx. 200 schemes and services for 2nd phase, but the count may increase based on field level study by the SI/ requirements given by Departments/ DIT.

12. Onboarding of Schemes and Services – 2nd Phase:

- The SI shall onboard the finalized schemes and services of 2nd phase in staging environment, do all kinds of necessary testing, assist departments for completing UAT, provide necessary trainings to Govt. officials and service delivery agents at all levels starting from State to GP/VC.

13. System Testing – 2nd Phase:

The SI shall ensure that the changes done in 2nd phase shall not impact system performance and functionalities and hence shall do performance and regression testing. As there would be code level changes in 2nd phase, security audit is also required before Go-Live of 2nd phase. The SI shall support the security audit that will be done by a CERT-IN empaneled auditor engaged by DIT and ensure obtaining “Safe to Host” certification within defined timeline.

14. Go-Live – 2nd Phase:

After completing all activities as defined before go-live, the SI shall inform DIT that the 2nd phase release of the platform along with schemes and services is ready for production deployment. On clearance from DIT, the SI shall deploy the 2nd phase release of the platform in production environment, do post deployment testing and inform DIT that the release is ready to go-live. On approval from DIT, the SI shall make the 2nd release Live.

In case any of the activities/ deliverables under Phase-I could not be completed in time, The SI must complete all such activities by this time and all pending works must be released along with the Phase-II release.

15. Operations & Maintenance:

Post go-live of the 2nd release of ‘UNNOTI’, the operation & maintenance activities shall be started and will continue for 26 months. Responsibilities of this stage are illustrated in [Operations and Maintenance](#) section.

16. Exit Management:

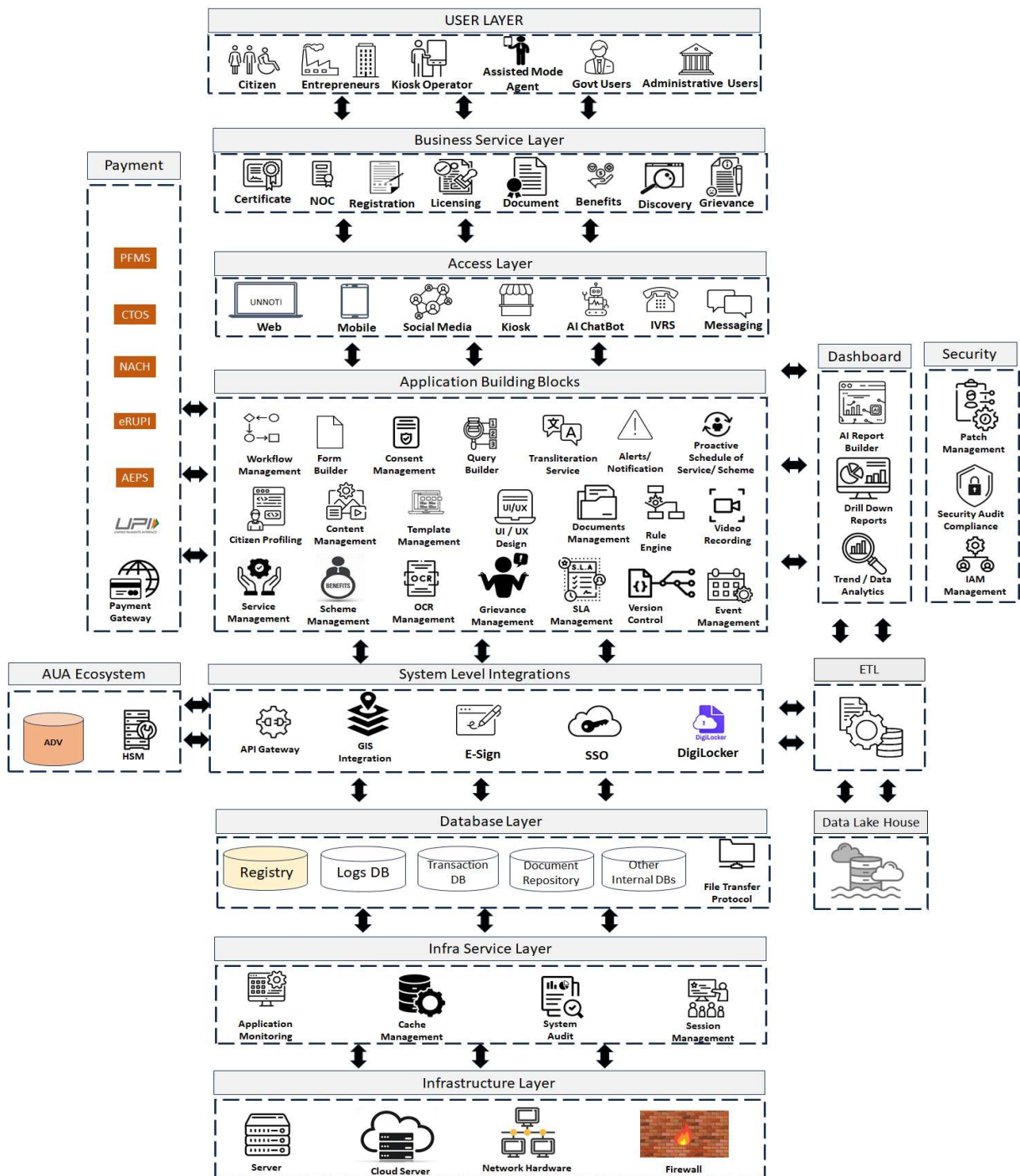
The SI shall start the exit activities in phases such as knowledge transfer well in advance so that the exit can be handled smoothly and to the satisfaction of DIT. The SI shall handover the latest codebase, database copies, manuals etc. to DIT in phases for final closure of the contract.

Annexure – ‘A’

0. Solution Architecture and Functional Requirements

The solution architecture of the UNNOTI platform and its functional requirements are illustrated in this section.

Broad Layered Architecture for UNNOTI is as indicated below:

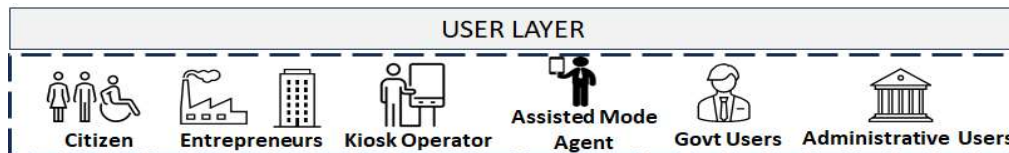


1. Features

In line with the above architecture diagram, the details of various layers and the activities to be undertaken by System Integrator have been detailed out in the following sections:

2.1 User Layer

Various kinds of users envisaged to access the platform has been illustrated below for reference:



The SI, shall be required to develop user access modules for various users as listed below:

Citizens / Govt. Employees: Citizens of Tripura and other States may use this portal for getting services / schemes as per their eligibility.

Entrepreneurs: Entrepreneurs may use this portal for required G2B services related to NOC, Registration, Permit or Licenses. The registration process for Entrepreneurs shall be same as for Citizen. Post registration, of the Representative of the company, a company profile shall be created inside UNNOTI portal.

Government Users: There are different kinds of Government users. Essential role of Govt. users would be to contribute to application processing, inspection, taking decision on approval or rejection. In addition, Govt. users would also be involved in application submission on behalf of applicant (assisted mode) at Govt. counters.

Kiosk operator: Kiosk operators are the users, who shall be assisting citizen in application submission and assist in digitization of records.

Administrative Users: Administrative users are the higher officials who would have access to the system for monitoring purpose. These users will be able to see required MIS reports, Dashboard with drilldown up to the lowest level, provisions for analysis and budget planning. Administrative users will be created and managed by the admin.

Assisted Mode Service Delivery Assistants: To update the data on real-time basis, a strategy of data collection at household level is envisaged. The baseline survey and updating of data will be assisted by **Gram Sevak**. Gram sevak will capture the data required for the socio-economic attributes. The data entry done at field level will be validated for errors and processed at real-time. Gram sevak will also assist citizens to apply for any service at their doorstep. Citizens shall be able to book a time slot from web portal / mobile App / helpline and the request shall be assigned to a registered Gram Sevak based on location. There may be a revenue model associated with the service from which the Sevak will be given commission in consultation with the stakeholders or as decided by the Government. The SI shall provision of such commissions, if applicable, in the solution.

Common service centers have widespread coverage all over the State and can work as service agents at citizen's locality. Apart from CSC, GRAM SEVAKS will be registered on the platform who will also be working as a service agent at the village level. Such agents should

be able to assist people who are unable to access the UNNOTI platform on their own. The system shall ensure the following:

- i) a. Agents should be able to apply on behalf of people based on consent. The consent may be taken through mobile OTP of the applicant or Aadhaar biometric/ face auth based authentication or any other secure mechanism.
- ii) b. The agent should be able to view applicants' information only based on consent taken each time there is a request to view data about the applicant's application(s).
- iii) c. The agents' activities should be tracked by the system and any abnormalities must be highlighted.
- iv) d. Agent should not be able to store any information locally for security purposes.
- v) e. Agent should be able to generate reports on the applications submitted by them.
- vi) f. System shall ensure Agent's onboarding, activity status, role mapping, activation / de-activation, performance report etc. features are available to Admin / State level users.

2.2 Business Service Layer

The UNNOTI platform is envisaged to offer various kinds of certificates, licenses, NOCs, benefits to the eligible citizens in a systematic, transparent and simplified way. The accountability of output certificates / licenses will be established using Aadhaar based e-Sign. Such output documents shall have QR code on the document for verification. Typically, such certificates / licenses may have validity. The system shall be capable of tracking the validity and issue notifications to the user for taking necessary actions. A brief snapshot of the layer is provided below for reference:



Certificate: Certificates like domicile, caste, income, survival etc. will be issued from the UNNOTI platform. Certificates shall be e-Signed/ Digitally signed by the issuing authority and available in applicant's login for downloading.

No Objection Certificates (NOC): For services like building plan approval, factories & boilers license etc. NOCs from multiple Departments are required. Basis service onboarding mechanism, the processing may be done in the Departmental applications or within the UNNOTI platform for the services which are native to the platform.

Registration: Citizen shall be able to register themselves in the platform for availing any scheme / service.

Licensing: Services related to licensing may be onboarded onto UNNOTI and citizens may access the platform for application for the same

Documents: Citizen may access the application to download already issued / approved documents from UNNOTI platform

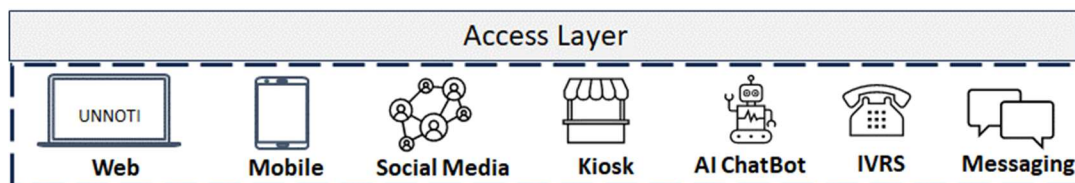
Benefits: Citizens may also access the UNNOTI platform for applying in any scheme providing cash / in kind benefit

Discovery: The portal should assist citizens in finding out relevant schemes basis their socio-economic parameter. The system shall proactively display the list of schemes/ schemes for which the citizen may be eligible.

Grievance: The portal shall have provisions for raising sector agnostic grievance and tracking the same in it.

2.3 Access Layer

UNNOTI platform shall provision multiple access options for the users of the system – applicant as well as the workflow players. The SI is required to develop the following mechanism for onboarding onto the application:



Web:

Citizens shall be able to access the schemes / services through a multilingual web portal. The web access channel i.e., the web portal shall be designed with contemporary UI/UX. It shall be accessible and rendered with all major web browsers such as Chrome, Mozilla, Edge, Safari etc. The web portal shall be capable of rendering content with a low bandwidth internet connection.

The functional requirements for web portal are as follows: -

- The web interface should comply with MeitY's guidelines for government websites (GIGW), ensuring accessibility, security, and data privacy.
- It should be fully responsive, functioning effectively across all devices and screen sizes to ensure ease of access on desktops and laptops.
- Implement SSL/TLS protocols for secure data transmission and adhere to cybersecurity practices as outlined by MeitY and other relevant guidelines.
- Both web and mobile platforms should support automatic data synchronization to ensure consistency across devices.
- User interfaces should be available in **English, Bengali, Kokborok, and Hindi** that not only changes the language but also contextualizes content culturally and regionally to ensure that all segments of the population use the services without facing language barriers.

- Interfaces will be designed keeping in mind intuitive use, with clear labelling and a logical layout to facilitate easy navigation and usage.
- Pagination features shall be available wherever applicable. Users shall not feel lag in system while navigating pagination.
- The web portal shall have options for registration and login on the home page.
- Contents of the web portal shall be manageable by designated officials without changing software code.

Mobile App:

The SI shall develop a dedicated mobile app for UNNOTI – same App for citizen, Govt. officials and service agents. The App design shall be attractive and offer ease of use.

The functional requirements for Mobile App are as follows: -

- Develop cross platform mobile applications for Android and iOS, aligned with MeitY's standards for mobile governance and application security.
- Applications will support offline functionality where necessary, especially in areas with intermittent internet connectivity.
- Include advanced security features such as biometric authentication (Fingerprint, Iris, Face auth and other feature as per UIDAI) and end-to-end encryption to protect user data.
- Both web and mobile platforms will support automatic data synchronization to ensure consistency across devices.
- The mobile app must be capable of capturing the lat-long of user residence/ location which may require to be represented in UNNOTI's GIS page/ Dashboard.
- User interfaces will be available in English, Bengali, Kokborok, and Hindi.
- Interfaces will be designed keeping in mind intuitive use, with clear labelling and a logical layout to facilitate easy navigation and usage.

APP to be developed by SI in open-source language, SI shall test the App and host in play stores like Apple, Google, GoI app store. Required processes for hosting the mobile app in play stores shall be carried out by SI. Hosting charges will be borne by DIT.

Social Media handle activity:

SI shall plan for social media publicity and create attractive contents, banners, popups etc. for Schemes / service-related information which shall be made available in official social media handles of the Government where citizens can get news on latest schemes/service launches, service eligibility, transaction statistics etc. The citizens shall also be able to access the scheme / service link from social media. The social media content publishing handles shall be available to only authorized personnels designated by concerned Dept.

The functional requirements for social media are as follows: -

- The platform shall integrate with major social media channels to facilitate access to services and information dissemination.

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-
- Enable direct communication and service application capabilities through social media platforms using secure APIs.
 - Implement monitoring tools to track engagement and address queries posted on social media efficiently.

Kiosk:

The system shall provision for engagement of kiosk operators such as common services center, Gram Sevak etc. to work as service delivery assistants and submit citizen applications in assisted mode by themselves. Such kiosk/ service agent onboarding their accountability, authentication and applying for citizens service/schemes mechanism and relevant interface shall be developed by SI.

Chatbot:

The UNNOTI portal shall have an AI assisted chatbot using which the citizen will be able to not only get information about schemes / services but also be able to apply for schemes / services. The chatbot shall process natural languages in Bengali, English and Hindi.

E.g., if a citizen asks the chatbot about caste certificate, the chatbot shall provide all relevant information in citizen's preferred language. The bot shall also ask if the citizen needs assistance in submission of the application. Further, the bot shall ask form related information and fills up the application form on behalf of the applicant to the extent feasible.

The functional requirements for AI Chatbot are as follows: -

- The chatbot shall be accessible via the web, mobile platforms, and social media channels.
- Implement natural language processing to ensure the chatbot understands and responds accurately to user inquiries.
- Include escalation features to transfer users to a human operator if the query is too complex or sensitive for the chatbot.
- The user should be able to submit application via the chatbot.

Messaging:

Citizens shall be able to get scheme / service-related information through messaging either through SMS or WhatsApp. Message code and destination no. shall be well visible on the UNNOTI platform and shall be publicized through social media.

The functional requirements for messaging are as follows: -

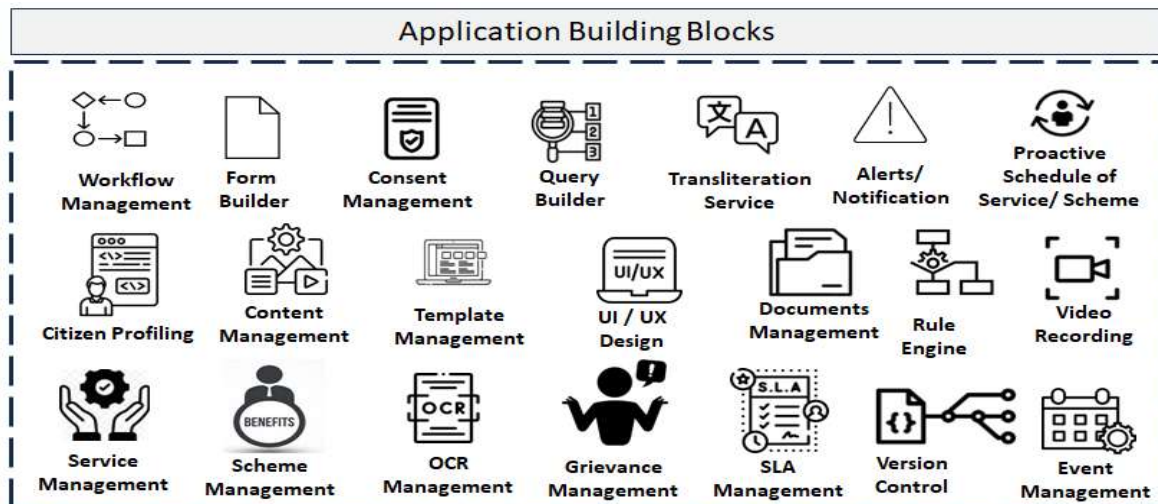
- Enable messaging services through SMS and instant messaging platforms to send notifications, reminders, and status updates to users.
- The messaging system shall support sending messages in multiple languages as per user preference.
- Implement data protection measures to ensure the confidentiality and integrity of messages sent to and from the platform.

General Requirements Across All Components:

- **Security and Compliance:** Ensure all components comply with the latest security standards and privacy laws. Implement regular security audits and updates to safeguard user data.
- **User Experience and Accessibility:** Design all interfaces to be user-friendly and accessible, adhering to accessibility standards such as WCAG 2.1.
- **Integration and Scalability:** Ensure that all components are fully integrated with the main platform to provide seamless user experience and are scalable to handle increased user load and data volume.

2.4 Application Building Blocks

This layer is the most crucial layer for the UNNOTI platform and all the major components servicing to the functions are handled by this layer. The SI is required to ensure all the components mentioned herein are supported by the proposed solution:



Service Management:

New services will be onboarded using this service management component. The functional requirements for service management are as follows: -

- Admin users shall create the service. Each service onboarded shall take minimum inputs as mentioned below:
 - Service onboarding mechanism – native / deep link / redirection.
 - Service type – certificate / license / NOC / registration / permit etc.
- There shall be provision for both Dept. Admin and State Admin. Concerned Dept. Admin will be nominated & trained for this. State admin will be DIT.
- The system should allow configuration of the following minimum parameters of the service:
 - Name of service

-
- Eligibility criteria
 - Issuing authority
 - Application fees, if applicable
 - Documents required.
 - Service level agreement
 - How to apply process
 - Grievance filing procedure
 - Support desk contact number and email
 - Other locations for obtaining detailed information like acts, rules, GOs etc.
 - Start date of service
 - End date of service

Scheme Management:

New schemes will be onboarded using this scheme management component. The functional requirements for scheme management are as follows: -

- The system should allow configuration of the following minimum parameters of the schemes:
 - Scheme onboarding mechanism – native / deep link / redirection.
 - Scheme type – Cash / In-kind.
 - Scheme category – District / State (Completely State Sponsored Schemes)/ Central Sponsored (Some percentage of payment is given by center and rest by state) / Central Sector (Completely sponsored by Centre government).
 - Applicable financial year
 - Start Date of scheme
 - End Date of Scheme
 - Frequency of benefit disbursement
 - Unit for budget allocation – GP / Block / Sub-Division / District / State.
 - Budget allocated to each unit.
- There could be scenarios where multiple units are applicable at a time. E.g., a scheme benefit may be offered by the District and State both levels with different sanction amounts. The system shall be capable of handling the same.
- Each scheme should provide detailed information on the following to the user:
 - Name of scheme
 - Eligibility criteria

- Approving authority
- Documents required
- Service level agreement
- How to apply
- Grievance filing procedure
- Support to contact and email
- Other locations for obtaining detailed information like acts, rules, GOs etc.
- Ideally, the above-mentioned information should be entered by the respective Departmental Admin using content management component. However, there should be an option available with the State level admin user to enter the same as well.

Common Functional Requirements for Service and Scheme Management: -

- This module should be enabled with multilingual data entry so that, department admin /State admin can enter/ configure the service with assistance from SI in 4 languages (English, Bangla, Kokborok, Hindi) as per preference. An application form configured/ designed such, will be shown to citizen module in all languages as configured. During configuration of Service/scheme's content in preferred language, translated content in selected language shall be provided/ finalized by the respective line department/Admin. SI shall coordinate with line Departments to get the translated data. SI shall ensure every service be configured and services go-live with minimum English and Bengali both languages.
- The system shall allow temporary deactivation of the service and reactivation when required.
- System should allow to edit the parameters of service after release of new government orders or notifications. The SI/ Admin shall make changes under this category post written approval from DIT only.
- SI shall ensure the changes in the parameters should not impact on the old applications which are under process.
- Each service needs to be deployed onto staging server first and after UAT approval, the same shall be moved to production.

Scheme and Service Discovery:

Scheme / service discovery is an important feature of the platform where basis socio-economic profile of the citizen, the system shall suggest a bouquet of schemes / services to which the applicant may be eligible. This feature shall be intelligent enough to auto suggest such schemes / services basis life cycle events and socio-economic parameters captured during registration, profiling and further improved post applications of services/ schemes:

In addition, there shall be semantic search feature available in the platform. Department, sector wise scheme / service grouping shall also be available.

The functional requirements for discovery are as follows: -

- The system shall analyze socio-economic profile of the user basis integrated databases.
- System shall provide multiple options for discovery – AI driven auto discovery, manual discovery by semantic search, bouquet of services / schemes grouped by Department, Sectors (Agriculture, Scholarship, Pension, Compensation etc.)

The discovery module shall be available to citizens with and without login.

Citizen Profiling:

The project scope has a component of data migration and data integrations. SI shall ensure that major State databases like Ration Card, e-District, e-Municipality, EPIC etc. are copied into local database after data cleansing and standardization those databases are integrated with common identifier based on citizen profile data like name, father's name, DoB, gender, address etc.

There shall be 3 modes of citizen login viz. **i) Aadhaar based login, ii) RC based login and iii) Mobile OTP based login**. Post login, the system shall open the profile creation page for the user. The citizen profile shall have data from Aadhaar/ Ration Card by default. In addition, there shall be an option for completing the citizen profile parameters from multiple data sources.

For this purpose, the system shall have multiple tabs like PoI, PoA, Education, Occupation, Caste, Health etc. for completing the profile. The respective tabs shall display the system identified information (if available). Basis confirmation of data on each tab by citizen, the system shall prominently display a profile completion percentage on the page. For data fetched across each tab, there shall be a name match algorithm in place for calculating the matching score with Aadhaar/ RC. In case any score is less than the threshold value decided by DIT, the system should put an alert sign beside it.

While applying for any scheme or service, if citizens realize that some profile data need correction, an easy navigation for updating the same from profile shall be provisioned by SI considering following (but not limited to)

Scenarios: -

Case 1: Aadhaar integration not completed.

Assumption: RC, DL, EPIC, e-District, DigiLocker are Integrated

- Citizen logs into UNNOTI portal via RC(by establishing RC ownership).
- His Registration ID is generated by the system.
- Citizen is asked to register and validate his details. From RCDB the following minimum details are fetched:
 - Name
 - Gender
 - Family Members name
 - Economic Status

- Address
- In case any of the fetched field is found incorrect, there shall be provision to update the same by citizen. Citizens are required to earmark specific fields as wrong entry and select an alternate data source from a dropdown in which the record is correct. Under the dropdown, other integrated Data Sources like DL, EPIC, PRTC, Caste Certificate, Educational Documents to be listed. He shall also be provided with an “other” option.
- On selection of “Other” option against the selected field, the citizen shall be asked to provide correct details and upload relevant document. In the case of Aadhaar, the citizen shall be asked to upload masked Aadhaar card.
- In case of such manually entered data, the details shall be saved in draft in UNNOTI platform.

As and when the citizen applies for a service/ scheme and the draft data/ submitted document is used as a supporting document and the same is validated by government official, the system shall incorporate as verified data and include in citizen profile as verified data.

Case 2: Aadhaar integration is completed

Assumption: RC, DL, EPIC, eDistrict, UDID, RGI, DigiLocker are Integrated

- From Aadhaar eKYC the following minimum details are captured
 - vii) Name
 - viii) Gender
 - ix) Address
 - x) Photograph
 - xi)
- From RC following the following minimum details are captured
 - Family Members’ name
 - Economic Status
- The remaining steps are same as “Case 1” mentioned above.

Case 3: Explore Scheme Discovery with Registration

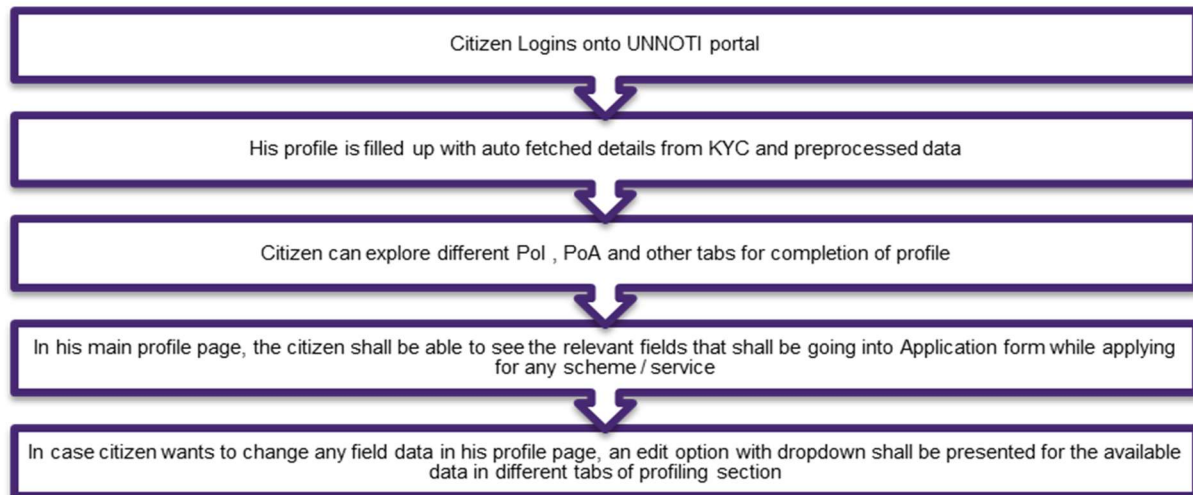
Assumption: Aadhaar, RC, DL, EPIC, eDistrict, DigiLocker are Integrated

- Citizen logs into UNNOTI portal with Mobile No. and OTP
- His Registration ID is generated by the system
- Citizen is asked to register and validate his following details, basis RC/ Aadhaar
 - Name
 - Gender
 - Family Members’ name
 - Economic Profile

- Address
 - On validation by Aadhaar or RC his profiles gets a verification tick
 - Remaining steps are same as “Case 1” mentioned above.

Note: ‘Other ‘option during service /scheme apply shall be limited for citizens (one/two time per citizen) to encourage rectification of data in original source RC/Aadhaar.

A brief on citizen flow is provided below for reference:



Data Security for Citizen Data:

The UNNOTI platform will handle extensive citizen data, including personal identification information (PII) and socio-economic profiling data. Ensuring the security of this data is critical to maintaining public trust and complying with legal standards. This section outlines the data security requirements that the System Integrator (SI) must implement to protect citizen data and their profiles throughout the platform’s lifecycle.

1. Data Classification and Sensitivity

Citizen data will be classified based on sensitivity:

- **Personally Identifiable Information (PII):** Includes names, addresses, Aadhaar numbers, Ration Card details, and other identification data.
- **Socio-Economic Profiles:** Data related to a citizen’s caste, education, employment, health, property, and financial status, used for eligibility determination in various government schemes.

Given the sensitivity of this data, robust security measures must be in place to prevent unauthorized access, misuse, or breaches.

2. Data Encryption

- **Encryption at Rest:** All citizen data and profiling information stored within the platform must be encrypted using strong encryption standards to prevent unauthorized access if storage systems are compromised.

- **Encryption in Transit:** Any data transferred between the platform, third-party systems, or users (citizens, government officials) must be encrypted using secure communication protocols to ensure the security of data during transmission.
- **End-to-End Encryption for Sensitive Transactions:** Any sensitive citizen data, especially during profile updates or submissions of service applications, must be secured with end-to-end encryption.

3. Access Control and Role-Based Security

- **Role-Based Access Control (RBAC):** Access to citizen data and profiles must be strictly managed using RBAC. Only authorized users, such as government officials and system administrators, should have access to sensitive citizen data, and even then, only the data relevant to their role.
- **Least Privilege Access:** Users must be granted the least amount of access necessary to perform their duties. Citizen data should be accessible on a need-to-know basis only.
- **Multi-Factor Authentication (MFA):** To further secure access, all government officials and system users must be required to use MFA for accessing sensitive data or performing critical actions on the platform.

4. Data Profiling and Consent Management

- **Explicit Consent for Data Profiling:** Before a citizen's socio-economic profile is created or accessed, the system must obtain explicit consent from the citizen, in line with the Digital Personal Data Protection Act, 2023.
- **Transparency in Data Use:** Citizens must be able to view, update, and correct their profiling data. The system should provide clear information on how their data is being used, especially when making them eligible for specific schemes or services.
- **Consent Withdrawal:** Citizens must have the ability to withdraw their consent at any time. Upon withdrawal, the system should stop any further processing of the citizen's profile data and provide an option to delete or anonymize the data, except where retention is required by law.

5. Data Integrity and Validation

- **Automated Data Validation:** As citizen profiles are created or updated, the system should use automated data validation techniques to ensure the accuracy of the information provided. Cross-checking data with verified government databases (e.g., Aadhaar, Ration Card, e-District) must be implemented to maintain data integrity.
- **Tamper Detection:** The system must include tamper-evident mechanisms to track any unauthorized or suspicious modifications to citizen profiles. Any changes made to profiling data must be logged and reviewed regularly.

6. Audit Trails and Logging

- **Comprehensive Logging:** All access to citizen data, including views, edits, and exports, must be logged. The logs should capture details such as the user's identity, date, time, IP address, and the specific actions performed.

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- **Audit Trail for Data Changes:** Any changes to a citizen's socio-economic profile should be traceable, ensuring accountability. The audit trail must show who made the change, what was changed, and when it was changed.
 - **Regular Audits:** The platform should undergo regular security audits to ensure compliance with data security standards. These audits should include reviews of access logs, data usage patterns, and data handling practices. The SI shall assist in such audits and must fix the vulnerabilities found in the system.

7. Data Masking and Anonymization

- **Data Masking for Non-Privileged Users:** Sensitive citizen data should be masked when displayed to non-privileged users.
- **Anonymization for Analytical Purposes:** When citizen profiling data is used for statistical or analytical purposes, the data must be anonymized or pseudonymized to prevent the identification of individuals.

8. Data Retention and Deletion

- **Data Retention Policies:** The SI in concurrence with DIT/ Department must define clear data retention policies that specify how long citizen profiling data will be retained. Profiling data should be kept only for the duration required by law or as long as necessary for the purpose of service delivery.

9. Incident Response and Data Breach Notification

- **Data Breach Detection and Response:** The SI must implement real-time monitoring systems to detect potential data breaches or unauthorized access to citizen profiles. In the event of a breach, the SI must follow a predefined incident response plan (prepared by SI and approved by DIT) to contain and mitigate the breach.
- **Breach Notification Protocols:** The SI must notify the relevant government authorities and affected citizens in the event of a data breach, in compliance with the Digital Personal Data Protection Act, 2023. The notification should include details of the breach, the data affected, and steps taken to mitigate further risk.

10. Training and Awareness

- **Data Handling Training:** The SI must provide regular training to all personnel involved in managing citizen data. This training should cover the best practices in data security, handling sensitive information, and preventing data breaches.
- **Citizen Awareness:** The platform should include information for citizens on how their data is protected and how they can manage their privacy settings, including updating or withdrawing consent for profiling.

Workflow Management

In UNNOTI platform, the workflows may be different for each scheme / service. There shall be UI support to configure the same.

The functional requirements for workflow management are as follows: -

- Post creation/configurations of service / scheme, system shall allow configuration/modification of existing workflow without impacting the current environment.
- The system shall be capable of configuring sequential, parallel and combination workflow.
- The system shall support to and fro of application at all levels.
- Below mentioned, but not limited to, information needs to be entered for creation of a workflow.
 - Step sequence no.
 - Step description
 - Actor involved in the step
 - Available actions (save, submit, forward, send back, reject, approve etc.)
 - Link to next step (should allow parallel linkage)

Form Builder

The functional requirements for Form Builder are as follows: -

- The UI/UX design module shall provision for following
 - a.) less code UI design (drag drop, graphical interfaces) approach.
 - b.) custom coding-based form design approach, if required.

During the design UI/UX, for both above cases, it shall ensure configuring DB primary key, referential key, DB indexing etc. and RDBMS ACID property shall be ensured at database level.

- Forms will be built by the Admin users, however there should be an access mechanism for department users to create forms if required.
- Easy configurable UX/UI design provisions linked with RDBMS shall be there.
- The provision of validation rules for applying to the input fields and data shall be there in design provision.
- Dependent dropdown (parent child) configuration linked with backend data shall be there in UI/UX design provisions.
- The system shall capture below minimum mentioned details for the form.
 - i. Field label name
 - ii. Field type (text / text area / number / mobile no. / email / dropdown / radio / checkbox / read only / file / button etc.)
 - iii. Field length, where applicable
 - iv. Field level validation (including dependency on other fields, option to attach custom validation script etc.)
 - v. Data source to fetch details / verification.

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- There shall be separate configurable section for documents required to be uploaded. The following details related to each document are required to be captured:
 - i. Document name
 - ii. Attachment type (PDF / JPEG etc.)
 - iii. Max. size allowed (Size may be limited to 2 MB)
 - The system shall allow to add additional fields and different action buttons for different workflow players.
 - Under official view, system shall show details of the application movement along with date, time and remarks (if any).

Consent Management:

Consent management is a process that informs users about how an organization intends to use and govern their data. It lets users determine what data they are willing / giving permission to share/use and for what purpose.

The UNNOTI platform shall have a consent management system in place at par with the Digital Personal Data Protection Act 2023. The applicants of the UNNOTI platform shall be treated as Data Principal and the Designated committee / authority / person from the State Government shall be treated as the Data Fiduciary.

The functional requirements for Consent Management are as follows: -

- The system shall clearly display identifier information – data provider, data consumer and consent collector.
- Data section - specific data that is shared, date range for which data is requested, duration of storage by data consumer, frequency of access.
- Purpose of data access – description of the data application domain.
- The system shall keep logs of consent and data flows.
- Consent shall be taken during citizen registration, optionally. If not done, the system shall ask for consent during accessing any scheme / service form.
- The system shall allow the citizens to withdraw the consent.

Query Builder:

Query Builder provides a graphical user interface for creating SQL queries for admin level users. UNNOTI platform shall have a query builder feature in place for creating simple to complex queries to be used in searching/ reporting purpose.

The functional requirements for Query Builder are as follows: -

- Should allow to build queries graphically
- Should be capable of building multi-table queries.
- Users should be allowed to specify alias name, sort order and search condition and build a query in a user-friendly manner.

- Users should be able to export the query builder report in CSV / Excel / PDF file.
- Query builder should display the result in a sub-window to allow user to test the query, examine result and refine the search.

Transliteration Service

Transliterations are designed to convey the pronunciation of the original word in a different script. While interacting with Chatbot or configuration in application form the notation/response may need to be transliterated to Bengali or Kokborok or Hindi, basis requirement.

The functional requirements for Transliteration Service are as follows: -

- The system shall be capable of transliterating such texts from one script to another in chatbot, application form, information wizard etc. sections.
- The service shall convert Unicode text from one script to another, character by character or term by term, based on phonetic similarity.
- Transliterations shall not change the pronunciation of the word.

***Note:** The selected bidder shall use open license, free tools/ technology for transliteration service. If there is any third-party dependency service to be procured and DIT decides not to purchase the same, then manual transliteration help will be given by DIT/user Dept. to selected bidder to enter/configure services/schemes accordingly in UNNOTI, in multiple language script.*

Alerts / Notifications:

This building block shall be common for all schemes and services and each defined event shall use this component for issuing alerts / notifications.

The functional requirements for Alerts / Notifications are as follows: -

- The system shall issue alerts / notifications in every major step of the process flow.
- On successful application submission, in case of validation failure, returning of application, approval / rejection, SLA approaching, SLA escalation etc. are the examples of stages where alerts / notifications should be issued to applicable stakeholders.
- Alert / notification should be issued via SMS, Email, WhatsApp, Mobile App Notification, Alert messages on web portal etc. basis applicability.
- The system shall keep logs of the notifications sent along with content, timestamp and addressee.

***Note:** The SI shall report DIT about the SMS, Email, WhatsApp gateway charges. If approved by authority, DIT will bear the costing of gateway charges. However, the integration activity shall be performed by selected bidder only.*

Rule Engine:

The functional requirements for Rule Engine are as follows: -

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- In workflow management, rule engine plays a vital role as there are certain business rules for movement of the applications.
 - All types of business logic required for each service / scheme shall be configured under this component.
 - Schemes/ Services, rules of priority, reservation, eligibility etc. shall be configured through it. Eligible benefit amount calculation feature etc. will also be done using the rule engine.
 - Conditional document attachment, adaptation of workflow basis certain conditions shall be managed through rule engine.
 - The system should have feature to auto-discover / prompt out beneficiary list basis given set of rules

Proactive Governance based on Rule Engine:

The system should have features to allow admin for entries of citizen event that links/informs government scheme / service benefits or eligibility basis age and other demographic details. Example-1: In case of SC/ST certificate holders and Madhyamik certificate holders, the system should proactively show them the eligible incentives/ schemes / etc. they are eligible for. Example 2: Incase a citizen crosses age of 60 years, then system should proactively display old age pension related schemes to the citizen.

Role Management:

Role management is a way to manage authorization and access rules for groups of users. It allows to define roles and permissions for users within a service/ scheme workflow.

Schemes / services under UNNOTI will have different workflows and each workflow payers will have different access authorization in the system.

Further, each Govt. official may play multiple roles in multiple schemes / services. The system shall be capable of mapping a user differently for each scheme / service, if required.

The functional requirements for Role Management are as follows: -

- System shall allow creation of roles / custom roles i.e., a collection of privileges that are named and manageable.
- System shall allow edit of the created roles.
- Post creation of workflow, user having a specific role shall be mapped to the workflow step.
- The system should allow to manage permissions at role level. Changes made to a role's access, shall automatically impact every user with that role.
- There shall be a mechanism for delegation of role among groups of users
- The system shall have features to allow designated Government users to manage the user transfer / delegation

- The system should have an option to allow users to switch roles under the same login. Once the user selects the role, respective mapped scheme / service details shall be showcased to him.
- Any change in role or delegation or transfer of the required user shall be notified via SMS and system-based notifications.

Content Management:

Content management is the process of collecting, organizing, and managing information in required format, from its creation to its permanent storage or deletion. This can include documents, multimedia files, design files, images, video, audio, and text.

The functional requirements for Content Management are as follows: -

- The scheme / service-related information such as eligibility criteria, applicable fees, how to apply, documents required, SLA etc. should be manageable by the Departmental users for their respective schemes / services. The system shall be capable to provide access to designated users to manage their specific content.
- The system shall require a review/approval check before publishing the content to live portal.
- The system shall store and manage digital content centrally in a secure manner.
- The system shall be capable to allow multiple designated roles for undertaking content management activities.
- The system shall feature permissions for writing and editing.
- The systems shall also allow direct uploading of content.
- The system shall have option to publish temporary contents having fixed duration and upon reaching the expiry date, the content shall be removed from active status. However, the system shall keep history of all contents including the expired ones.
- Should be capable to ensure a unified brand message / logo across all or limited pages/contents, if required.
- The system should allow to create a department wise with individual branding components. The department wise page should provide link to all scheme / service related to the respective department
- Shall allow writing and editing of contents in English, Bengali, Kokborok and Hindi.

UI / UX Design:

Consistency in UI / UX saves time, makes user feel safe and builds trust. When it comes to user experience, consistent design is intuitive and easy to navigate. Using consistent design – making similar elements appear uniform – makes it easier for users to find the intended contents in much less time.

UI/UX design of UNNOTI platform shall focus on user needs without compromising the website performance.

The functional requirements for UI/UX Design are as follows:

- Information Architecture –the UI and UX design shall be initiative so that the users shall easily find what they need and complete tasks, creating a positive user experience. It shall provide easy navigation, to the users, without making the preferred browser an issue.
- Interaction Design – the portal shall provide option to manage user interaction, e.g., whether to scroll or click for navigating a list. The interaction process involves every aspect of the portal / app like aesthetics, color, images, fonts, icons, graphics, sound, motion etc.
- Convenience –the portal user flow shall be intuitive and easy to navigate. Handling errors, clearing out bugs and effortless navigation will help users to stay or return to the site.
- Simplicity -. The design must ensure less navigation and fewer mouse clicks/ touches to accomplish any app or website task.
- Consistency - user interface must deliver consistent browsing and search results.
- User Experience – shall focus on the usability and overall satisfaction of users, which can lead to increased engagement with an application or website.
- Multilingual support: The system shall support multiple language including English, Bengali, Kokborok and Hindi

Documents Management:

To establish eligibility, some schemes / services may require uploading of scanned documents by users. The system shall keep the documents properly arranged and indexed. The documents may require to be re-used by the applicant / applicant's family members for availing benefits / services in future.

The functional requirements for Document Management are as follows: -

- Shall associate or tag documents with different search terms.
- Shall facilitate document content and metadata search.
- Shall provide role-based access to stored documents.
- Shall have scan mechanism to avoid uploading of malicious / infected documents.
- Shall allow ease of access and loading of the stored documents, when required.
- Shall store documents with metadata like document name, category (certificate, license, agreement.), linked to scheme / service, owner details etc.
- Storing of documents and retrieval should be undertaken in a secured way so that there is no breach in data privacy and data security.

Video Recording:

Field inspection / personal appearance is essential for some schemes / services which take most of the time. To avoid field visit / personal appearance, the system shall allow capturing of video

recording by the applicant and the same shall be attached to the application request when required. It may be required during verification also.

The functional requirements for Video Recording are as follows: -

- The system shall display the recording setting details such as resolution, duration and specific instructions for the recording.
- Shall save the recording with metadata like scheme / service, owner details etc.
- Shall store compressed version without compromising much quality for system optimization.
- Role based access - the system should be capable to play the video by the authorized person.

OCR Management:

The system shall do online verifications of the artefacts through APIs primarily. But there can be some cases where online verification may not be feasible. For such instances, the applicant will be allowed to upload scanned copies of necessary documents. The system shall be capable to read the uploaded documents (if legible) and extract metadata for initial verification. Such metadata may also need to be saved for future references. Hence, UNNOTI platform shall have OCR capability.

The functional requirements for OCR Management are as follows: -

- Shall convert paper-based documents into digital formats including text and numeric data extraction, making them easier to organize, manage, and search.
- Shall convert unstructured data sources, like scanned documents, into a structured format for backend processing.

SLA and Grievance Management Module:

Every scheme / service will have a defined SLA which is further distributed among the workflow players. The SLA parameters, escalation matrix, workflow player mapping etc. shall be configured through this module by the Dept. admin. Apart from service/scheme grievances, this module shall provide sector agnostic grievance registration for all Gram Panchayat (GP), Village Committee (VC), Municipalities, Directorates, Autonomous District Council (ADC), Blocks, SDMs, DMs, Secretaries, Chief Secretary, Ministers and the Chief Minister with auto escalation feature. The system shall allow provisioning and mapping of grievance redressal units/cells and showcasing centralized grievance Dashboard.

- The SI shall integrate existing CM-HELPLINE portal, CPGRAMS with UNNOTI for back-and-forth movements. The UNNOTI system shall be capable of mapping service/scheme specific department nodal users of external systems, to push all grievances from UNNOTI to those systems for being displayed in respective department login in respective external systems. Also, if any grievance is registered for UNNOTI specific schemes/ services in external systems, the same shall be reflected in UNNOTI dashboard and respective nodal officer's login in UNNOTI.

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- UNNOTI's MIS and Dashboard shall consolidate, highlight all the grievances, statistics generated from UNNOTI and other external systems like CM-HELPLINE, CPGRAMS etc. as a separate MIS and grievances Dashboard.
 - Grievance Dashboard shall be provisioned with GIS enabled locational parameters, spatial and non-spatial data.

The functional requirements for SLA Management are as follows: -

- The system/module shall follow the escalation matrix configured with each scheme / service.
- In case of breaches exceeding certain threshold limit set by Dept./DIT, the system shall automatically generate a grievance with unique grievance ID and the same should be displayed in the beneficiary and grievance dashboard of UNNOTI.
- The system shall ensure auto escalation of unattended applications, registered grievances based on SLA overshoot.
- The system shall have functionality to issue notifications through SMS / Email / WhatsApp / Mobile App and UNNOTI's workflow players login for notification to the concerned workflow player.
- For identifying and managing grievances and monitoring the status of respective services, the system shall automatically identify the impeding certain designated officer or his subordinate, generating reports and statistics and proactively ensure resolving issues throughout the life cycle of service delivery.
- The module shall be deploying with fully automated flow-based Grievance Compensation System with smart algorithms for identifying the root cause of the delay and auto assignment to departments which are responsible for its redressal.
- The system shall be capable of checking and identifying the designated officer or his/her subordinate responsible for delay or default and accordingly system will send notification (SMS/email) to the concerned higher authority for taking necessary action.
- Grievance module shall be an open API compliant and shall provision for any future integrations of external systems/portals.

Event Management module:

There are many integrations which will be working simultaneously to make the system up and running. Event management is crucial in debugging such complex system.

The functional requirements for Event Management are as follows: -

- The system shall keep logs of all the events for all the transactions. E.g., if a payment or DBT fails, the request parameters and response details shall be available in event logs. Same goes for integrations with other databases/systems such as UIDAI, RC, e-District, RGI etc.
- System shall categorize the events and store along with timestamp.
- Shall have success or failure indication.

- Shall have details of data accessed.
- Shall have details of application, program, utility, API etc. used.
- Shall have origination and target of the event.
- Shall have identity or name of affected data, information system.
- Event log should also include actual description of the event, severity of event, any specific code to identify the event, other relevant information like IP address, usernames etc.
- The logs shall be accessible to the authorized users in a structured manner which will help in debugging the errors and recovery of the system efficiently.

2.5 Payment Integrations

Payment integration is an integral part of the system which will be used by schemes as well as services. In case of service, applicant may require paying the service fee, if applicable. In case of scheme, DBT payment will be made to the beneficiary's bank account. All payments shall be undertaken via the existing BMS portal of the state. An integration with the existing Beneficiary Management System (BMS) portal shall be undertaken for DBT. A separate payment gateway integration shall be undertaken to accept payments from applicants and existing state e-Receipt applications like e-GRAS to be integrated. The SI shall be required to develop a mechanism for integration of the below payments solutions onto UNNOTI.

BMS:

To enable beneficiary's data management and facilitation of DBT for any beneficiary-oriented welfare scheme for any department, the State Government has launched the BMS portal in 2020-21. BMS has provisions of DBT via eTreasury, NACH, PFMS, and eRUPI. The UNNOTI platform shall be capable of utilizing the DBT solution of BMS through integrations.



Payment Receipt Gateway:

UNNOTI platform shall have payment gateway integrated for payment of service fees by the applicant.

The functional requirements for payment gateway are as follows: -

- The SI shall be required to undertake API based integration with eGRAS
- All transaction requests and responses shall be logged.

DBT Payments:

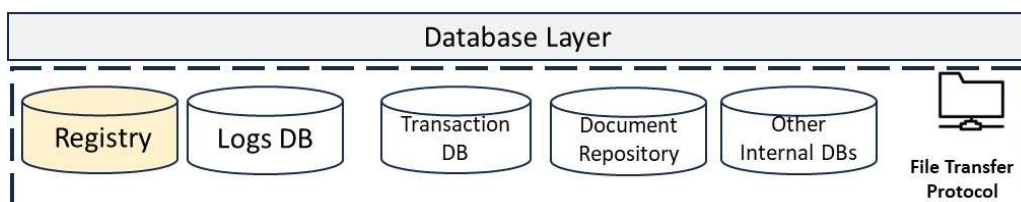
DBT payments are made to the beneficiary's bank account as part of scheme benefit. Though BMS will be used for DBT payments, but UNNOTI should be capable of provisioning multi-channel DBT mechanisms within the system, if required.

The modes for DBT payments which may require to be provisioned in UNNOTI are as follows:

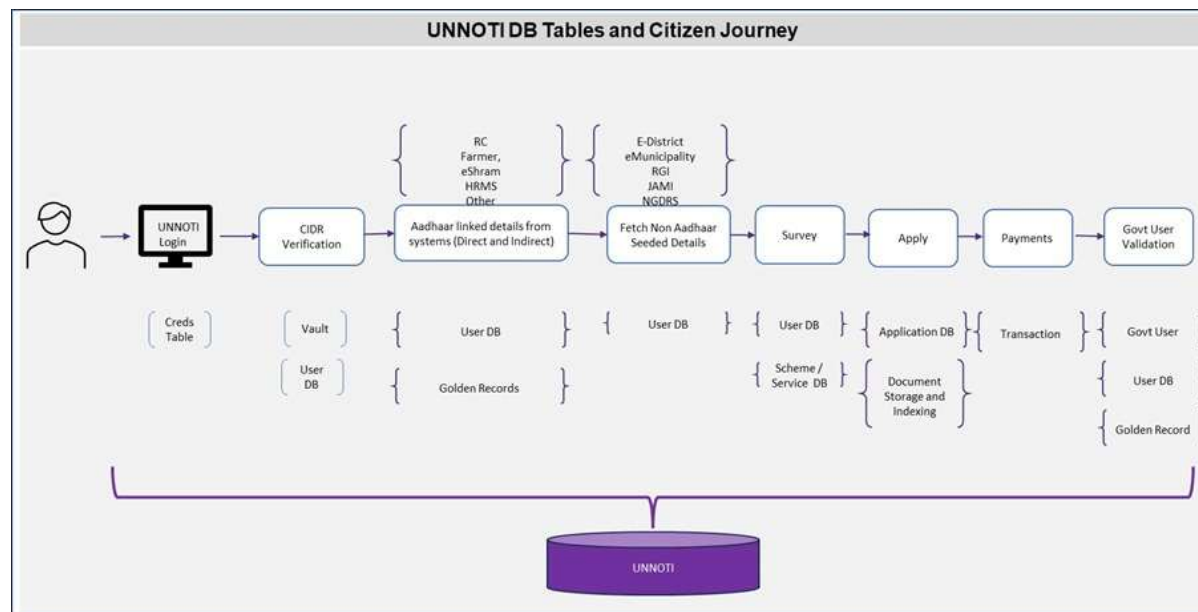
- PFMS – Public Financial Management System is used for central schemes.
- CTOS – Centralized Treasury Operation System is the State’s online treasury system, and it is used for State funded DBT schemes
- NACH –a payment solution offered by NPCI and the service is implemented via a sponsoring bank. NACH is used for bank-to-bank transfer.
- eRUPI – It is a e-voucher based cashless payment solution offered by NPCI. This will be used where the encashment of the amount is intended at a specific merchant end.
- AePS – Aadhaar enabled payment system shall be the preferred DBT mechanism and shall be used wherever beneficiary’s Aadhaar is available in the system.

2.6 Database Layer

The database layer is one of the most critical parts of the architecture. A brief snapshot of Database layer is provided below for reference:



Further an indicative use of various tables through citizen journey is provided below for reference.



The above diagram illustrates the entry of data points of user data onto various databases during the citizen journey. An illustrative example is showcased in the above diagram wherein, the

citizen journey, within the UNNOTI platform begins with the user logging in onto the portal, which triggers a process where the user's credentials are authenticated against the **Creds Table**.

The system checks Aadhaar details through CIDR Verification. On successful verification, Aadhaar-linked details from systems like RC, Farmer DB, e-Shram, HRMS etc. are fetched and collated into the User DB and stored in Golden Records. For citizens whose data isn't Aadhaar-linked, user info to be fetched from systems like RCDB, e-District and e-Municipality etc. and details are stored in the User DB.

Citizens then proceed to interact with the platform through stages such as Survey, Application (where application details are stored in the Application DB), and Payments (processed and recorded in the Transaction DB).

Throughout this process, each transaction and user interaction are meticulously logged, ensuring all data flows into the appropriate databases.

The journey concludes with government user validation, where officials validate the transactions and applications. The verified social economic data shall be stored in Golden Records to ensure accuracy and completeness of the data. This end-to-end process is not only streamlined for efficiency but is also designed to uphold the highest standards of data integrity and security.

The overview of various components required to be developed by SI under database section are described below in this section:

Credentials Table:

This table stores the initial credentials when a user creates an account. It likely includes username (Mobile No, RC-Member ID, other) and password (if credential based).

Citizen Registry (Golden Record) –

The system shall integrate data from various government sources to create a single, consolidated "golden record" for each citizen. This record will contain the most current and accurate data, including personal identification details, residency status, and any other relevant information. The functionalities it may have, are as follows:

- For internal transaction purpose, a unique id may be created.
- External identification may be undertaken via Ration Card No. & Member Id.
- An illustrative set of parameters that may be considered under the UNNOTI Golden Records is provided below for reference:

Golden Record - ILLUSTRATIVE						
UNNOTI ID	VID	Hash	Ref key	RCID	Name as in RC	Father Name
Mother Name	Husband Name	Other Family Member Details	Current Address	Economic Profile	MINREGA	FPS Shop No
DL No	Date of Issue	Date of Expiry	Permanent Address	Blood Group	Type of Authorization	DoB
Name as in Aadhaar	DoB	Photograph	Gender	UID	Occupation	PAN No
Farmer ID	Crop Type	Acres of Land	Farmer Category	Annual Income from Agri	Address of Farmer	Farm benefit Availed
ARN	PRTC Holder	Parents PRTC	Parents Caste	Applicant Caste	Income From Income Cert	Married
Spouse Name	Date of Marriage	Schemes Availed	Roll/No / Registration No	Class Studying	Marks	Phone No
Email ID	Disease (If Any)	Death of Family Member	School / College Studying	House Type	Occupation	Disability Type

- The other data attributes that may be considered in a linked table with golden record may be as follows:
 - Source of data (Government applications/ self-entry),
 - Timestamp
 - Citizen's Consent and its duration
- Database hygiene factors that the Citizen registry should adhere are listed below:
 - Data Quality Management: Implement processes to regularly cleanse, standardize, and deduplicate data to ensure that the golden records are maintained with high integrity and accuracy.
 - Real-time Data Integration: Establish real-time data integration mechanisms to continuously update golden records as new data becomes available from linked systems.
 - Access Control: Strict access controls shall be enforced to ensure that only authorized personnel can access or modify the golden records. Access shall be logged and monitored to ensure compliance with privacy regulations and to maintain a clear audit trail.
 - Version Control and Audit Trail: The system shall implement version control for golden records, keeping a history of all changes made to a record. This will help in tracking modifications over time and in ensuring transparency and traceability.
 - Data Protection and Privacy: Adhere to national and international data protection regulations, ensuring that sensitive information in the golden records is encrypted and securely managed. The system must also include features for citizens to view their own records and request corrections if necessary.

- Interoperability and Data Sharing: Design the registry to be interoperable with other government platforms, allowing seamless data sharing under a framework that upholds data sovereignty and complies with legal standards. This includes the capability to share data in a controlled manner with third parties, like public utilities or emergency services, under citizen consent or statutory requirements.
- Backup and Disaster Recovery: The registry should have a robust backup system in place, ensuring that data can be restored quickly and accurately in case of any loss. This includes regular backups, off-site storage solutions, and a clearly defined disaster recovery plan.

Transaction Database

- Data Collection and Storage
 - The Transaction Database must capture and store all transaction details related to payments made through the UNNOTI platform. This includes the date and time of transactions, amount, payment method, payer and payee details, and transaction status.
 - Data must be stored in a structured format that facilitates easy querying, reporting, and analysis.
- Data Integrity and Accuracy
 - Implement mechanisms to ensure the accuracy and completeness of transaction data. This includes validation checks at the point of data entry and during the data processing stages.
 - The system must prevent duplicate transaction entries and provide mechanisms to correct any erroneous data entries.
- Security and Compliance
 - The Transaction Database must adhere to the highest standards of data security, including encryption of sensitive transaction details both at rest and in transit.
 - Comply with applicable financial regulations and data protection laws such as PCI-DSS for payment data security and any local regulatory requirements that govern financial transactions.
 - Implement access controls to restrict database access to authorized personnel only, based on their roles and responsibilities.
- Scalability and Performance
 - The database architecture should be scalable to handle increasing volumes of transactions without degradation in performance.
 - Employ database optimization techniques such as indexing, partitioning, and appropriate data archiving solutions to maintain high performance and quick access to transaction data.
- Backup and Disaster Recovery

-
- Regular backups of the Transaction Database must be performed to ensure data can be restored in the event of a system failure, data corruption, or other catastrophic events.
 - Develop and implement a disaster recovery plan that includes procedures for restoring transaction data from backups quickly and with minimal data loss.
 - Real-Time Processing and Latency
 - The Transaction Database must support real-time processing of transactions to ensure immediate reflection in the system and prompt service delivery.
 - Ensure low latency in transaction processing to enhance user experience and facilitate immediate feedback on transaction status to users.
 - Audit and Monitoring
 - Implement comprehensive auditing capabilities to log all transactions and changes made to the Transaction Database. This includes who made the change, what was changed, and when it was changed.
 - The system must provide tools for continuous monitoring of transaction activities to detect and respond to fraudulent activities, discrepancies, and other anomalies.
 - Reporting and Analytics
 - Provide robust reporting tools that allow for the generation of detailed reports on transaction activities. These reports should support financial reconciliation, auditing, and strategic planning.
 - Support analytics capabilities to analyze transaction trends, identify patterns, and make data-driven decisions to improve service offerings and operational efficiency.
 - Integration with Other Systems
 - Ensure that the Transaction Database can integrate seamlessly with other components of the UNNOTI platform, such as the Application Database, User Database, and financial accounting systems.
 - Provide APIs or other integration mechanisms to allow secure and efficient data exchange between the Transaction Database and external systems such as banks, payment gateways, and financial institutions.
 - Data Retention and Archiving
 - Define clear data retention policies that comply with legal and regulatory requirements for keeping financial records.
 - Implement data archiving solutions to move older transaction data to less costly storage while ensuring it remains accessible for regulatory or audit purposes.

Document Storage and Indexing:

- **Document Storage and Management**

- The system shall provide secure and scalable storage for a wide range of document types, including text documents, forms, images, videos, and PDF files, associated with user applications and transactions.
- Documents must be stored in a format that maintains their integrity, authenticity, and legibility over time.
- **Document Indexing and Retrieval**
 - Implement a robust indexing mechanism that categorizes documents based on metadata such as document type, submission date, associated user, and relevant service or transaction.
 - Provide advanced search functionality enabling users to quickly locate documents using various criteria, including keywords, metadata, and content-based search for certain types of documents.
- **Access Control and Security**
 - Enforce strict access control policies to ensure that documents can only be accessed, modified, or shared by authorized users based on their roles and permissions.
 - Apply industry-standard encryption protocols to protect documents in transit and at rest, particularly those containing sensitive or personal information.
- **Version Control**
 - The system must support version control for documents to track changes over time, allowing users to access previous versions when necessary.
 - Maintain an audit trail for each document, logging all interactions including access, modifications, and sharing activities.
- **Integration with Other Systems**
 - Ensure the document repository can seamlessly integrate with other components of the UNNOTI platform, such as the Application and User Databases, to facilitate the automatic attachment and retrieval of documents relevant to specific applications or user profiles.
 - Provide APIs for integration with external systems where documents need to be shared outside of the UNNOTI platform, ensuring secure and controlled data exchange.
- **Compliance and Legal Adherence**
 - The document management system must comply with relevant legal, regulatory, and organizational standards for document handling, retention, and destruction.
 - Implement features to support compliance with data protection laws, ensuring that personal data is handled securely and in accordance with consent provided by users.
- **Backup and Disaster Recovery**
 - Regular backups of the document repository must be performed to prevent data loss.

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- Develop and implement a comprehensive disaster recovery plan to restore documents quickly and effectively in the event of a system failure or data corruption.
 - **User Interface and Usability**
 - Provide a user-friendly interface for document management that allows admin users to upload, categorize, and manage documents with ease.
 - Offer training resources and help documentation to assist users in utilizing the document management system effectively.

Document Repository and Indexing system within the UNNOTI platform shall be capable of handling the complex needs of document management in a secure, efficient, and compliant manner, facilitating better data governance and improved accessibility to essential documents for both citizens and government officials. The system is designed to enhance the overall functionality of the UNNOTI platform, supporting the goal of providing seamless, transparent, and efficient services.

Logs Database:

System and other logs should be captured for quick identification of issues or audit purposes, minimum functional requirements under Logs are provided below for reference:

- **Data Collection and Storage**
 - The system shall collect logs from all components of the UNNOTI platform, including user interactions, system processes, transaction activities, and security events.
 - Logs must capture detailed information including timestamp, user ID, action details, outcome, and any errors encountered.
- **Log Categorization and Structuring**
 - Logs should be categorized by type (e.g., error, transaction, security, audit) to facilitate efficient querying and analysis.
 - Structured logging should be implemented to ensure that logs are consistent and easily parsed, which includes defining a uniform format for log entries.
- **Security and Compliance**
 - Implement stringent security measures to protect the logs from unauthorized access, alteration, and deletion. This includes encryption of log data at rest and in transit.
 - Ensure the Logs Database complies with relevant regulatory and legal requirements for data retention, access, and auditing.
- **Real-Time Monitoring and Alerting**
 - The system shall provide real-time monitoring capabilities to detect and alert on unusual activities or system errors as they occur.
 - Configure customizable alerts based on specific log patterns or thresholds that indicate potential issues or security incidents.

- **Search and Query Capabilities**
 - Provide powerful search and query tools that allow administrators to efficiently find specific log entries based on multiple criteria (e.g., date range, user, type of action).
 - Support advanced queries to analyze log data for trends, performance metrics, and operational insights.
- **Performance and Scalability**
 - The Logs Database should be optimized for high performance to handle the large volume of logs generated, without impacting the performance of the overall system.
 - Design the database to be scalable, accommodating increases in log data as the platform grows and usage expands.
- **Backup and Disaster Recovery**
 - Regular backups of the Logs Database must be conducted to prevent data loss and facilitate recovery in case of a disaster.
 - Implement a robust disaster recovery strategy to ensure log data can be quickly restored to maintain continuous monitoring and compliance.
- **Audit Trails and Reporting**
 - Maintain comprehensive audit trails for all logged actions to support compliance audits and internal reviews.
 - Provide reporting tools that can generate reports from log data for audit, compliance, and operational purposes.

File Transfer Protocol

To establish a robust and secure File Transfer Protocol (FTP) system within the UNNOTI platform, FTP methods shall be required when a department has collected offline data and digitized them but requires assistance in verification or undertaking the payments for the listed beneficiaries. Following functional measures are envisaged for FTP:

Secure File Transfers

- Implement Secure FTP (SFTP) or FTP over SSL/TLS (FTPS) to ensure all data transfers are encrypted and secure.
- Files transmitted via FTP should be encrypted both during transfer and at rest.
- **Authentication and Access Control**
 - Enforce strict authentication mechanisms for all FTP sessions, requiring usernames and strong passwords. Consider implementing two-factor authentication for additional security.
 - Manage and restrict access based on user roles, ensuring that users can only access files pertinent to their permissions.
- **Logging and Monitoring**

-
- All file transfers must be logged with details including file names, transfer status, timestamps, and user information.
 - Implement real-time monitoring to detect and alert on any suspicious activities or policy violations.
 - **Performance and Reliability**
 - The FTP system should be optimized for high performance, ensuring fast transfer speeds even with large files or high volumes of concurrent transfers.
 - Implement mechanisms to handle connection interruptions, such as automatic retries and resume capabilities.
 - **Data Integrity**
 - Include checksum verification or similar technologies to ensure file integrity post-transfer, confirming that files have not been corrupted during the transfer process.
 - **File Management and Organization**
 - Provide tools for organizing and managing files on the server, including directory listing, file search capabilities, and automated file lifecycle management (e.g., archiving, deletion based on age or policy).
 - **Compliance and Data Protection**
 - Ensure the FTP system complies with relevant data protection regulations
 - Implement data retention policies that align with legal and organizational standards.
 - **User Interface and Usability**
 - Provide a user-friendly interface for managing FTP transfers, allowing users to easily upload, download, and manage their files.
 - Offer comprehensive user support and documentation to help users navigate and utilize the FTP system effectively.
 - **Interoperability**
 - Ensure compatibility with various operating systems and FTP clients to facilitate seamless file transfers for all users.
 - Support integration with existing systems within the UNNOTI platform for automated data transfers and syncs.
 - **Backup and Disaster Recover**
 - Regularly back up FTP server data to prevent loss and enable quick recovery in the event of a system failure.
 - Develop and maintain a disaster recovery plan that includes procedures for restoring FTP services and data.
 - By addressing these critical areas, the FTP system within the UNNOTI platform will facilitate secure, efficient, and compliant file transfers, enhancing the overall data management and operational capabilities of the platform.

- **Business Continuity Plan**

1. **Purpose**

This BCP ensures that the services provided by the UNNOTI platform remain operational during emergencies such as natural disasters, cyber-attacks, or technical failures. The plan provides steps to minimize service disruption and ensure the continuity of critical functions. A detailed approach for the BCP shall be provided by SI post onboarding.

2. **Objectives**

- Minimize Downtime: Ensure minimal downtime by implementing strategies that allow swift recovery.
- Safeguard Data Integrity: Protect data through backups, secure storage, and regular updates.
- Maintain Critical Functions: Prioritize the recovery of essential services to maintain citizen-facing operations.
- Ensure Communication: Maintain clear communication with stakeholders during disruptions.

3. **Scope**

The BCP covers all key operations of the UNNOTI platform, including:

- Application services
- Database management
- Network infrastructure
- API integrations with government services
- User interfaces and support services

4. **Risk Assessment**

- Cybersecurity Threats: Ensure protection from cyber-attacks like spyware, Malware, ransomware, etc.
- Natural Disasters: Prepare for disruptions caused by natural disasters, such as floods and earthquakes.
- Technical Failures: Address risks associated with hardware, software, or network failures.
- Data Breaches: Plan for the containment and mitigation of data breaches.

5. **Backup and Disaster Recovery**

- Data Backups: Daily backups must be conducted for all critical systems. These backups should be securely stored off-site or in the cloud to enable swift recovery in case of a disaster.
- Disaster Recovery Plan: A clearly defined disaster recovery plan must be in place, with recovery time objectives (RTO) and recovery point objectives

(RPO) established. The system should have at least 99.9% uptime and be restored within 12 hours of failure.

- Failover Systems: Implement failover servers and cloud solutions to maintain service availability if the primary systems fail.

6. Recovery Strategies

- Redundant Servers: The system must have redundant server systems in place to ensure continuity of services.
- Failover Procedures: Automated failover to backup servers in case of any hardware or software failure.
- Communication Systems: Ensure alternative communication lines are available for internal coordination and public announcements during service disruptions.

7. Testing and Maintenance

- Annual Drills: Conduct quarterly / annual BCP drills as finalized with DIT to ensure the preparedness of teams. Recovery procedures should be regularly tested, and any identified gaps should be addressed.
- Continuous Updates: Ensure that the BCP is regularly reviewed and updated based on new technologies, threats, or changes in system architecture.

8. Communication Plan

- Internal Communications: Establish clear communication protocols for informing internal stakeholders and technical teams of service disruptions.
- Public Communication: Define communication strategies for the public, including updates on service status, expected recovery times, and alternative solutions during outages.
- Media and social media: Use official social media channels to keep the public informed during disruptions.

• Database Migration

To optimize the system and to decrease the API calls, it is suggested to migrate an instance of the following Database:

- Ration Card
- E-District
 - i. Caste
 - ii. Income
 - iii. Enlistment of Contractors I to IV
 - iv. Enlistment of Contractors V
 - v. PRTC
 - vi. Survival

- vii. Income
- viii. Marriage
- ix. Other (as provided access by respective owner department)
- E-Municipality
- Farmers DB
- EPIC
- Schemes (BMS)

It is suggested that all the DB's which are having a primary instance outside UNNOTI should be synched with UNNOTI once in a day (preferably at 12 AM or as agreed by DIT during synching process).

DIT will provide the database copies of the above databases, and the selected SI shall undertake analysis, data cleansing, data standardization and integration of the databases considered as the base citizen registry available in Ration Card database. There could be spelling mistakes in name in Ration Card database and other databases. The SI shall devise appropriate mechanism/ algorithm/ phonetic match etc. for finding best match datasets.

The best match data should be kept in suggestion table and suggested in the citizen profile page and under relevant tabs. The citizen will either confirm the suggestion or reject the same. In case of rejection, the citizen will choose alternate data source from where the corresponding data field should be fetched.

Data migration activity shall start as soon as the databases are available and should be integrated and ready for use by the time the citizen module gets ready.

2.7 ETL Layer

This below functional requirements aim to create an ETL framework that not only supports the operational needs of the UNNOTI platform but also enhances its analytical capabilities, ensuring data-driven decision-making and efficient public service delivery:

- **Data Extraction**

- The system shall be capable of extracting data from various source systems, including government databases, external APIs, and third-party systems.
- Support extraction from diverse data formats such as CSV, XML, JSON, and direct database connections.
- Implement robust error handling mechanisms to manage issues like data corruption, connection errors, and access permissions during the extraction phase.

- **Data Transformation**

- Provide functionalities to clean, validate, and transform extracted data according to predefined rules to ensure it meets the data quality standards required by the UNNOTI platform.

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- Transformations shall include data normalization, de-duplication, format standardization, and conversion (e.g., date formats, numeric formats).
 - The system must include capabilities to enrich data by merging it with additional data sources, adding derived attributes, and applying business-specific logic.
 - **Data Loading**
 - Load transformed data into the UNNOTI platform's operational databases, ensuring that the loading process does not impact system performance.
 - Support incremental and full loading capabilities, with the ability to configure the loading frequency based on the data source and business requirements (e.g., real-time, batch processing).
 - Ensure data integrity and prevent data loss during the loading phase, implementing transaction management and rollback mechanisms in case of errors.
 - **Data Quality Management**
 - Continuously monitor data quality post-ETL to ensure that the platform operates with clean, reliable data.
 - Implement automated alerts for detecting anomalies in data quality, such as unexpected duplicates, format errors, or missing values.
 - Provide tools for data stewards to review and correct data quality issues identified during or after the ETL process.
 - **Performance and Scalability**
 - Design the ETL system to handle large volumes of data efficiently without degrading the performance of the source or target systems.
 - The system should scale horizontally or vertically to accommodate increases in data volume or integration frequency.
 - **Security and Compliance**
 - Implement security measures such as data encryption, secure data transfer protocols, and access controls to protect sensitive data during all stages of the ETL process.
 - Ensure that the ETL process complies with relevant data protection regulations by managing personal data appropriately through the ETL pipeline.
 - The ETL system shall include comprehensive monitoring and logging capabilities to track ETL jobs, performance metrics, and system health.
 - Log files should include detailed records of ETL operations, including start times, end times, and any errors encountered, which can be used for debugging and audit purposes.

- Provide an administrative interface for configuring ETL processes, monitoring job status, and managing ETL workflows.
- The interface should be user-friendly, allowing non-technical users to manage and oversee ETL operations with minimal training.

2.8 Data Lake House

Data lake house combines the best aspects of data lakes and data warehouses. It provides a single platform for storing, managing, and analyzing all data, regardless of format or structure. The purpose of the Data Lake is to store, manage, and analyze diverse structured and unstructured datasets including excel files, text files, blobs, and other formats efficiently and securely. Some of the minimum functional requirements are mentioned below:

- There should be mechanisms to ingest streaming data and batch data uploads.
- The system should automate validation to check the integrity and accuracy of incoming data.
- There should be well defined data cleansing processes to correct or remove corrupt or inaccurate records.
- The system should be scalable to handle petabytes of data and rapid scaling requirements.
- There should be support for SQL and NoSQL queries across stored data.
- The system should have support for APIs for programmatic access to data.
- Functionality to export data in various formats and to different destinations should be available.

2.9 System Level Integration

Each component herein plays a critical role in the system's overall functionality and interoperability.

- **The architecture of each component/module of UNNOTI shall not ideally depend on any commercial tools, plugins, frameworks, library, script, platform, SAAS etc.** The selected bidder shall not adopt any kind of methods for development of the UNNOTI application software that requires any third-party dependency and incurs recurring financial implication upon client (i.e. DIT) to maintain the application software. Selected bidder shall develop, implement and maintain the platform using open source, no-cost license-based technologies.
- However, if any external commercial license / plug-in/framework is used or found utmost necessary by the bidder for the application development, implementation and maintenance, the same is required to be declared by bidder in separate Financial Form.

Note: If DIT decides to use any plugin, library, tools, SAAS, framework etc. in lieu of free library tools, for remarkable advancement in the platform, on later phases, after application deployment, then DIT may provision such additional tools, plugins etc. and the same shall be done by the selected bidder.



Below is a minimal Functional Requirements Specification (FRS) expected for each component depicted:

API Gateway

Typically, UNNOTI would be using multiple domain applications from diverse departments to leverage the data and functionalities.

The API gateway shall provide a central point to the clients to access the necessary APIs and perform data exchange with the corresponding applications. The functional and non-functional requirements for API gateway are described below:

- **API Management**
 - The API Gateway shall provide a centralized interface for managing the lifecycle of APIs, including creation, deployment, versioning, and deprecation.
 - The API Gateway shall support the ability to define and enforce API policies, such as rate limiting, authentication, and authorization.
 - The API Gateway shall provide a developer portal for API consumers to discover, test, and subscribe to available APIs.
- **API Routing and Transformation**
 - The API Gateway shall support dynamic routing of API requests to the appropriate backend services, based on predefined rules and policies.
 - The API Gateway shall provide the ability to transform API requests and responses, including data format conversion, payload manipulation, and header/parameter mapping.
 - The API Gateway shall support the ability to aggregate multiple backend services into a single API endpoint.
- **API Security**
 - The API Gateway shall provide robust authentication and authorization mechanisms, supporting various authentication protocols (e.g., OAuth 2.0, API keys, JWT).
 - The API Gateway shall enforce access control policies, ensuring that only authorized consumers can access the appropriate APIs.
 - The API Gateway shall provide SSL/TLS termination and end-to-end encryption for secure communication between clients and backend services.
- **API Monitoring and Analytics**
 - The API Gateway shall provide real-time monitoring and logging of API usage, including request/response metrics, error rates, and performance data.

- The API Gateway shall generate comprehensive reports and analytics on API usage, enabling platform administrators to make informed decisions about API management and optimization.
- The API Gateway shall support the ability to generate alerts and notifications based on predefined thresholds or anomalies in API usage.
- Scalability and High Availability
 - The API Gateway shall be designed to handle a high volume of API requests, with the ability to scale up or down based on demand.
 - The API Gateway shall be highly available, with built-in redundancy and failover mechanisms to ensure uninterrupted service delivery.
 - The API Gateway shall support load balancing and distribution of API requests across multiple instances or clusters.
- Performance
 - The API Gateway shall have a maximum response time of 500 milliseconds for 95% of API requests.
 - The API Gateway shall be able to handle at least 10,000 concurrent API requests per second.
- Reliability
 - The API Gateway shall have an uptime of at least 99.99% (annual).
 - The API Gateway shall provide automatic failover and recovery mechanisms to ensure continuous service availability.
- Security
 - The API Gateway shall comply with industry-standard security protocols and best practices, including OWASP API Security Top 10.
 - The API Gateway shall provide comprehensive audit logging and traceability for all API requests and responses.
- Maintainability
 - The API Gateway shall be designed with a modular and extensible architecture, allowing for easy integration of new features and functionalities.
 - The API Gateway shall provide comprehensive documentation and support for developers and administrators.

GIS Integration

The Functional requirement specification in terms of GIS Integration is as follows:

- SI shall develop interfaces and APIs that support data exchange in formats commonly used by local GIS systems, ensuring compatibility and interoperability.

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- SI shall ensure that the UNNOTI platform supports processing of standard geospatial data formats such as Shapefiles, KML, GeoJSON, and others used by Bhu-Naksha and land record applications.
 - Standardize all geospatial data to a common coordinate reference system used in Tripura to avoid discrepancies in data interpretation and visualization.
 - SI shall develop GIS view and enable real-time geospatial analytics capabilities to support decision-making processes related to benefits distribution, land use, zoning, and development planning etc.
 - Provide customizable reporting tools that allow government officials to generate reports based on geospatial analysis, enhancing the government's ability to manage public, natural resources effectively.
 - SI shall capture Lat-Long based data in UNNOTI during citizen footprints, input forms through web, mobile, kiosk etc.

e-Sign:

This allows a citizen to digitally sign their documents via their Aadhaar number.

- This service asks for the Citizen's Aadhaar number and on successful authentication affixes the "e-Sign" on the document (which is protected against modification).
- Citizen applicants would use e-Sign while submitting their application forms/documents as a means for authenticating their application.
- Government officials can e-sign the Citizen certificates & Licenses.

Single Sign On (SSO) –

It is an authentication method that enables users to securely authenticate against multiple applications with just one set of credentials. The user is not required to log in to different applications individually with different credentials. An India Government Single sign on mechanism like **MeriPehchaan** may be used for SSO. The minimum functional requirements specifications are listed below for reference:

- The system shall integrate with MeriPehchaan SSO to authenticate users across multiple applications and services within the UNNOTI platform without requiring multiple logins.
- Implement mechanisms to verify user credentials against the SSO provider's identity store in real-time.
- Ensure the privacy and security of user credentials during transmission by using encrypted channels.
- Manage user sessions established via the SSO to ensure that users remain authenticated as they navigate across different services within the platform.
- Provide functionality to log out users from all integrated services simultaneously when they log out from one service or when the session expires.

- Utilize the SSO system to manage and enforce access controls based on user roles and permissions as defined in the
- Provide detailed logs and reports on authentication activities, which can be used for auditing, troubleshooting, and optimizing the system.

DigiLocker:

DigiLocker, the Government of India's cloud-based platform for the storage, sharing, and verification of documents and certificates, shall be integrated with UNNOTI for paperless document verification.

- UNNOTI shall have integration with DigiLocker as “Requester” as well as “Issuer”.
- Shall facilitate “PUSH” and “PULL” both the mechanisms of DigiLocker.
- API specifications shall be as per DigiLocker’s requirements.
- Users must consent to the sharing of their data and documents between DigiLocker and the UNNOTI platform, adhering to *privacy laws and DigiLocker's operational policies*.
- Shall provide easy document fetch/ referencing options from DigiLocker from UNNOTI.
- Provide clear, constructive user feedback on the status of their actions related to DigiLocker, including error messages and confirmation notifications.

2.10 Infra Service Layer

This layer comprises several essential components that play a pivotal role in the architecture of the UNNOTI platform. A snapshot of minimum expected components under this layer is depicted in the below screenshot.



Application Monitoring

This component is required to ensure the proper functioning of application and infrastructure components. The minimum functional requirement is provided below for reference:

- Implement real-time monitoring tools to track application performance, resource usage, and system health.
- Integrate alerts and notifications for any anomalies or performance issues detected.
- Provide a dashboard that offers comprehensive visibility into the application infrastructure, including metrics on CPU usage, memory consumption, and network activity.
- Support logging of all critical application events and errors for troubleshooting and audit purposes

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- Should indicate network lags affecting end user experience.
 - Deviations beyond minimum threshold levels should be flagged and alerts & notifications should be sent to admins,

Cache Management

It is a component that stores data so that future access requests from a user/ application can be served faster. In the context of web-based applications, it is frequently implemented as a local component, eliminating the need to traverse the network for a data. Data which might have updated by an application are typically preserved locally in the cache. Changes in the source data (over the network) typically triggers a flush of the Cache, which would need to re-load the data from the source system. This operation is carried out transparently in the background so that applications can get frequently accessed data from the cache. The minimum functional requirement for Cache Management are as follows:

- Distributed Caching: Deploy a distributed caching mechanism to enhance data retrieval speeds across different geographical locations and ensure load distribution.
- Cache Synchronization: Ensure that cache data remains consistent across the system with mechanisms for automatic synchronization and conflict resolution.
- Security Measures: Encrypt sensitive data within the cache to prevent data leakage and implement secure access controls to restrict cache manipulation to authorized personnel only.
- Cache Invalidation and Updating: Develop strategies for cache invalidation and updating that minimize disruption and maintain data accuracy, including time-to-live (TTL) settings and event-driven invalidation.

System Audit

The minimum functional requirements for System Audit are as follows:

- Audit Trail: Implement a robust system to record detailed audit trails for all user activities and system changes, capturing who did what and when.
- Audit Log Security: Ensure that audit logs are stored securely, protected from tampering, and accessible only by authorized personnel. Logs should be encrypted and periodically backed up.
- Audit Analysis Tools: Provide tools that allow for easy querying and analysis of audit logs to identify patterns of behavior or potential security breaches.
- Compliance Reporting: Automate the generation of reports for compliance with regulations, using audit data to demonstrate adherence to policies and procedures.

Session Management –

Session management is essential in maintaining the logic of web interaction workflows in web-based system. The minimum FRS for the same is as follows:

- Session Handling: Design a session management system that handles session creation, maintenance, and expiration securely. Implement strong session identifiers and ensure sessions are securely destroyed at logout or timeout.

- Persistence and Resilience: Ensure session persistence across system failures or maintenance windows, allowing users to continue their work without interruption.
- Session Security: Protect session data with encryption both in transit and at rest. Implement mechanisms to detect and prevent session hijacking and fixation attacks.
- Session Monitoring and Control: Allow administrators to monitor active sessions and provide capabilities to terminate sessions deemed suspicious or that violate security policies.
- UNNOTI infrastructure should include Session Management as an integral component to enable composition of business logic in the workflows.

2.11 Integrated Dashboard (as an independent sub-system)

The Dashboard component of the UNNOTI portal shall be crucial for providing users and administrators with real-time insights of various metrics and data through visual representations along with MIS reports. SI shall develop a GIS layer enabled, multi-sectoral, sector agnostic, key performance indicators (KPI) driven dashboard.

The dashboard may be hosted as a separate sub system and will take/consolidate data from UNNOTI and various other Data Sources, external systems/platforms of state and central through integrations, to provide a consolidated, centralized GIS enabled, statistical and graphical reporting.

The various components under envisaged Dashboard are suggested below:



- ❖ **Note:** selected bidder to implement with open source, free license-based designs/graphs/charts etc. Whenever necessary, DIT may provision selected bidder with specific tools, plugin, library, framework etc. for integration in Dashboard for enhanced view/output.
- ❖ The selected bidder **shall do analysis jointly with Departments and provision for setting KPI's for departments, services, schemes.**

Dashboard Objectives

- To provide data aggregation, visualization and enforcement.
- To integrate all the key stakeholders on Single platform.
- To identify demographic issues and areas requiring improvement.
- To promote transparency, enforce accountability within the Government and to enhance the productivity of Government officials.
- To ensure digital systems in functional areas are yet to be computerized
- To ensure centralized monitoring and help in policy level decisions.
- To provide effective service delivery and measurable parameters.

Each Dashboard indicator shall be analyzed graphically by time series analysis (Daily, Monthly Quarterly and Yearly) and location (Region, District, Block, Schemes, Heads, etc.) wise.

There shall be real-time performance measurement with dynamic benchmarking and target setting, performance index up to Zone, District and Subdivision level, Grading system, Toppers, and Lagers Club etc.

Dashboard Module shall provision for:

Monitor all the statistical data drilled down to the last level for all the services, sectors.

- Evaluate performance of all the officers involved in the system
- Defining target and benchmarking for performance measurement of concerned authorities
- Getting and monitoring feedback from beneficiary of various government schemes/services

Performance Measurement:

This component shall provision for Performance Measurement which depends on Key Performance indicators. Indicators for each service are different from one another. These indicators shall be identified by SI by conducting meetings with the concerned department.

Once the indicators are decided, data to be collected and aggregated based on these indicators. Checks should be made to avoid data quality degradation. Derive KPIs for the services and mapping the officers with the services and its KPIs.

Based on the benchmark of each KPI the ranking and performance of services, as well as officers, shall be evaluated.

At the software application level all identified indicators/ data elements shall be fetched from the underlying digital applications of respective domain using webservices/APIs on a periodic basis which can vary from daily to weekly. Few of the underlying systems may not be truly web service amenable in which case soft formats like spread sheets shall have to be absorbed in system through functions created.

At the software development level, capability must be built-in to access heterogeneous underlying systems managed by different application service providers using different development stacks.

Integrated Dashboard shall have the following features:

- Different types of dashboards for visualization with special focus on GIS layered, spatial data view.
- Module for monitoring physical, financial and timely progress of various projects and its follow-up
- Real time performance measurement with dynamic benchmarking, target setting
- Performance up to each hierarchical level such as Zone, District and Subdivision, KPI Gradation, follow-up and measurement of performance by scoring and ranking of concerned authorities on a daily basis, Toppers and Lagers Club etc.
- Mobile application to monitor performance of the concerned authorities

- Feedback mechanism to be incorporated in the system which collects all the feedback data of respective sectors.
- SMS facility has been incorporated in such a way that the system generates SMS to Nodal Officers, when the timely data is not received, follow-up reminder, ranking, etc.
- Admin module to manage entry of indicators, sector, sub-sector, department, user access rights, system generate reports, etc.
- Data Synchronization module to capture data automatically and manually by web service API from various MIS and online system
- Data Verification module to verify data of sector and sub-sector by concerning nodal officers on monthly basis.
- Upload Excel facility to upload data from excel sheet for certain indicators where MIS system is not available.

Dashboard shall provision for Visualization like below:

- Executive Dashboard: performance of recent and important activities across the state Sectoral Dashboard: statistical data of sectors and sub-sectors
- Department Star Rating: star rating of data quality based on Verification, Depth, Fetching Accuracy, Sharing Mode and Update Frequency
- District Dashboard: data in district wise grouping
- Corporation Dashboard: data in zone and corporation wise grouping
- Aspirational District: ranking of districts in different aspects
- GIS enabled Dashboard: data in geo spatial mapping with respective indicators
- statistical data of State Government's important schemes
- statistical data of Government of India's important schemes
- Budget Monitoring: year wise budget related data

The Dashboard shall comprise/ ensure the following:

- Extraction of information is done from transaction logs, citizen data like services requests, benefit enrolment, Citizen's documents uploaded etc.
- Mapping is done to various areas of location/ demography / domain over time and summarized.
- Algorithms to extract insights from these summarized data, recommend visualization types, and identify trends.
- It can facilitate natural language querying, extracting data from citizen chatbot interactions and lodged grievances.

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- Implement data preprocessing techniques to clean, normalize, and structure data effectively, preparing it for analysis.
 - Integrate machine learning models to analyze patterns, predict trends, and provide foresights based on historical and real-time data.
 - The dashboard should include capabilities for scenario analysis, allowing users to simulate different conditions and predict outcomes.
 - Ensure the dashboard can process and display real-time data, providing up-to-date insights into key metrics and performance indicators.
 - Implement efficient data streaming technologies to handle the continuous influx of data without lag.
 - Provide a range of customizable visualization tools, such as graphs, charts, heatmaps, and gauges, tailored to the specific needs of various user roles within the platform.
 - Support interactive visualizations that allow users to drill down into the data for deeper analysis.
 - Equip the dashboard with predictive analytics capabilities to forecast future trends and behaviors using statistical models and machine learning techniques.
 - Allow users to adjust variables and parameters within predictive models to test different scenarios and view potential impacts.
 - Develop an alert system that notifies users of significant events or anomalies detected by the AI models, such as unexpected spikes in data or potential system issues.
 - Allow users to customize the thresholds and conditions that trigger these alerts
 - Dashboard should handle large datasets and complex computations without degrading performance.
 - Ensure the dashboard's infrastructure is scalable, supporting increased data volumes and additional analytics functionalities as needed.
 - Ensure the Dashboard integrates seamlessly with other systems and platforms within the UNNOTI ecosystem, maintaining data integrity and operational continuity.
 - Support data imports and exports in various formats to facilitate integration with external data sources and systems.
 - The dashboard should have capabilities of showcasing data in GIS views (Location, Habitation, GP, Block, Tehsil, District, and other necessary geographic/ administrative units provided by DIT)

Drill Down Reports

This component facilitates taking a user from a general high-level view of the data to more specific granular view of data. The minimum FRS is as follows:

- Implement a hierarchical data model that supports multi-level drill-down capabilities, allowing users to navigate from aggregated data to more granular details seamlessly.
- Define clear data relationships and dependencies that will guide the drill-down process and ensure data integrity across levels.
- Provide an intuitive user interface that clearly displays the levels of data available for drill-down and allows users to navigate through these levels with ease.
- Include interactive elements such as clickable charts, graphs, and tables where users can select specific components or metrics to view more detailed data.
- Allow users to customize reports by selecting which data fields they want to include in their drill-down analysis.
- Enable dynamic reconfiguration of reports based on user selections and criteria to provide a tailored analysis experience.
- Ensure that the drill-down functionality is optimized for performance, handling large datasets efficiently without significant delays or impact on the user experience.
- Implement caching strategies to improve response times for frequently accessed data paths and queries.
- Implement role-based access control (RBAC) to ensure that users can only drill down into data for which they have the appropriate permissions.
- Secure all data transmissions and access points within the drill-down reports to prevent unauthorized data exposure.
- Ensure that drill-down reports can integrate seamlessly with various data sources used within the UNNOTI platform, providing a unified view regardless of the underlying data storage.
- Support real-time data integration to reflect the most current data in reports.
- Provide functionalities for users to export drill-down reports in various formats such as PDF, Excel, or CSV for offline analysis and sharing.
- Include options to share reports directly from the platform to other users or via email, with appropriate security measures to handle data sensitivity.
- Embed analytical tools within the drill-down reports that enable users to perform statistical analysis, trend detection, and predictive analytics based on the detailed data.
- Visualize insights through advanced graphical representations to enhance understanding and decision-making.

Trend / Data Analytics

The functional features expected under this module are as follows:

- There should be robust mechanisms to collect, store, and manage large volumes of data from various sources within the UNNOTI platform.

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- Ensure data is clean, consistent, and structured appropriately for analysis, employing data validation and normalization processes.
 - Integrate advanced data analytics tools that can handle complex data sets and perform various types of analysis, including statistical analysis, predictive modelling, and machine learning.
 - Tools should be capable of processing both structured and unstructured data, providing a comprehensive analysis capability.
 - Develop functionalities to automatically identify and report on significant trends, patterns, and anomalies in the data.
 - Include time series analysis to track changes over specified intervals and forecast future trends based on historical data.
 - Provide interactive visualization tools that allow users to visually explore data and understand complex patterns and relationships.
 - Visualizations should include, but not be limited to, line graphs, bar charts, heat maps, and scatter plots.
 - Enable real-time data processing and analytics to allow users to gain immediate insights from live data feeds.
 - Ensure that the analytics engine can update visualizations and metrics dynamically as new data is received.
 - Allow users to customize reports and dashboards to focus on specific data points or metrics that are most relevant to their needs.
 - Enable users to configure alerts based on specific trends or thresholds to facilitate proactive decision-making.
 - The analytics framework to be scalable, capable of handling increased data volumes and complex analytical demands without degradation in performance.
 - System to ensure high availability and low latency in data processing.
 - Ensure that the trend and data analytics tools can integrate smoothly with other systems and platforms, both within and external to the UNNOTI platform.
 - Support data imports and exports in various formats to enhance interoperability with external stakeholders.
 - Before Go-Live, User level specific dashboard KPIs shall be provided, the same needs to be implemented for various user groups.

Socio-Economic Dashboard

The goal is to create a comprehensive socio-economic dashboard that consolidates various data sources to provide an interactive and insightful representation of citizens' socio-economic status across the state. This will support government officials in decision-making, policy

development, and resource allocation. The socio-economic dashboard should be designed with the capability to integrate derived parameters and provide an interactive user experience. The dashboard will analyze and display various socio-economic indicators, including but not limited to:

- Caste
- Income
- Occupation
- Gender
- Pensions
- Other relevant factors

Data Sources:

The socio-economic dashboard will utilize a variety of databases, including but not limited to:

- Ration Card Database
- E-District Portal:
 - Caste Information
 - Income Details
 - Contractor Enlistment (Categories I to IV)
 - Contractor Enlistment (Category V)
 - Permanent Resident Certificate (PRTC)
 - Survival Status
 - Marriage Records
 - Additional data provided by respective departments
- E-Municipality System
- Farmers Database
- EPIC (Electoral Photo Identity Card) Database
- Beneficiary Management System (BMS) for Schemes

Approach:

The approach for building the socio-economic dashboard involves tagging citizen data according to key life events and stages. The minimum essential events include:

- Birth
- School Admission
- Occupation
- Marriage
- House/Property Ownership Details

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- Old Age
 - Death

Additional Parameters: The dashboard may also consider additional parameters such as:

- Type of Housing
- Vehicle Ownership
- Health Profile
- Agricultural Profile

This comprehensive approach ensures that the dashboard provides a holistic view of the socio-economic status of citizens, enabling more informed decision-making and policy development.

Key Features of the Dashboard:

1. Integration of Derived Parameters:

- The dashboard will allow for the inclusion of derived socio-economic parameters, such as income distribution by caste, gender-specific occupation statistics, and pension allocation by age group.
- For example, a derived parameter could be "Average Income by Caste and Gender," which combines data from income records, caste information, and gender demographics.

2. Interactive Visualization:

- The dashboard will be equipped with interactive tools, such as filters and drill-down capabilities, allowing users to explore data at various levels (e.g., state, district, or individual).
- Example: A government official can filter the data to view pension distribution only for senior citizens in a specific district.

3. integration with External platforms, Data Sources:

- Multiple databases, platforms will be integrated to feed into the dashboard, ensuring comprehensive data coverage. These include Ration Card databases, E-District records, Farmers' databases, and others.
- Example: The dashboard could automatically pull data from the Ration Card database to update the number of beneficiaries by income level.

4. Tagging by Life Cycle Events:

- Citizen data will be tagged and categorized based on key life cycle events such as birth, school admission, occupation, marriage, and death.
- Example: When a citizen's data is tagged with a "Marriage" event, the system could cross-reference it with property ownership and income levels to assess socio-economic impact.

5. Additional Socio-Economic Indicators:

- The system will allow for additional parameters like housing type, vehicle ownership, health profiles, and agricultural activities to provide a more detailed socio-economic picture.
 - Example: An agricultural profile could indicate the type of crops grown by a farmer, which could be correlated with income data to assess economic stability.
6. Service/schemes/external applications- KPI metrics configuration and enablement in Dashboard.

Use Case for the SI:

1. Data Aggregation and Processing:

- The SI will be responsible for aggregating data from various sources, cleaning and normalizing it for consistency, and ensuring it is ready for analysis.
- Example: Data from the E-District portal might need to be standardized in terms of format and categorization before being integrated into the dashboard.

2. Dashboard Development:

- The SI will design and develop the dashboard interface, ensuring it is user-friendly and capable of handling large volumes of data with minimal latency.
- Example: The SI will create a user interface that allows government officials to select a specific district and immediately view all relevant socio-economic data.

3. Data Security and Privacy:

- Ensuring that sensitive citizen data is protected and only accessible by authorized users will be a critical responsibility.
- Example: Implementing role-based access control so that only specific officials can access detailed income data.

4. Training and Support:

- The SI will also need to provide training for government officials on how to use the dashboard effectively and offer ongoing technical support.
- Example: Training sessions to demonstrate how to use the dashboard's filtering and drill-down features to obtain specific socio-economic insights.

2.12 Security

Security Layer is essential for maintaining robust security measures within the UNNOTI platform. The minimum expected components under this layer are depicted in the diagram below:



Security and Privacy of Developed Software Codes:

- **Secure Coding Practices**

The System Integrator (SI) shall be responsible for implementing industry-standard secure coding practices throughout the development lifecycle, including:

- **Input Validation:** Ensure that all user inputs are properly validated and sanitized to prevent injection attacks (e.g., SQL injection, cross-site scripting (XSS)). No untrusted data should be accepted without validation.
- **Use of Secure Libraries and Frameworks:** The SI must ensure that all libraries and third-party dependencies used in the development of the platform are secure, up-to-date, and free from known vulnerabilities. Regular updates and vulnerability scans should be performed to address potential risks.
- **Secure Authentication and Session Management:** Strong authentication mechanisms (such as multi-factor authentication) must be implemented to secure access to the platform. Session tokens should be securely stored, and proper session expiration mechanisms must be in place.
- **Error Handling:** Error messages should be generic and not expose sensitive details (e.g., database structure, code snippets) that could assist attackers in exploiting the system.

- **Code Review and Static Code Analysis**

- **Code Review Process:** The SI must establish a formal code review process to identify potential security issues before code deployment. Code reviews should be mandatory for all significant changes, with a focus on detecting vulnerabilities like hard-coded credentials, improper data handling, and insecure API usage.
- **Static Code Analysis Tools:** Automated static code analysis tools (such as SonarQube, Fortify, or Checkmarx) should be employed to scan the developed codebase for vulnerabilities. These tools can detect common security flaws such as buffer overflows, improper access controls, and logic flaws that may not be obvious during manual code reviews.

- **Data Privacy in Code Development**

- **Privacy by Design:** The SI must adopt a "privacy by design" approach during the software development process. This includes ensuring that the collection, storage, and processing of citizen data are minimized to what is necessary for platform functionality. Citizen data should not be unnecessarily exposed in the code.
- **Data Encryption:** Any sensitive citizen data handled in the code must be encrypted, both in transit and at rest, to protect against unauthorized access. For example, sensitive

data such as passwords, financial information, or health records should be stored using strong encryption algorithms (e.g., AES-256).

- **Data Masking and Pseudonymization:** Where possible, personally identifiable information (PII) should be masked or pseudonymized within the code to reduce the risk of exposure, especially during testing and debugging activities.
- **Access to Data within the Codebase:** Ensure that access to sensitive data is properly controlled. Any code that interacts with sensitive citizen data should require strict access controls and should be audited regularly to ensure compliance with data privacy policies.

- **OWASP Top 10 Compliance**

The developed code must comply with the OWASP Top 10 Security Risks, which are the most common vulnerabilities found in web applications. These include:

- **Injection Attacks:** Prevent injection vulnerabilities such as SQL injection by using parameterized queries and stored procedures.
- **Broken Authentication and Session Management:** Ensure secure authentication flows and proper session management to prevent unauthorized access.
- **Cross-Site Scripting (XSS):** Sanitize all user inputs to prevent the execution of malicious scripts in the browser.
- **Insecure Deserialization:** Avoid insecure deserialization of untrusted data that could allow attackers to execute arbitrary code.
- **Security Misconfigurations:** Follow best practices for securing application configurations, including proper use of security headers (e.g., Content Security Policy, X-Frame-Options).

- **Source Code Security and Management**

- **Version Control and Access Management:** The source code for the UNNOTI platform must be managed using a secure version control system (such as Git) with role-based access controls. Only authorized personnel should have access to the source code repositories, and all code changes should be logged and traceable.
- **Environment Segregation:** Ensure proper segregation between development, testing, staging, and production environments. Sensitive citizen data should never be used in development or testing environments. If required for testing, data should be anonymized or masked.
- **Source Code Encryption:** If necessary, the code repository itself should be encrypted, especially when stored in external or cloud-based version control systems.

- **Secure API Development**

- **Authentication and Authorization:** Ensure that APIs are securely developed and require proper authentication and authorization mechanisms to access sensitive data or perform critical actions. APIs should implement role-based access controls to restrict who can access which services.

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- **Data Encryption:** All data exchanged between the platform and third-party services (via APIs) must be encrypted using secure protocols such as HTTPS with TLS 1.2 or higher.
 - **Rate Limiting and Throttling:** To prevent denial-of-service (DoS) attacks, APIs should implement rate limiting and throttling mechanisms that restrict the number of requests an entity can make in a given period.
 - **Security Testing and Penetration Testing**
 - **Regular Security Testing:** The SI must regularly perform internal security testing on the developed code, including penetration testing, vulnerability scanning, and dynamic code analysis, to identify and fix potential vulnerabilities. This testing must be conducted before deployment and after significant changes to the codebase.
 - **Penetration Testing by Third Parties:** In addition to in-house security testing, third-party security experts should conduct independent penetration tests on the platform to ensure its resilience against attacks.
 - A periodic Security Audit of the platform shall be undertaken by DIT
 - **Data Breach and Incident Response Readiness**
 - **Incident Detection and Response:** The SI must build logging and monitoring mechanisms into the code to detect potential security incidents, such as unauthorized access attempts, unusual activity, or data breaches.
 - **Code-Based Alerts:** Security incidents detected by the platform should automatically trigger alerts to the appropriate stakeholders, with clear steps for containment and remediation.
 - **Code Hardening:** The SI should implement security hardening techniques, such as disabling unused services, removing unnecessary privileges, and using secure default configurations in the code, to reduce the attack surface.
 - **Continuous Integration and Continuous Deployment (CI/CD) Pipeline Security**
 - **Secure Build Process:** The SI must ensure that the CI/CD pipeline is secure. This includes scanning code during each phase of development, ensuring that only code that passes security checks is promoted to production, and enforcing strict controls over who can approve and deploy code changes.
 - **Automated Security Tests:** Automated security tests must be part of the CI/CD pipeline to catch any vulnerabilities before they reach the production environment.

Patch Management

Patch management is process of applying updates to software, drivers and firmware to protect against vulnerabilities and optimize performance software and devices. UNNOTI infrastructure would encompass automated application of patches to software as soon as patches are available against known vulnerabilities.

The patch management would involve –

- Identifying the software assets – applications/ operating systems / databases/ libraries / platforms
- Develop a systematic approach for updating software and applying security patches to all components of the UNNOTI platform.
- Ensure the patch management system is capable of rapidly deploying patches to address critical security vulnerabilities.
- Provide mechanisms to test patches in a staging environment before deployment to production to ensure compatibility and prevent disruptions.
- Maintain logs of all patching activities, including details of the patches applied, systems affected, and the status of each patch application.
- Maintain a backup copy of previous environment as a failsafe mechanism and study behavioral change in application post deployment of patches (if any)

Security Audit Compliance

A security compliance audit addresses how well a system and its management processes and policies can identify, detect, protect, respond and recover from security breaches and other incidents. The Audit should be undertaken at required intervals for all linked infrastructure of UNNOTI not limited to the following:

- UNNOTI Platform
- Database
- Underlying Infrastructure
- An ISMS audit by management is also suggested.

Security Audit of the application will be done by DIT through Cert-in empaneled auditor. The SI shall assist in the audit process and fix the vulnerabilities found in the system.

Identity and Access Management

- Enforce role-based access control to the Logs Database to ensure that only authorized personnel can view or manipulate log data.
- Monitor and log all access to the Logs Database to ensure accountability and traceability.
- This FRS ensures that the Logs Database within the UNNOTI platform is not only functional and secure but also plays a critical role in system monitoring, security management, and compliance, thereby supporting the operational integrity and transparency of the platform.

2.13 Verification as a Service

- As UNNOTI shall be hosting verified data from multiple data sources, other line departments may require these verified data for internal verification requirements. UNNOTI should have a feature to provide API access to the requesting department for fetching verified data from UNNOTI

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- The selected bidder is required to maintain data in uniform format for data sharing.
 - A unified template for data access by department shall be prepared by SI in consensus with DIT
 - The department shall be required to provide a formal request to DIT for using this service of DIT along with the purpose of usage, parameters required to be passed on via API and duration of access of API including From and to date.
 - The selected bidder shall ensure that required data standardization, quality and security measures are undertaken while sharing of data

2.14 AUA/KUA Ecosystem

The SI is required to integrate with the Aadhaar ecosystem, the activity (suggestive but not limited to) for AUA eco-system is provided in this section:

The state of Tripura holistically aims to implement a centralized database featuring golden records (authentic citizen records) and facilitate Government-to-Citizen (G2C) services, it is therefore essential to establish identity and incorporate an Authentication User Agency/eKYC User Agency (AUA/KUA) and a centralized Aadhaar Data Vault (ADV). On successful onboarding of AUA by DIT, following UIDAI integrations/activity shall be performed by selected bidder. Required configuration / integration shall be undertaken by the successful bidder/SI:

Citizen/User Authentication may be carried out through the following modes:

- **Demographic authentication:** The Aadhaar number and demographic information of the Aadhaar number holder is matched with the demographic information in the CIDR.
- **One-time pin-based authentication:** A One Time Pin (OTP), with limited time validity, is sent to the mobile number and/ or e-mail address of the Aadhaar number holder registered with the Authority or generated by other appropriate means. The Aadhaar number holder shall provide this OTP during authentication and the same shall be matched with the OTP generated by the Authority.
- **Biometric-based authentication:** The Aadhaar number and biometric information submitted by an Aadhaar number holder are matched with the biometric information of the said Aadhaar number holder stored in the CIDR. This may be fingerprints-based or iris-based authentication or other biometric modalities based on biometric information stored in the CIDR.
- **Face Auth:** Providing Aadhaar number will enable front camera of mobile device, and the face image captured will be verified with CIDR.
- **Multi-factor authentication:** A combination of two or more of the above modes may be used for authentication.
- The selected bidder shall develop the Aadhaar based eKYC of user through UNNOTI platform. Selected bidder shall ensure data fetched from UIDAI to be stored in Aadhaar Data Vault and UNNOTI DB as per guidelines issued by UIDAI.

2.15 Feature List

Envisaged UNNOTI platform shall have following features that shall be under the scope of System Integrator to develop these in the platform: M: Mandatory O-Optional

Features	Requirement	Features	Requirement
Web and Mobile Application	Mandatory	Template Management	Optional
Social Media Integration	Mandatory	Documents Management	Mandatory
AI Chatbot	Mandatory	Video Recording	Mandatory
IVRS	Optional	Service Management	Mandatory
Messaging Platform	Mandatory	Scheme Management	Mandatory
Workflow Management	Mandatory	OCR	Mandatory
Form Builder	Mandatory	Grievance Management and Integration	Mandatory / Independent Sub system
Consent Management	Mandatory	Content Management	Mandatory
Query Builder	Mandatory	SLA Management	Mandatory
Alerts and Notification	Mandatory	Event Management	Mandatory
Proactive Schedule of Service / Scheme	Mandatory	API Gateway	Mandatory
Rule Engine	Mandatory	FTP	Optional
Key Manager (Managing API and other Keys)	Mandatory	Aadhaar eKYC	Mandatory
Other required DB development	Mandatory	RC KYC	Mandatory
Proactive Governance based on Rule Engine	Mandatory	Mobile SMS Gateway	Mandatory
Application Monitoring	Mandatory	Migration of Required Data	Mandatory
Cache Management	Mandatory	ETL	Mandatory
System Audit	Mandatory	Data Lake House	Mandatory
Session Management	Mandatory	GIS Integration	Optional
BMS Integration (payments)	Mandatory	eSign	Mandatory
Payment Gateway	Mandatory	SSO	Mandatory

Features	Requirement	Features	Requirement
Dashboard	Mandatory/ Independent Sub system	DigiLocker	Mandatory
IAM Management	Mandatory	Patch Management	Mandatory

The subsystems will be independent of 'UNNOTI'- platform and may be hosted as separate independent application URL and will be integrated with UNNOTI.

2.16 Other General Components

Some of the additional minimum functions and feature that should be incorporated in the system are listed below:

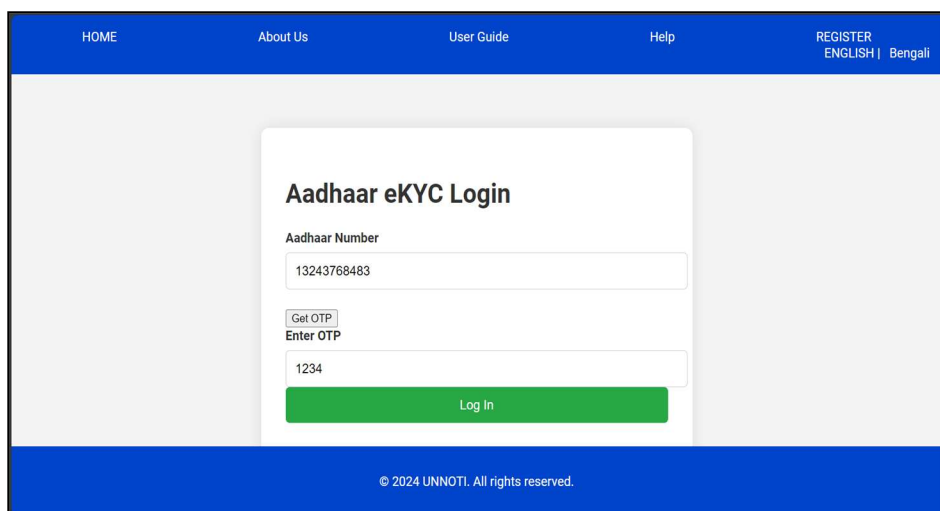
- Matching Parameters of API with Base Databases
 - The system should be able to match the values fetched from APIs with base data values like Aadhaar or RC as intimated by DIT.
 - The system should be able to provide a percentage score for matching values.
 - There should be provision for setting threshold values for parameters for acceptance of applications.
- Synching
 - System should have provision to synch values to source systems like RC or similar system basis SFTP / API or other means.
 - There should be functionality for reverse integration with source systems.

2.17 Wireframes for envisaged solution

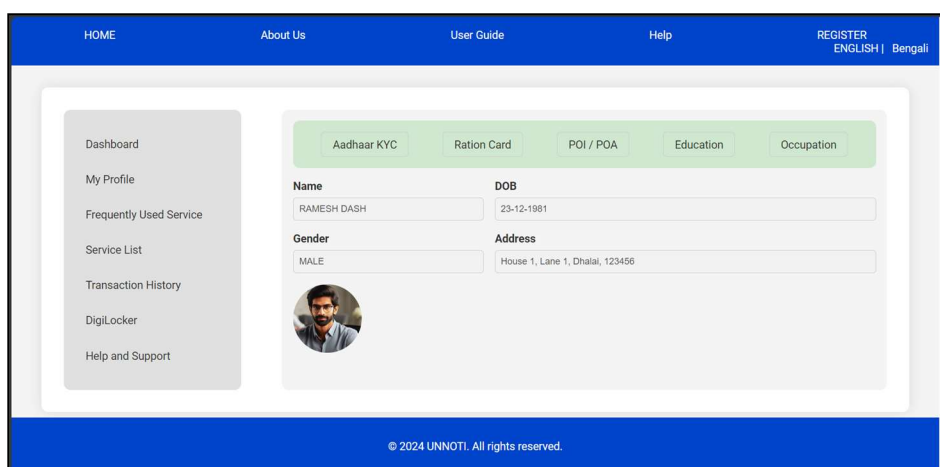
An illustrative wireframe of a sample process flow is provided below for reference. The illustration is for reference only, the selected vendor, needs to design enhanced, well-designed webpages for the portal:

- The user should have the option to login via Aadhaar, RC or MeriPehechan:

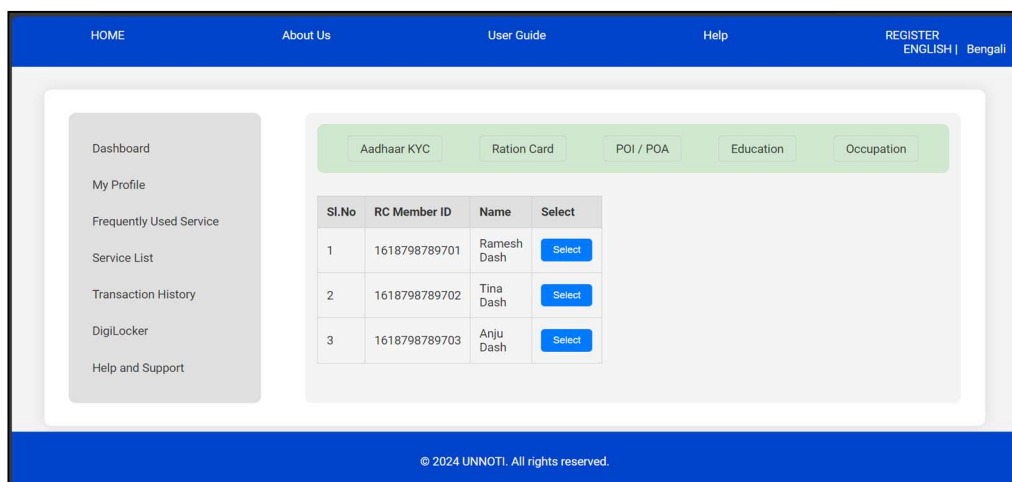
- If user clicks on Aadhaar, the linked eKYC page should pop up.



- After login via Aadhaar, the details fetched via API should be auto populated in the form.

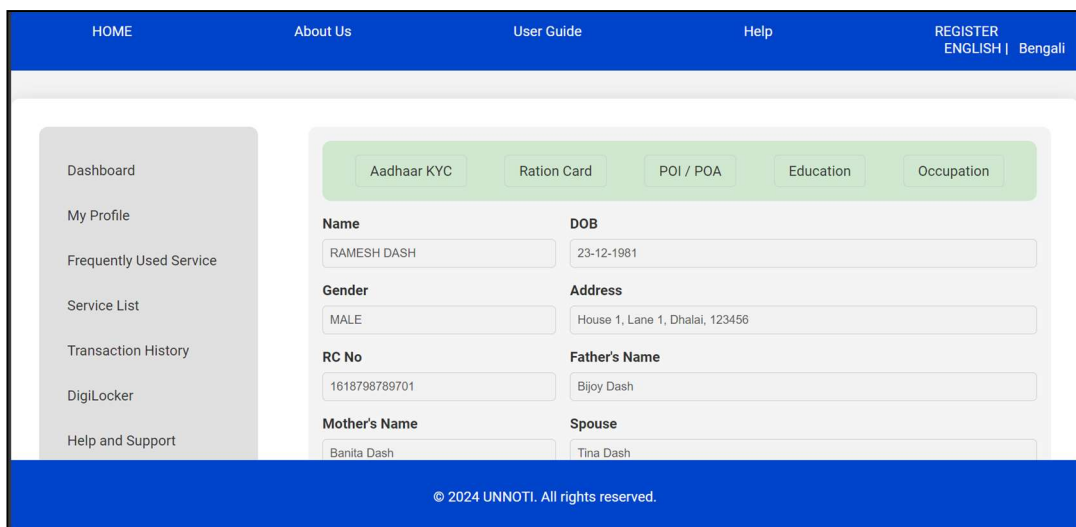


- On clicking on Ration Card, the details of Aadhaar seeded ration card family members shall be auto-fetched.



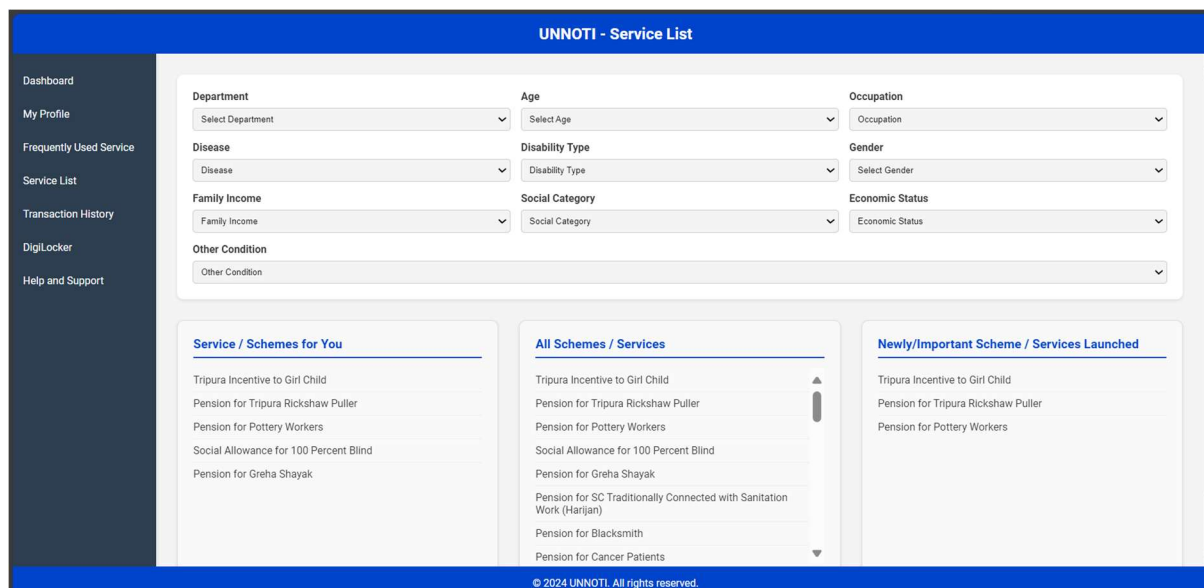
Sl.No	RC Member ID	Name	Select
1	1618798789701	Ramesh Dash	Select
2	1618798789702	Tina Dash	Select
3	1618798789703	Anju Dash	Select

- The user may select his/her details to fetch additional details.



- Service List

On selection of Service the list of service / scheme the user is eligible should be showcased basis his profile. The user may further filter various categories to explore for Scheme / Service.



- Application Form

On selection of any service or scheme the system should provide the required form to be filled with prefilled details from linked databases.

Scheme Application - 60% and above disability

Name *	Phone No. *
Ramaesh Dash ✓	9090909090 ✓
Email	Father / Guardian's Name *
ramesh@abc.com ✓	Bijoy Dash ✓
Date of Birth *	Economic Classification *
01/15/1980 ✓	BPL ✓
Enter UDID No. *	Disability Type *
Disability Percentage *	Enter ARN No for Income Certificate *
Yearly Family Income *	Enter ARN No for PRTC Certificate
PRTC *	Address as per RC *
	House No4, Dhaleshwar, Agartala ✓
Bank Name *	IFS Code *
SBI ✓	sb000987 ✓
Name as per Bank Passbook *	Photograph *
123456789007098 ✓	An image link ✓

☐ I also hereby authorize the authorities to use the data I am sharing for providing required schemes and benefits I am eligible for.

☐ I am also declaring that, I am not availing any other benefit from State/ Central pension schemes related to disability.

Submit

- Acknowledgement Slip

On submission of form an acknowledgement slip should be generated.

Scheme - 60% and Above Disability
Acknowledgment Slip

Acknowledgment Number: UNNOTI-60DB-790331-A01

Date of Application: 5/17/2024

Name of Applicant: Ramaesh Dash

Date of Birth: 1980-01-15

Disability Type: Hearing Impairment

Percentage of Disability: 79%

Success !!! Your Application has been submitted Successfully.

2.18 Major Data/ Field Sources

The list of major integrations required with various systems for uniquely verifying the applicant's data has been provided below for reference:

Fields	Application
Name	Aadhaar / RC/ DL

Gender	Aadhaar
Age	Educational Documents (DigiLocker)
Address	Aadhaar / Ration Card
Unorganized sector Occupation	eSharam
Occupation (Farmer)	Farmer Database - Tripura
Fathers Name	Ration Card
Mothers Name	Ration Card
Spouse Name	Ration Card
Son/ Daughter Name	Ration Card
Income	Income Certificate (eDistrict)
Caste	Caste Certificate (eDistrict)
Survival	Survival Certificate (eDistrict)
Permanent Residency	PRTC Certificate (eDistrict)
Address / Electoral Roll Verification	EPIC (Optional)
PAN Card Verification	PAN (DigiLocker)
DL Verification (Vehicle Category, Year of validity)	DL- Vahaan (DigiLocker)
Disability Type, percentage and Nature (progressive / Permanent)	UDID
Scheme Benedit Aailed	BMS and NSP
Deed Details (Seller Buyer, Land bought Details)	NGDRS
Land Details (Owner, Address, others)	eJami
Birth and Death	RGI
Applicants Photograph	Aadhaar
Continuous Stay	Electricity Bill (TSEC)
Property Tax	eMunicipality
Planner Details	eMunicipality
Planner Photograph	eMunicipality
Approved Building Plan	eMunicipality
Companies Name	GST /MCA
Companies Address	GST / MCA

APL / PHH	RC
Bank Account Validation	NPCI
Occupation (Government)	HRMS
Tax Clearance	Tax Clearance Certificate (eDistrict)
Enlisted Contractor	eDistrict and Migrated DB
Madhyamik Marks, Student Details, Last Exam Passed)	School Management System
Last Exam Passed (Post class X)	Educational Documents (DigiLocker)
Fathers / Mother/ Guardian Caste	Caste Certificate (eDistrict)

The indicative/suggestive list of fields and validation source shall be provided in FRS post selection of SI.

2. Project Planning

The SI needs to prepare an Integrated Project Plan for the entire project. Project plan should provide a detailed drill down and interdependencies of all activities to be undertaken. This includes details of tasks, assigned teams for undertaking responsibilities for the task, schedule of deliverables and milestones, key assumptions and dependencies, associated risks and mitigation plans. The SI's work plan should be synchronized with the staff deployment plan proposed; the deployment plan shall clearly define onsite and offsite deployment plan and personnel under each deployment category along with engagement period for the project. The SI should preferably use cloud-based project management tool and provide access to the same to key stakeholders identified by department. The tool should provide all features related to project management requirements of the project. Also, the PM tool should preferably have function to auto update stakeholders over Email/SMS. SI at any point of time during project cycle may have to adopt and use project management tools provided by department. The prepared project plan should allow teams to track the progress of various deliverables and milestones, through the scheduled review mechanisms.

3.1 Requirement Understanding and Technical Documentations

SI would be provided with detailed FRS of the proposed solution. However, the FRS would include only functional details. As part of the requirement analysis activity, the SI should study the data sources, if any, such as departmental database, SEC, existing state/central beneficiary management portals, MIS portals of departments, Aadhaar seeding and authentication portals, departmental information & service needs and other requirements. Need assessment of infrastructure and hosting model. The SI will have to complete the hardware & infrastructure sizing exercise after gathering the requirements and will provide detailed Infrastructure Requirement List/Form, deployment architecture and any other required information. Department would validate, procure and commission the infrastructure

Preparation of the Software Requirements Specification document containing the FRS details, Screen Layouts, flows and the detailed description of system functions should be submitted and signed off by DIT. The document should contain the requirements providing visual screen shots, portal designs, login pages, reporting formats etc. for various functions and layouts as part of the system, including the functions of the systems. The scope should include for reporting formats as part of the scope. SI should provide detailed technical design including HLD, LLD and architecture document. The same needs to be signed off by the department before implementation.

3.2 Implementation, Testing and Go Live

The selected bidder shall develop the software in accordance with the approved requirement specifications, design specifications, and according to the project plan and carry out exhaustive testing of the software in accordance with the approved test plans. The overall setup shall be implemented in the following environments i.e.

- a) Development environment
- b) Testing environment/UAT environment/ Pre-Production/Staging environment
- c) Sandbox (for API deployment)
- d) Production environment

The selected bidder needs to provide software configuration, customization and installation reports to departments. It is suggested not to use any commercial/proprietary license based, COTS module, tools, library, plugins etc. which have future financial implication upon DIT.

In case of any commercial/ COTS/readymade products used/integrated/linked in the UNNOTI platform, the selected bidder shall ensure cost-less, zero-cost maintenance and customization of such COTS products/tools/library and the same shall be reported to DIT by selected bidder. There shall not incur any financial burden upon client department for any present or future maintenance/customization/upgrades for such commercial/ COTS/readymade products.

The selected bidder should ensure solution sustainability to meet all RFP requirements, any additional procurement required will have to be taken by the selected bidder with no additional cost to DIT.

The base of the application should be open license, free license, open source. SI should ensure configurable, customizable, source code shareable / editable/redistributable software application development to meet the current and future upgradation requirements to handle complex business logic, assisted with drag drop facility at service/scheme application form configuration at front-end. Once the SRS is approved and design phase has started, the SI would refine all necessary Test Plans (including test cases), i.e., plans for Unit Testing, Performance Testing, Integration and System Testing and User Acceptance Testing.

Test cases for UAT would be refined by SI and approval of the same is to be obtained by DIT/ user department.

The Test Plans shall also include demonstration of the ability to integrate with 3rd party solutions. The Test Plans should also specify any assistance required from department and should be followed upon by the SI.

The SI is required to get a sign-off / approval on the Test Deliverables (Strategy, Plan, Designs and Specifications etc.) to commence the testing for the proposed solution. The SI is required to make all necessary arrangements for testing (integration, system, functional and user acceptance) including the preparation of test data, scripts where necessary; setup of test environments shall be the responsibility of the SI.

The SI shall run the test cases and test data and get them validated. The test cases shall be comprehensive covering all scenarios according to specifications, requirements, and design. The test data shall be comprehensive and address all scenarios identified in the test cases. The SI should also prepare the test data for all required integrations. There should be provision for all kinds of testing viz. performance, system, integration, load, stress etc. by SI. User Acceptance Testing needs to be performed for all the systems/modules/integrations developed, enhanced / incorporated.

Regression Testing:

SI shall do regression testing on each new development/upgradation/integration/updates/releases/versioning, on regular basis and ensure flawless live platform.

Department will nominate representatives from different user groups based on inputs from the SI/DIT and would facilitate UAT. The SI shall incorporate the necessary changes/feedback to the solution to ensure that it successfully passes through UAT.

It is mandatory for SI to incorporate / consider test cases as part of UAT, for those customized and/or extensions and/or configured functionalities identified from traceability matrix.

Performance testing of the solution would be carried out using the envisaged peak load with a multiplier, to monitor the application response times and other performance parameters. **Performance testing** would be carried out **every 2 months** to ensure the application performance is as per requirement. During Performance testing, any additional hardware, software and any other components required to meet the performance SLAs, would be provided by the SI at no extra cost.

Performance testing would include load / stress testing. This shall be carried out on the exact architecture as would be used in the production environment (solution architecture as well as computing capacity). All necessary tools to carry out testing would be provided by SI.

Testing Requirements:

- The selected bidder shall carry out comprehensive testing of the entire application suite prior to the release.
- The selected bidder is responsible for making all necessary arrangements for testing (unit, functional, integration, and user acceptance) including the preparation of test data, scripts where necessary and deployment of the same
- The test data shall be comprehensive and address all scenarios identified in the test cases
- The Selected bidder shall create test reports from testing activities and submit to DIT.
- After successful unit testing of all components, the SI should conduct full-fledged functional testing and integration testing in accordance with the approved Test Plans.

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- Integration testing shall cover both cross-functional integration points, as well as end-to-end processes. The test plans should be provided to the department in advance for approval. In addition to the above, the testing should cover performance testing (including load, scalability and stress) and security testing.
 - Service Provider shall conduct the load tests with an objective to determine the response times of various time critical transactions and business processes and ensure that they are within documented expectations (or Service Level Agreements - SLAs). Service Provider shall conduct the stress tests with an objective to determine the system's behavior when its resources are limited and to check whether the behavior is well within the defined parameters.
 - Load, scalability and Stress Testing would be conducted prior to submitting the application for User Acceptance Test (UAT), once the System Integration Testing has been conducted successfully. Service Provider should use suitable simulation tools in accordance with the agreed test procedures keeping in view department's projected future load of transactional users as proposed by Service Provider and agreed by department.
 - In case of a complete overhaul of the underlying components, the Service Provider, in case requested, should make provision to release the system to a select set of users before the full launch of the application to all the users. The existing application should continue to be available to the remaining set of users. The limited release will be tested in production by the select set of users for a period up to 4 weeks before the full application launch. The select set of users will be either identified by department (in case of back-office users) or through a provision to the registered users on logging into the portal, on the user acceptance.
 - Test Plans for UAT would be prepared / updated by the SI in collaboration with the department/DIT.
 - SI shall plan all aspects of UAT (including the preparation of test data) and obtain required assistance from department to ensure its success. Department would facilitate UAT
 - SI would make the necessary changes to the application to ensure that the application successfully goes through UAT.
 - Further any changes to the application suite during the operations and maintenance phase will be released to production only after successful regression testing, including automated testing where necessary, of the application. The regression test plans shall be provided in advance to the Client (Department) for approval.
 - Selected bidder shall ensure that the UAT Test cases/plans must test the overall functionality of the developed system as well as the response times for different functionalities with full data load simulation. The UAT must also test the system handling wrong and negative data and its ability to handle exceptions effectively.

3. Capacity Building and Change Management

The successful implementation and long-term sustainability of the UNNOTI platform will depend significantly on the ability of stakeholders to effectively utilize and manage the system. To ensure the platform's seamless adoption and continued operation, it is crucial to invest in comprehensive capacity building and change management strategies.

This section outlines the approach to be taken by the System Integrator (SI) to develop the required skills, knowledge, and expertise among government staff and other relevant stakeholders. The capacity building initiative will focus on providing tailored training programs, hands-on workshops, and sustainable knowledge transfer mechanisms that empower users at all levels—from citizen service operators to Department officials—to manage the platform efficiently.

The System Integrator (SI) shall ensure that adequate capacity building initiatives are undertaken to enable all stakeholders to effectively use and manage the platform. The details of scope under capacity building and change management are provided below:

4.1 End-User Training:

- Deliver targeted training for government officials, administrative staff, and citizen service operators (e.g., CSC operators, Gram Sevaks). This training must cover all relevant functionalities, such as citizen registration, accessing services, workflow management, Dashboard management and grievance redressal.
- The SI shall ensure practical, hands-on training in the use of the platform's UI/UX, including its multilingual support and accessibility features

1.1 Technical Training for IT Staff:

- The SI shall be required to provide in-depth technical training to IT personnel, focusing on system architecture, data integration, API management, troubleshooting, microservices, and database management

1.2 Workshops and Practical Sessions:

- There should be practical sessions for interactive workshops focused on real-time platform management, report generation, integration with existing systems, and troubleshooting of day-to-day operational issues

1.3 Knowledge Transfer

- Documentation Handover
 - The SI shall be responsible for developing and providing detailed user manuals, SOPs, and training materials for both technical and non-technical users. These documents should include system overviews, access roles, and technical modules for IT staff.
- Knowledge Transfer Sessions:
 - Facilitate knowledge transfer sessions at critical milestones to ensure effective handover of system operations to the Tripura Government's technical staff. These sessions should cover code management, integration points, and the use of tools like version control and CI/CD

1.4 Flexible Training Approaches

- Blended Learning Method:
 - Offer both instructor-led and e-learning modules to ensure maximum accessibility and flexibility. Develop an e-learning portal where staff can access training materials, video tutorials, and quick guides at any time
- Multilingual Training:
 - Ensure training materials are available in Bengali, Kokborok, Hindi, and English, to accommodate all government personnel and citizen service operators in the region

1.5 Training Infrastructure and Support

- Setup of Training Environment:
 - Establish a simulated training environment that mirrors the live production setup, allowing participants to practice real-world tasks in a risk-free setting
- Support Materials:
- Develop and distribute comprehensive training kits, including printed and digital handouts, reference guides, and instructional videos. These materials should be updated regularly to reflect platform enhancements

1.6 Change Management and Adaptation Support

- Change Management Programs:
 - Develop and deliver change management workshops, leadership training, and awareness programs to help government staff transition smoothly to the new platform
- Skill Gap Analysis and Customized Training:
 - Conduct a thorough skill gap analysis to identify the specific training needs of different user groups and customize training content accordingly
- On-the-Job Assistance:
 - Provide on-the-job support during and after the platform's rollout to ensure government personnel are comfortable managing and using the platform effectively

1.7 Sustainability and Long-Term Capacity Building

- Train-the-Trainer Model:
 - Develop a sustainable model by training select government personnel to become Master Trainers, who will further train others, ensuring continuous capacity building

1.8 Performance Monitoring and Continuous Improvement

- Feedback Mechanism:

- Implement a feedback mechanism after each training session to monitor training effectiveness and identify areas for improvement. Regularly refine training materials and methods based on participant feedback

4.2 Training Requirements

- The selected bidder shall ensure proper hands-on training to the designated officials on the developed application (web/ mobile) without having any additional financial implications
- Monthly Four hands on Training sessions for each department should be provided by SI without having any additional financial implications to departments
- The content of the training and schedule shall be mutually decided by Line Departments, DIT and the SI.
- The training material (like slides in soft copies, handouts, study material, etc.) shall be provided by the SI to the participants before the training sessions.
- The requisite training infrastructure like the place, computer, projector, etc. shall be provided by the DIT/department.

4. Technical Helpdesk

SI shall deploy custom made, workflow-based helpdesk solution as an integral part of UNNOTI, for raising issues by citizen and ticket tracking; issue resolving etc. Technical issues to be resolved by selected bidder designated staff and shall be updated in system. An MIS shall be there for monitoring technical resolution cases.

SI shall arrange for the skilled and qualified manpower required for running the Helpdesk to respond to the queries.

5. Operations and Maintenance

Selected bidder shall do the following, but not limited to, activities: -

- Selected bidder shall complete the deliverables/activities/integrations (if any) etc. left pending during implementation phases, as decided by DIT before commencement of operations and maintenance period. Application support includes, but not limited to, production monitoring, trouble shooting and addressing functionality, availability and performance issues and also implementing new system change requests etc. The SI shall maintain the application software in good working conditions and implement changes / upgrades to the applications as required by DIT / Dept.
- SI shall incorporate, integrate new technology, tools etc. for upgrading the solution as required by DIT.
- SI shall maintain data regarding entitlement for solution upgrades, enhancements, refreshes, replacements and maintenance.
- SI shall carry out any requisite adjustments/ changes in the configuration as approved by DIT for implementing different versions of solution as required.

-
- The SI shall provide and implement from time to time the Updates/ Upgrades/ New releases/ New versions of the software as required/approved by DIT.
 - The SI should ensure upgrades, updates & patches of the solution and tools as and when released by any OEM.
 - SI shall ensure patches, upgrades in the solution software, system runtimes, databases and other components required for running the applications.
 - The SI is expected to provide the mandatory support services **for a period of three years**, after the declaration of “Complete Deployment” of all activity/milestones earmarked in scope and completion of onboarding target schemes /services. Roll out of schemes and services are planned in 2 phases. 1st phase may consist of tentative 150 nos. and phase 2 may have another 200 nos. **List of phase-1 and phase-2 schemes and services will be shared with the selected bidder.**
 - Knowledge transfer, regular hands-on training on the product and its customizable features shall be provided by SI. The frequency of training shall be scheduled by DIT. The date, time, location and participants shall be provided by DIT. The aim of regular training is to enable the resources to customize and configure by self.

PART II

Section 8. Conditions of Contract and Contract Form

LUMP-SUM FORM OF CONTRACT

STANDARD FORM OF CONTRACT

Consultant's Services

Lump-Sum

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CONTRACT FOR CONSULTANT'S SERVICES

Lump-Sum

Project Name _____

*[Loan/Credit/Grant]*No. _____

Contract No. _____

Assignment Title: _____

between

[Name of the Client]

and

[Name of the Consultant]

Dated: _____

I. Form of Contract

LUMP-SUM

(Text in brackets [] is optional; all notes should be deleted in the final text)

This CONTRACT (hereinafter called the “Contract”) is made the *[number]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Client or Recipient]* (hereinafter called the “Client”) and, on the other hand, *[name of Consultant]* (hereinafter called the “Consultant”).

[If the Consultant consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Client”) and, on the other hand, a Joint Venture (name of the JV) consisting of the following entities, each member of which will be jointly and severally liable to the Client for all the Consultant’s obligations under this Contract, namely, [name of member] and [name of member] (hereinafter called the “Consultant”).]

WHEREAS

- (a) the Client has requested the Consultant to provide certain consulting services as defined in this Contract (hereinafter called the “Services”);
- (b) the Consultant, having represented to the Client that it has the required professional skills, expertise and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;
- (c) the Client has received *[or has applied for]* a loan *[or credit or grant]* from the *[insert as relevant, International Bank for Reconstruction and Development (IBRD) or International Development Association (IDA)]*: toward the cost of the Services and intends to apply a portion of the proceeds of this *[loan/credit/grant]* to eligible payments under this Contract, it being understood that (i) payments by the Bank will be made only at the request of the Client and upon approval by the Bank; (ii) such payments will be subject, in all respects, to the terms and conditions of the *[loan/financing/grant]* agreement, including prohibitions of withdrawal from the *[loan/credit/grant]* account for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import, to the knowledge of the Bank, is prohibited by the decision of the United Nations Security council taken under Chapter VII of the Charter of the United Nations; and (iii) no party other than the Client shall derive any rights from the *[loan/financing/grant]* agreement or have any claim to the *[loan/credit/grant]* proceeds;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- (a) The General Conditions of Contract (including Attachment 1 “Fraud and Corruption”);
- (b) The Special Conditions of Contract;
- (c) Appendices:

Appendix A: Terms of Reference

Appendix B: Key Experts

Appendix C: Breakdown of Contract Price

Appendix D: Form of Advance Payments Guarantee

In the event of any inconsistency between the documents, the following order of precedence shall prevail: the Special Conditions of Contract; the General Conditions of Contract, including Attachment 1; Appendix A; Appendix B; Appendix C; Appendix D, and Appendix E. Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

2. The mutual rights and obligations of the Client and the Consultant shall be as set forth in the Contract, in particular:

- (a) the Consultant shall carry out the Services in accordance with the provisions of the Contract; and
- (b) the Client shall make payments to the Consultant in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[Name of Client]*

[Authorized Representative of the Client – name, title and signature]

For and on behalf of *[Name of Consultant or Name of a Joint Venture]*

[Authorized Representative of the Consultant – name and signature]

[For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached.]

For and on behalf of each of the members of the Consultant *[insert the Name of the Joint Venture]*

[Name of the lead member]

[Authorized Representative on behalf of a Joint Venture]

[add signature blocks for each member if all are signing]

II. General Conditions of Contract

A. GENERAL PROVISIONS

1. Definitions

- 1.1. Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:
- (a) **“Applicable Law”** means the laws and any other instruments having the force of law in the Client’s country, or in such other country as may be specified in the **Special Conditions of Contract (SCC)**, as they may be issued and in force from time to time.
 - (b) **“Bank”** means the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).
 - (c) **“Borrower”** means the Government, Government agency or other entity that signs the financing agreement with the Bank.
 - (d) **“Client”** means the implementing agency that signs the Contract for the Services with the Selected Consultant.
 - (e) **“Client’s Personnel”** refers to the staff, labor and other employees (if any) of the Client engaged in fulfilling the Client’s obligations under the Contract; and any other personnel identified as Client’s Personnel, by a notice from the Client to the Consultant.
 - (f) **“Consultant”** means a legally-established professional consulting firm or entity selected by the Client to provide the Services under the signed Contract.
 - (g) **“Contract”** means the legally binding written agreement signed between the Client and the Consultant and which includes all the attached documents listed in its paragraph 1 of the Form of Contract (the General Conditions (GCC), the Special Conditions (SCC), and the Appendices).
 - (h) **“Day”** means a working day unless indicated otherwise.
 - (i) **“Effective Date”** means the date on which this Contract comes into force and effect pursuant to Clause GCC 11.
 - (j) **“Experts”** means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or JV member(s) assigned by the Consultant to perform the Services or any part thereof under the Contract.
 - (k) **“Foreign Currency”** means any currency other than the currency of the Client’s country.

- (l) **“GCC”** means these General Conditions of Contract.
- (m) **“Government”** means the government of the Client’s country.
- (n) **“Joint Venture (JV)”** means an association with or without a legal personality distinct from that of its members, of more than one entity where one member has the authority to conduct all businesses for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.
- (o) **“Key Expert(s)”** means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose Curricula Vitae (CV) was taken into account in the technical evaluation of the Consultant’s proposal.
- (p) **“Local Currency”** means the currency of the Client’s country.
- (q) **“Non-Key Expert(s)”** means an individual professional provided by the Consultant or its Sub-consultant to perform the Services or any part thereof under the Contract.
- (r) **“Party”** means the Client or the Consultant, as the case may be, and **“Parties”** means both of them.
- (s) **“SCC”** means the Special Conditions of Contract by which the GCC may be amended or supplemented but not over-written.
- (t) **“Services”** means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A hereto.
- (u) **“Sub-consultants”** means an entity to whom/which the Consultant subcontracts any part of the Services while remaining solely liable for the execution of the Contract.
- (v) **“Third Party”** means any person or entity other than the Government, the Client, the Consultant or a Sub-consultant.

2. Relationship between the Parties

- 2.1. Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Client and the Consultant. The Consultant, subject to this Contract, has complete charge of the Experts and Sub-consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

-
- | | |
|---|---|
| 3. Law Governing Contract | 3.1. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law. |
| 4. Language | 4.1. This Contract has been executed in the language specified in the SCC , which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract. |
| 5. Headings | 5.1. The headings shall not limit, alter or affect the meaning of this Contract. |
| 6. Communications | <p>6.1. Any communication required or permitted to be given or made pursuant to this Contract shall be in writing in the language specified in Clause GCC 4. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SCC.</p> <p>6.2. A Party may change its address for notice hereunder by giving the other Party any communication of such change to the address specified in the SCC.</p> |
| 7. Location | 7.1. The Services shall be performed at such locations as are specified in Appendix A hereto and, where the location of a particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Client may approve. |
| 8. Authority of Member in Charge | 8.1. In case the Consultant is a criteria Venture, the members hereby authorize the member specified in the SCC to act on their behalf in exercising all the Consultant's rights and obligations towards the Client under this Contract, including without limitation the receiving of instructions and payments from the Client. |
| 9. Authorized Representatives | 9.1. Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the Consultant may be taken or executed by the officials specified in the SCC . |
| 10. Fraud and Corruption | 10.1. The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the Bank's Sanctions Framework, as set forth in Attachment 1 to the GCC. |

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| <p>a. Commissions and Fees</p> | <p>10.2. The Client requires the Consultant to disclose any commissions, gratuities or fees that may have been paid or are to be paid to agents or any other party with respect to the selection process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee. Failure to disclose such commissions, gratuities or fees may result in termination of the Contract and/or sanctions by the Bank.</p> |
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B. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

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| <p>11. Effectiveness of Contract</p> | <p>11.1. This Contract shall come into force and effect on the date (the “Effective Date”) of the Client’s notice to the Consultant instructing the Consultant to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the SCC have been met.</p> |
| <p>12. Termination of Contract for Failure to Become Effective</p> | <p>12.1. If this Contract has not become effective within such time period after the date of Contract signature as specified in the SCC, either Party may, by not less than twenty two (22) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.</p> |
| <p>13. Commencement of Services</p> | <p>13.1. The Consultant shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.</p> |
| <p>14. Expiration of Contract</p> | <p>14.1. Unless terminated earlier pursuant to Clause GCC 19 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.</p> |
| <p>15. Entire Agreement</p> | <p>15.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.</p> |
| <p>16. Modifications or Variations</p> | <p>16.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party</p> |

shall give due consideration to any proposals for modification or variation made by the other Party.

- 16.2. In cases of substantial modifications or variations, the prior written consent of the Bank is required.

17. Force Majeure

a. Definition

17.1. For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action confiscation or any other action by Government agencies.

17.2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party’s Experts, Sub-consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.

17.3. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

b. No Breach of Contract

17.4. The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

c. Measures to be Taken

17.5. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

17.6. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) calendar days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give

written notice of the restoration of normal conditions as soon as possible.

17.7. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

17.8. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant, upon instructions by the Client, shall either:

- (a) demobilize, in which case the Consultant shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Client, in reactivating the Services; or
- (b) continue with the Services to the extent reasonably possible, in which case the Consultant shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.

17.9. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clauses GCC 49 & 50.

18. Suspension

18.1. The Client may, by written notice of suspension to the Consultant, suspend part or all payments to the Consultant hereunder if the Consultant fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Consultant to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the Consultant of such notice of suspension.

19. Termination

19.1. This Contract may be terminated by either Party as per provisions set up below:

- a. By the Client**
 - 19.1.1. The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause. In such an occurrence the Client shall give at least thirty (30) calendar days' written notice of termination to the Consultant in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e); and at least five (5) calendar days' written notice in case of the event referred to in (f):

- (a) If the Consultant fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GCC 18;
- (b) If the Consultant becomes (or, if the Consultant consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;
- (c) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC 50.1;
- (d) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;
- (e) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;
- (f) If the Consultant fails to confirm availability of Key Experts as required in Clause GCC 13.

19.1.2. Furthermore, if the Client determines that the Consultant has engaged in Fraud and Corruption in competing for or in executing the Contract, then the Client may, after giving fourteen (14) calendar days written notice to the Consultant, terminate the Consultant's employment under the Contract.

b. By the Consultant

19.1.3. The Consultant may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Client, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

- (a) If the Client fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clause GCC 45.1 within forty-five (45) calendar days after receiving written notice from the Consultant that such payment is overdue.
- (b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days.
- (c) If the Client fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 50.1.

- (d) If the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Consultant may have subsequently approved in writing) following the receipt by the Client of the Consultant's notice specifying such breach.
- c. Cessation of Rights and Obligations** 19.1.4. Upon termination of this Contract pursuant to Clauses GCC 12 or GCC 19 hereof, or upon expiration of this Contract pursuant to Clause GCC 14, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GCC 22, (iii) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GCC 25 and to cooperate and assist in any inspection or investigation, and (iv) any right which a Party may have under the Applicable Law.
- d. Cessation of Services** 19.1.5. Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GCC 19a or GCC 19b, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the Client, the Consultant shall proceed as provided, respectively, by Clauses GCC 27 or GCC 28.
- e. Payment upon Termination** 19.1.6. Upon termination of this Contract, the Client shall make the following payments to the Consultant:
- (a) payment for Services satisfactorily performed prior to the effective date of termination; and
 - (b) in the case of termination pursuant to paragraphs (d) and (e) of Clause GCC 19.1.1, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract, including the cost of the return travel of the Experts.

C. OBLIGATIONS OF THE CONSULTANT

20. General

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- a. Standard of Performance**
- 20.1. The Consultant shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with the third parties.
- 20.2. The Consultant shall employ and provide such qualified and experienced Experts and Sub-consultants as are required to carry out the Services.
- 20.3. The Consultant may subcontract part of the Services to an extent and with such Key Experts and Sub-consultants as may be approved in advance by the Client. Notwithstanding such approval, the Consultant shall retain full responsibility for the Services.
- b. Law Applicable to Services**
- 20.4. The Consultant shall perform the Services in accordance with the Contract and the Applicable Law and shall take all practicable steps to ensure that any of its Experts and Sub-consultants, comply with the Applicable Law.
- 20.5. Throughout the execution of the Contract, the Consultant shall comply with the import of goods and services prohibitions in the Client's country when
- (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country; or
 - (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's Country prohibits any import of goods from that country or any payments to any country, person, or entity in that country.
- 20.6. The Client shall notify the Consultant in writing of relevant local customs, and the Consultant shall, after such notification, respect such customs.
- 21. Conflict of Interest**
- 21.1. The Consultant shall hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

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| <p>a. Consultant Not to Benefit from Commissions, Discounts, etc.</p> | <p>21.1.1 The payment of the Consultant pursuant to GCC F (Clauses GCC 43 through 47) shall constitute the Consultant's only payment in connection with this Contract and, subject to Clause GCC 21.1.3, the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant shall use its best efforts to ensure that any Sub-consultants, as well as the Experts and agents of either of them, similarly shall not receive any such additional payment.</p> <p>21.1.2 Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the Client on the procurement of goods, works or services, the Consultant shall comply with the Bank's Applicable Regulations, and shall at all times exercise such responsibility in the best interest of the Client. Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the Client.</p> |
| <p>b. Consultant and Affiliates Not to Engage in Certain Activities</p> | <p>21.1.3 The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-consultants and any entity affiliated with such Sub-consultants, shall be disqualified from providing goods, works or non-consulting services resulting from or directly related to the Consultant's Services for the preparation or implementation of the project.</p> |
| <p>c. Prohibition of Conflicting Activities</p> | <p>21.1.4 The Consultant shall not engage, and shall cause its Experts as well as its Sub-consultants not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.</p> |
| <p>d. Strict Duty to Disclose Conflicting Activities</p> | <p>21.1.5 The Consultant has an obligation and shall ensure that its Experts and Sub-consultants shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.</p> |
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| <p>22. Confidentiality</p> | <p>22.1. Except with the prior written consent of the Client, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired</p> |
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in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.

23. Liability of the Consultant

23.1. Subject to additional provisions, if any, set forth in the SCC, the Consultant's liability under this Contract shall be provided by the Applicable Law.

24. Insurance to be taken out by the Consultant

24.1. The Consultant (i) shall take out and maintain, and shall cause any Sub-consultants to take out and maintain, at its (or the Sub-consultants', as the case may be) own cost but on terms and conditions approved by the Client, insurance against the risks, and for the coverage specified in the SCC, and (ii) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid. The Consultant shall ensure that such insurance is in place prior to commencing the Services as stated in Clause GCC 13.

25. Accounting, Inspection and Auditing

25.1. The Consultant shall keep, and shall make all reasonable efforts to cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Services and in such form and detail as will clearly identify relevant time changes and costs.

25.2. Pursuant to paragraph 2.2 e. of Attachment 1 to the General Conditions, the Consultant shall permit and shall cause its agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit, the Bank and/or persons appointed by the Bank to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents audited by auditors appointed by the Bank. The Consultant's and its Subcontractors' and subconsultants' attention is drawn to Clause GCC 10.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).

26. Reporting Obligations

26.1. The Consultant shall submit to the Client the reports and documents specified in **Appendix A**, in the form, in the numbers and within the time periods set forth in the said Appendix.

27. Proprietary Rights of the Client in Reports and Records

27.1. Unless otherwise indicated in the SCC, all reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Consultant for the Client in the course of the Services shall be confidential and become and remain the absolute property of the Client. The Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof. The Consultant may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Client.

27.2. If license agreements are necessary or appropriate between the Consultant and third parties for purposes of development of the plans, drawings, specifications, designs, databases, other documents and software, the Consultant shall obtain the Client's prior written approval to such agreements, and the Client shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned. Other restrictions about the future use of these documents and software, if any, shall be specified in the SCC.

28. Equipment, Vehicles and Materials

28.1. Equipment, vehicles and materials made available to the Consultant by the Client, or purchased by the Consultant wholly or partly with funds provided by the Client, shall be the property of the Client and shall be marked accordingly. Upon termination or expiration of this Contract, the Consultant shall make available to the Client an inventory of such equipment, vehicles and materials and shall dispose of such equipment, vehicles and materials in accordance with the Client's instructions. While in possession of such equipment, vehicles and materials, the Consultant, unless otherwise instructed by the Client in writing, shall insure them at the expense of the Client in an amount equal to their full replacement value.

28.2. Any equipment or materials brought by the Consultant or its Experts into the Client's country for the use either for the project or personal use shall remain the property of the Consultant or the Experts concerned, as applicable.

29. Code of Conduct

Not used

30. Forced Labor

30.1. The Consultant, including its Subconsultants, shall not employ or engage forced labor. Forced labor consists of any work or service, not voluntarily performed, that is exacted

from an individual under threat of force or penalty, and includes any kind of involuntary or compulsory labor, such as indentured labor, bonded labor or similar labor-contracting arrangements.

No persons shall be employed or engaged who have been subject to trafficking. Trafficking in persons is defined as the recruitment, transportation, transfer, harboring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.

31. Child Labor

31.1. The Consultant, including its Subconsultants, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).

The Consultant, including its Subconsultants, shall not employ or engage a child between the minimum age and the age of 18 in a manner that is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

The Consultant, including its Subconsultants, shall only employ or engage children between the minimum age and the age of 18 after an appropriate risk assessment has been conducted by the Consultant with the Client's consent. The Consultant shall be subject to regular monitoring by the Client that includes monitoring of health, working conditions and hours of work.

Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Such work activities prohibited for children include work:

- (a) with exposure to physical, psychological or sexual abuse;
- (b) underground, underwater, working at heights or in confined spaces;
- (c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads;
- (d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or

- (e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.

32. Non-Discrimination and Equal Opportunity

- 32.1. The Consultant shall not make decisions relating to the employment or treatment of Experts on the basis of personal characteristics unrelated to inherent job requirements. The Consultant shall base the employment of Experts on the principle of equal opportunity and fair treatment, and shall not discriminate with respect to any aspects of the employment relationship, including recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices.

Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job shall not be deemed discrimination. The Consultant shall provide protection and assistance as necessary to ensure non-discrimination and equal opportunity, including for specific groups such as women, people with disabilities, migrant workers and children (of working age in accordance with Clause GCC 31).

33. Training of Experts

- 33.1. The Consultant shall provide appropriate sensitization to the Experts on social aspects of the Contract, including on prohibition of SEA and SH.

The Consultant shall provide training on SEA and SH, including its prevention, to any of its Experts who has a role to supervise other Experts.

D. CONSULTANT'S EXPERTS AND SUB-CONSULTANTS

34. Description of Key Experts

- 34.1. The title, agreed job description, minimum qualification and estimated period of engagement to carry out the Services of each of the Consultant's Key Experts are described in **Appendix B**.

35. Replacement of Key Experts

- 35.1. Except as the Client may otherwise agree in writing, no changes shall be made in the Key Experts.
- 35.2. Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Consultant's written request and due to circumstances outside the reasonable control of the Consultant, including but not limited to death or medical

incapacity. In such case, the Consultant shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration.

36. Removal of Experts or Sub-consultants

36.1. If the Client finds that any of the Experts or Sub-consultant:

- (a) persists in any misconduct or lack of care;
 - (b) carries out duties incompetently or negligently;
 - (c) fails to comply with any provision of the Contract;
 - (d) based on reasonable evidence, is determined to have engaged in Fraud and Corruption during the execution of the Services;
- the Consultant shall, at the Client's written request, provide a replacement.

36.2. In the event that any of Key Experts, Non-Key Experts or Sub-consultants is found by the Client to be incompetent or incapable in discharging assigned duties, the Client, specifying the grounds therefore, may request the Consultant to provide a replacement.

36.3. Any replacement of the removed Experts or Sub-consultants shall possess better qualifications and experience and shall be acceptable to the Client.

36.4. Subject to the requirements in Clause GCC 36.3, and notwithstanding any requirement from the Client to request a replacement, the Consultant shall take immediate action as appropriate in response to any violation of (a) through (e) above. Such immediate action shall include removing (or causing to be removed) from carrying out the Services, any Expert who engages in (a) to (e) above.

36.5. The Consultant shall bear all costs arising out of or incidental to any removal and/or replacement of such Experts.

E. OBLIGATIONS OF THE CLIENT

37. Assistance and Exemptions

37.1. Unless otherwise specified in the SCC, the Client shall use its best efforts to:

- (a) Assist the Consultant with obtaining work permits and such other documents as shall be necessary to enable the Consultant to perform the Services.
- (b) Assist the Consultant with promptly obtaining, for the Experts and, if appropriate, their eligible dependents, all necessary entry and exit visas, residence permits, exchange permits and any other documents required for their stay in the Client's country while carrying out the Services under the Contract.
- (c) Facilitate prompt clearance through customs of any property required for the Services and of the personal effects of the Experts and their eligible dependents.
- (d) Issue to officials, agents and representatives of the Government all such instructions and information as may be necessary or appropriate for the prompt and effective implementation of the Services.
- (e) Assist the Consultant and the Experts and any Sub-consultants employed by the Consultant for the Services with obtaining exemption from any requirement to register or obtain any permit to practice their profession or to establish themselves either individually or as a corporate entity in the Client's country according to the applicable law in the Client's country.
- (f) Assist the Consultant, any Sub-consultants and the Experts of either of them with obtaining the privilege, pursuant to the applicable law in the Client's country, of bringing into the Client's country reasonable amounts of foreign currency for the purposes of the Services or for the personal use of the Experts and of withdrawing any such amounts as may be earned therein by the Experts in the execution of the Services.
- (g) Provide to the Consultant any such other assistance as may be specified in the SCC.

38. Access to Project Site

- 38.1. The Client warrants that the Consultant shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services. The Client will be responsible for any damage to the project site or any property thereon resulting from such access and will indemnify the Consultant and each of the experts in respect of liability for any such damage, unless such damage is caused by the willful default or negligence of the Consultant or any Sub-consultants or the Experts of either of them.

**39. Change in the
Applicable Law
Related to Taxes
and Duties**

39.1. If, after the date of this Contract, there is any change in the applicable law in the Client's country with respect to taxes and duties which increases or decreases the cost incurred by the Consultant in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the Contract price amount specified in Clause GCC 39.1.

**40. Services, Facilities
and Property of the
Client**

40.1. The Client shall make available to the Consultant and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference (**Appendix A**) at the times and in the manner specified in said **Appendix A**.

**41. Counterpart
Personnel**

41.1. The Client shall make available to the Consultant free of charge such professional and support counterpart personnel, to be nominated by the Client with the Consultant's advice, if specified in **Appendix A**.

41.2. Professional and support counterpart personnel, excluding Client's liaison personnel, shall work under the exclusive direction of the Consultant. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Consultant that is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the Client shall not unreasonably refuse to act upon such request.

**42. Payment
Obligation**

42.1. In consideration of the Services performed by the Consultant under this Contract, the Client shall make such payments to the Consultant for the deliverables specified in **Appendix A** and in such manner as is provided by GCC F below.

F. PAYMENTS TO THE CONSULTANT

43. Contract Price

43.1. The Contract price is fixed and is set forth in the **SCC**. The Contract price breakdown is provided in **Appendix C**.

43.2. Any change to the Contract price specified in Clause GCC 43.1 can be made only if the Parties have agreed to the revised scope of Services pursuant to Clause GCC 16 and

have amended in writing the Terms of Reference in **Appendix A**.

44. Taxes and Duties

- 44.1. The Consultant, Sub-consultants and Experts are responsible for meeting any and all tax liabilities arising out of the Contract unless it is stated otherwise in the **SCC**.
- 44.2. As an exception to the above and as stated in the **SCC**, all local identifiable indirect taxes (itemized and finalized at Contract negotiations) are reimbursed to the Consultant or are paid by the Client on behalf of the Consultant.

45. Currency of Payment

- 45.1. Any payment under this Contract shall be made in the currency (ies) of the Contract.

46. Mode of Billing and Payment

- 46.1. The total payments under this Contract shall not exceed the Contract price set forth in Clause GCC 43.1.
- 46.2. The payments under this Contract shall be made in lump-sum instalments against deliverables specified in **Appendix A**. The payments will be made according to the payment schedule stated in the **SCC**.
- 46.2.1 Advance payment: Unless otherwise indicated in the **SCC**, an advance payment shall be made against an advance payment bank guarantee acceptable to the Client in an amount (or amounts) and in a currency (or currencies) specified in the **SCC**. Such guarantee (i) is to remain effective until the advance payment has been fully set off, and (ii) is to be in the form set forth in **Appendix D**, or in such other form as the Client shall have approved in writing. The advance payments will be set off by the Client in equal portions against the lump-sum installments specified in the **SCC** until said advance payments have been fully set off.
- 46.2.2 The Lump-Sum Installment Payments. The Client shall pay the Consultant within sixty (60) days after the receipt by the Client of the deliverable(s) and the cover invoice for the related lump-sum installment payment. The payment can be withheld if the Client does not approve the submitted deliverable(s) as satisfactory in which case the Client shall provide comments to the Consultant within the same sixty (60) days period. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated.
- 46.2.3 The Final Payment. The final payment under this Clause shall be made only after the final report have been submitted by the Consultant and approved as satisfactory by the Client. The Services shall then be deemed completed and

finally accepted by the Client. The last lump-sum installment shall be deemed approved for payment by the Client within ninety (90) calendar days after receipt of the final report by the Client unless the Client, within such ninety (90) calendar day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated.

46.2.4 All payments under this Contract shall be made to the accounts of the Consultant specified in the SCC.

46.2.5 With the exception of the final payment under 46.2.3 above, payments do not constitute acceptance of the whole Services nor relieve the Consultant of any obligations hereunder.

47. Interest on Delayed Payments

47.1. If the Client had delayed payments beyond fifteen (15) days after the due date stated in Clause GCC 46.2.2, interest shall be paid to the Consultant on any amount due by, not paid on, such due date for each day of delay at the annual rate stated in the SCC.

G. FAIRNESS AND GOOD FAITH

48. Good Faith

48.1. The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

H. SETTLEMENT OF DISPUTES

49. Amicable Settlement

49.1. The Parties shall seek to resolve any dispute amicably by mutual consultation.

49.2. If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within fourteen (14) days after receipt. If that Party fails to respond within fourteen (14) days, or the dispute cannot be amicably settled within fourteen (14) days following the response of that Party, Clause GCC 50.1 shall apply.

50. Dispute Resolution

50.1. Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may

be referred to by either Party to the adjudication/arbitration in accordance with the provisions specified in the **SCC**.

II. General Conditions

Attachment 1

Fraud and Corruption

(Text in this Attachment shall not be modified)

1. Purpose

- 1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

- 2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.
- 2.2 To this end, the Bank:
- a. Defines, for the purposes of this provision, the terms set forth below as follows:
 - i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - v. "obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti- Corruption Guidelines and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;¹ (ii) to be a nominated² sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents personnel, permit the Bank to inspect³ all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

¹ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

² A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

³ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

III. Special Conditions of Contract

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(a)	The Contract shall be construed in accordance with the law of India
4.1	The language is: English.
6.1 and 6.2	<p>The addresses are <i>[fill in at negotiations with the selected firm]</i>: Client : Directorate of Information Technology, Govt. of Tripura; IT Bhavan, ITI Road; Indranagar; Agartala, West Tripura, Tripura -799006 Attention : Sh. Jeya Ragul Gesan B., IFS Facsimile : +91- 0381-235-5751 E-mail (where permitted): itdept-tr@nic.in</p> <p>Consultant : _____ _____ Attention : _____ Facsimile : _____ E-mail (where permitted) : _____</p>
8.1	N/A
9.1	<p>The Authorized Representatives are:</p> <p>For the Client: Shri Prasenjit Purakayastha, System Engineer</p> <p>For the Consultant:</p>
11.1	The effectiveness conditions are the following: Signing of Contract by both the parties, after due approvals and team deployment confirmation.
12.1	<p>Termination of Contract for Failure to Become Effective:</p> <p>The time period shall be 30 days.</p>
13.1	<p>Commencement of Services:</p> <p>The number of days shall be 10 days.</p>

	Confirmation of Key Experts' availability to start the Assignment shall be submitted to the Client in writing as a written statement signed by each Key Expert.
14.1	Expiration of Contract: The time period shall be 42months.
21 b.	The Client reserves the right to determine on a case-by-case basis whether the Consultant should be disqualified from providing goods, works or consulting/ non-consulting services due to a conflict of a nature described in Clause GCC 21.1.3 Yes

23.1	<p>The following limitation of the Consultant's Liability towards the Client can be subject to the Contract's negotiations:</p> <p>“Limitation of the Consultant's Liability towards the Client:</p> <p>(a) Except in the case of gross negligence or willful misconduct on the part of the Consultant or on the part of any person or a firm acting on behalf of the Consultant in carrying out the Services, the Consultant, with respect to damage caused by the Consultant to the Client's property, shall not be liable to the Client:</p> <ul style="list-style-type: none"> (i) for any indirect or consequential loss or damage; and (ii) for any direct loss or damage that exceeds one [insert a multiplier, e.g.: one, two, three] times the total value of the Contract; <p>(b) This limitation of liability shall not</p> <ul style="list-style-type: none"> (i) affect the Consultant's liability, if any, for damage to Third Parties caused by the Consultant or any person or firm acting on behalf of the Consultant in carrying out the Services; (ii) be construed as providing the Consultant with any limitation or exclusion from liability which is prohibited by the Applicable Law in India”.
24.1	<p>The insurance coverage against the risks shall be as follows:</p> <p>(a) Professional liability insurance, with a minimum coverage of the Contract Value.</p> <p>(b) Third Party motor vehicle liability insurance in respect of motor vehicles operated in the Client's country by the Consultant or its Experts or Sub-consultants, with a minimum coverage as per the latest Amended Motor Vehicles Act, India;</p> <p>(c) Third Party liability insurance, with a minimum coverage of <i>[insert amount and currency or state “in accordance with the applicable law in India”]</i>;</p> <p>(d) employer's liability and workers' compensation insurance in respect of the experts and Sub-consultants in accordance with the relevant provisions of the applicable law in the Client's country, as well as, with respect to such Experts, any such life, health, accident, travel or other insurance as may be appropriate; and</p>

	(e) insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Consultant's property used in the performance of the Services, and (iii) any documents prepared by the Consultant in the performance of the Services.
27.1	No change
27.2	The Consultant shall not use these Project related design, data, documents and software for purposes unrelated to this Contract without the prior written approval of the Client.]
37.1 (a) through (f)	(a) through (f) all Not applicable
37.1(g)	Not applicable
43.1	<p>The Contract price is: Rs. _____ <i>[insert amount]</i> <i>[indicate: inclusive or exclusive]</i> of local indirect taxes.</p> <p>Any indirect local taxes chargeable in respect of this Contract for the Services provided by the Consultant shall be paid by the Consultant. The Client shall only reimburse Goods & Services Tax (GST) payable on the contract value by the consultants, as per Applicable Law in India subject to the Client, performing such duties in regard to the deduction of taxes as may be lawfully imposed. However, Consultant shall have to produce to the Client, all relevant documents establishing the proof of payment/ filing of return to the tax authority etc. The consultant shall register itself for GST with appropriate authority in India & shall provide the Registration Number to the Client.</p> <p>The amount of such taxes is _____ <i>[insert the amount as finalized at the Contract's negotiations on the basis of the estimates provided by the Consultant in Form FIN-2 of the Consultant's Financial Proposal.]</i></p>
44.1 and 44.2	<p>The consultants, sub-consultants and the Personnel shall pay the taxes, taxes, duties, fees, levies and other impositions levied under the existing, amended or enacted laws during life of this contract and the client shall perform such duties in this regard to the deduction of such taxes as may be lawfully imposed.</p> <p>The Client shall only reimburse the Goods and Services Tax (GST) payable on the contract value by the consultants, as per Applicable Law in India, subject to the Client, performing such duties in regard to the</p>

	deduction of taxes as may be lawfully imposed. However, Consultant shall have to produce to the Client, all relevant documents establishing the proof of payment/ filing of return to the tax authority etc.
46.2	<p>The payment schedule: All payments shall be made in INR.</p> <p>As per ToR.</p> <p><i>[Total sum of all installments shall not exceed the Contract price set up in SCC43.1.]</i></p>
46.2.1	N/A
46.2.4	<p>The account is:</p> <p><i>[insert account]</i> for Rs.</p>
47.1	The interest rate is:.
50.1	<p>Disputes shall be settled by arbitration in accordance with the following provisions:</p> <ol style="list-style-type: none"> 1. <u>Selection of Arbitrators.</u> Each dispute submitted by a Party to arbitration shall be heard by a sole arbitrator or an arbitration panel composed of three (3) arbitrators, in accordance with the following provisions: <ol style="list-style-type: none"> (a) Where the Parties agree that the dispute concerns a technical matter, they may agree to appoint a sole arbitrator or, failing agreement on the identity of such sole arbitrator within thirty (30) days after receipt by the other Party of the proposal of a name for such an appointment by the Party who initiated the proceedings, either Party may apply to Indian Council of Arbitration for a list of not fewer than five (5) nominees and, on receipt of such list, the Parties shall alternately strike names therefrom, and the last remaining nominee on the list shall be the sole arbitrator for the matter in dispute. If the last remaining nominee has not been determined in this manner within sixty (60) days of the date of the list, Indian Council of Arbitration shall appoint, upon the request of either Party and from such list or otherwise, a sole arbitrator for the matter in dispute. (b) Where the Parties do not agree that the dispute concerns a technical matter, the Client and the Consultant shall each appoint one (1) arbitrator, and these two arbitrators shall

	<p>jointly appoint a third arbitrator, who shall chair the arbitration panel. If the arbitrators named by the Parties do not succeed in appointing a third arbitrator within thirty (30) days after the latter of the two (2) arbitrators named by the Parties has been appointed, the third arbitrator shall, at the request of either Party, be appointed by Indian Council of Arbitration.</p> <p>(c) If, in a dispute subject to paragraph (b) above, one Party fails to appoint its arbitrator within thirty (30) days after the other Party has appointed its arbitrator, the Party which has named an arbitrator may apply to the Indian Council of Arbitration to appoint a sole arbitrator for the matter in dispute, and the arbitrator appointed pursuant to such application shall be the sole arbitrator for that dispute.</p>
1.1.1.1.1	<p>2. <u>Rules of Procedure.</u> Arbitration proceedings shall be conducted in accordance with the procedure of the Arbitration & Conciliation Act 1996, of India.</p> <p>3. <u>Substitute Arbitrators.</u> If for any reason an arbitrator is unable to perform his/her function, a substitute shall be appointed in the same manner as the original arbitrator.</p> <p>4. <u>Nationality and Qualifications of Arbitrators.</u> The sole arbitrator or the third arbitrator appointed pursuant to paragraphs 1(a) through 1(c) above shall be a recognized legal or technical expert with extensive experience in relation to the matter in dispute.</p>
1.1.1.1.2	<p>5. <u>Miscellaneous.</u> In any arbitration proceeding hereunder:</p> <p>(a) proceedings shall, unless otherwise agreed by the Parties, be held in the city where the contract is signed;</p> <p>(b) the English language shall be the official language for all purposes;</p> <p>(c) the decision of the sole arbitrator or of a majority of the arbitrators (or of the third arbitrator if there is no such majority) shall be final and binding and shall be enforceable in any court of competent jurisdiction, and the Parties hereby waive any objections to or claims of immunity in respect of such enforcement.</p> <p>(d) Where the value of the contract is Rs.50 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by</p>

	<p>agreement between the parties; failing such agreement, by the appointing authority, namely the Indian Council of Arbitration.</p> <p>(e) The Arbitrator should give final award within 180 days of starting of the proceedings.</p> <p>(f) Performance under the contract shall continue during the arbitration proceedings and payments due to the consultant by the Client shall not be withheld, unless they are the subject matter of the arbitration proceedings.</p>
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IV. Appendices

APPENDIX A – TERMS OF REFERENCE

[This Appendix shall include the final Terms of Reference (TORs) worked out by the Client and the Consultant during the negotiations; dates for completion of various tasks; location of performance for different tasks; detailed reporting requirements and list of deliverables against which the payments to the Consultant will be made; Client's input, including counterpart personnel assigned by the Client to work on the Consultant's team; specific tasks or actions that require prior approval by the Client.]

Insert the text based on the Section 7 (Terms of Reference) of the ITC in the RFP and modified based on the Forms TECH-1 through TECH-5 of the Consultant's Proposal. Highlight the changes to Section 7 of the RFP]

.....

APPENDIX B - KEY EXPERTS

[Insert a table based on Form TECH-6 of the Consultant's Technical Proposal and finalized at the Contract's negotiations. Attach the CVs (updated and signed by the respective Key Experts) demonstrating the qualifications of Key Experts.]

.....

APPENDIX C – BREAKDOWN OF CONTRACT PRICE

[Insert the table with the unit rates to arrive at the breakdown of the lump-sum price. The table shall be based on [Form FIN-3 and FIN-4] of the Consultant's Proposal and reflect any changes agreed at the Contract negotiations, if any. The footnote shall list such changes made to [Form FIN-3 and FIN-4] at the negotiations or state that none has been made.]

When the Consultant has been selected under Quality-Based Selection method, also add the following:

“The agreed remuneration rates shall be stated in the attached Model Form I. This form shall be prepared on the basis of Appendix A to Form FIN-3 of the RFP “Consultants’ Representations regarding Costs and Charges” submitted by the Consultant to the Client prior to the Contract’s negotiations.

Should these representations be found by the Client (either through inspections or audits pursuant to Clause GCC 25.2 or through other means) to be materially incomplete or inaccurate, the Client shall be entitled to introduce appropriate modifications in the remuneration rates affected by such materially incomplete or inaccurate representations. Any such modification shall have retroactive effect and, in case remuneration has already been paid by the Client before any such modification, (i) the Client shall be entitled to offset any excess payment against the next monthly payment to the Consultants, or (ii) if there are no further payments to be made by the Client to the Consultants, the Consultants shall reimburse to the Client any excess payment within thirty (30) days of receipt of a written claim of the Client. Any such claim by the Client for reimbursement must be made within twelve (12) calendar months after receipt by the Client of a final report and a final statement approved by the Client in accordance with Clause GCC 46.2.3 of this Contract.”/

Model Form I

Breakdown of Agreed Fixed Rates in Consultant's Contract

We hereby confirm that we have agreed to pay to the Experts listed, who will be involved in performing the Services and away from the home office allowances (if applicable) indicated below:

(Expressed in Rs.)

Experts		1	2	3	4	5	6	7
Name	Position	Basic Remuneration rate per Working Month/Day/Year	Social Charges ¹	Overhead ¹	Subtotal	Profit ²	Away from Home Office Allowance	Agreed Fixed Rate per Working Month/Day/Year
Home Office								
Work in the Client's Country								

1 Expressed as percentage of 1

2 Expressed as percentage of 4

Signature

Date

Name and Title:
