REQUEST FOR PROPOSAL FOR SELECTION OF SERVICE PROVIDER FOR MAINTENANCE OF MEESEVA, SADAREM PORTALS AND FIELD TECHNICAL SUPPORT TEAM (for Aadhaar Services Implementation In Gram/Ward Sachivalayam)

GWS/RFP/310/2023-24/MEESEVA, dated 13/02/2024

Issued by

Gram Volunteers / Ward Volunteers and Village Secretariats / Ward Secretariats Department (GSWSD), Government of Andhra Pradesh

Contents

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List of Abbreviation

S. No.	Abbreviation	Description
1	AP	Andhra Pradesh
2	SDC	State Data Center
3	GSWS	Gram Sachivalayam and Ward Sachivalayam
4	DR	Disaster Recovery
5	GCC	General Conditions of Contract
6	MSP	Managed Services Provider
7	ICT	Information and Communication Technology
8	SECR	State Electronic Certificate Repository
9	RFP	Request for Proposal
10	FTP	File Transfer Protocol
11	SDLC	Software Development Lifecycle
12	BG	Bank Guarantee
13	GoAP	Government of Andhra Pradesh
14	PMU	Project Management Unit
15	JWT	JSON Web Token
16	API	Application Programming Interface
17	JS	Java Script
18	UAT	User Acceptance Testing
19	MS SQL	Microsoft Structured Query Language
20	BCP	Backup
21	LOI	Letter of Intent
22	MIS	Management Information System
23	OEM	Original Equipment Manager
24	IPR	Intellectual Property Rights
25	AMC	Annual Maintenance Contract
26	SCC	Special Conditions of Contract

1. INTRODUCTION

The state government of Andhra Pradesh is determined to ensure the last-mile delivery of welfare schemes and other citizen-centric services in an efficient and effective manner which shall be called as e-Seva from hereon. To achieve this objective of e-Seva, the Government has established a system of Grama Sachivalayams and Ward Sachivalayams (GSWS) or Village and Ward secretariats (the same meaning as Sachivalayams), consisting of both human resources and essential infrastructure. Human resources consist of approx. 1.60 lakh employees, from eight departments, and approx. 2.67 lakh volunteers functioning across 15004 secretariats. The essential infrastructure consists of an office building, two computer systems, UPS, laminating machine, printers, fingerprint scanners, etc. One secretariat caters to the needs of two thousand people and one volunteer caters to the needs of 50 to 70 households. The aim is to ensure that the services are delivered in a seamless manner, using ICT interventions, and the administration of the State is percolated up to the last level i.e., at the doorsteps of the citizens.

The objective of the GSWS department is to improve the effectiveness and efficiency of service delivery in the following manner:

- **Improving access to services:** The citizen gets anywhere-anytime and unified access to e-services through secretariats. These services are being enabled through an assisted mode at either the doorstep or near the doorstep of the citizen.

- **Improving convenience for public service delivery**: Public services are being made available in a paperless manner. The application forms are designed to take minimal information and documents from the citizens. Most of the required details are auto populated in the service delivery system. Functionaries in the secretariats have been trained for the same.

- **Digitizing and simplifying the public services**: The entire process for e-service application submission, processing, and output delivery is simplified and digitized. The document output is modernized in electronic and paper formats (e.g., Bar code enabled certificates). All the output documents can be downloaded from the secretariats.

- **Setup of robust citizen engagement systems:** A simple multi-channel interface, in the form of secretariats, has been developed for citizens to interact with the government. This interface is used as a two-way communication medium. The government can reach out to the citizens for the purpose of scheme awareness, service delivery status alerts, notification about meeting eligibility for schemes, etc. The citizens can reach out to the government for inquiry, feedback, and grievances.

- **Enabling data-driven governance and innovation**: The vast amount of data spread across the departments is being utilized for the purpose of monitoring the existing public services and policy planning for new services.

- **Identifying trusted sources of master data:** A trusted source of each identified data element about citizens is identified. These data elements are stored in the Social Registry. The ownership of the data element is with the concerned department, they are entrusted with the responsibility to ensure the correctness, completeness, and correctness of this data.

- **Improving Government efficiency:** The GSWSD is bringing a large-scale transformation in public service delivery resulting in significant improvements in government efficiency and effectiveness.

1.1. Brief Details of the project

There are three different projects that will be handled under this RFP. The scope is to maintain, develop and manage the different projects from the current stage.

i. MeeSeva portals are utilized for delivering citizen services (G2C and B2C) through MeeSeva Centers and Grama Sachivalayams.

ii. SADAREM portal is used for issuing Certificates for Persons with Disabilities in 5 categories and 10 more categories to be added.

iii. Deployment of Manpower in all the Districts of Andhra Pradesh and GSWS Head office to assist the department in implementing and supporting Aadhaar Services in Grama Ward Sachivalayams.

1.2. Objective of the RFP

The primary objective of this RFP is to solicit bids from interested and eligible bidders to enter into a "Managed Services" contract. The successful bidder(s) shall assume responsibility for the maintenance of the software applications (Web Portals and Mobile applications) mentioned in the scope in the RFP. Indicative applications to be maintained are (i) MeeSeva Portals (ii) SADAREM (iii) Aadhaar implementation in GSWSD.

This RFP intends to bring out all the details that may be needed by potential bidders to understand the scope of work, project implementation approach, commercial terms and bidding process details.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required by the RFP documents or submission of a bid not substantially responsive to the RFP documents in every respect will be at Agency's risk and may result in rejection of its Bid and forfeiture of Bid Security.

The GSWSD shall be the final authority with respect to selection of a bidder through this RFP. GSWSD reserves the right to reject any or all the bids without assigning any reason. GSWSD further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for smooth execution of the project.

2. BID DATA SHEET

#	Information	Details
1.	Tender inviting authority	Gram Volunteers / Ward Volunteers and Village Secretariats / Ward Secretariats Department (GSWSD), Government of Andhra Pradesh
2.	Procuring Agency & Contract Signing Authority	Gram Volunteers / Ward Volunteers and Village Secretariats / Ward Secretariats Department (GSWSD), Government of Andhra Pradesh
3.	Name of RFP	Request for Proposal for Selection of Service Provider for Maintenance of Meeseva, Sadarem Portals and Field Technical Support Team for Aadhaar Services Implementation.
4.	RFP reference number	GWS/RFP/310/2023-24/MEESEVA, dated 13/02/2024
5.	Issue of RFP document	Available on https://tender.apeprocurement.gov.in
6.	Date and time of publishing of RFP on e-Procurement	17/02/2024 3:00 PM
7.	Bid Transaction fee on eProcurement Portal	All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs.10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25000/- if the purchase value is above Rs.50 crores & service tax applicable or as levied by Govt. of India on transaction fee through online in favor of Commissioner, GSWSD. The amount payable to GSWSD is non-refundable
8.	Non-Refundable Tender Cost (Non-Refundable)	Rs.5,000/- (Rupees Five Thousand only) DD in the name of Commissioner, GSWSD payable at Vijayawada. The original DD should be submitted to GSWSD before opening of the Pre- Qualification Bid. 1. Bank A/c. No.: 630601172580 2. IFSC Code: ICIC0006306 3. Bank Name: ICICI 4. MICR Code: 520229002
9.	Earnest Money Deposit (EMD)	Rs. 8,00,000 (INR Eight Lakh) The EMD should be in the form of BG or through online payment only. Scanned copy of EMD document should be uploaded on e-Procurement website. The Original EMD should be submitted to GSWSD before 5 pm of next working day after bid closing day.

#	Information	Details
10.	Date and Time of Pre- bid meeting	19/02/2024 at 12:00 PM Pre-bid Meeting with physical presence will not be conducted. Prebid meeting with prospective bidders will be through online tools. Bidders who want to discuss on the RFP document may register their Name, Email ID and Contact Number with Concerned Manager one day before the pre-bid meeting date and should be available at the time of pre-bid meeting date/time. Bidders to send all their requests/queries if any before the permitted date/time to the concerned email ID mentioned in the tender document in the following format: <table><tr><th>S N o</th><th>Pg. No</th><th>Claus eNo</th><th>Tex t as per RFP</th><th>Amendme nt/Clarifica tion requested</th><th>Reason for seeking amendme nt</th></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>
11.	Pre – bid meeting link	Pre Bid meeting on Meeseva Tender Monday, 19 February · 12:00 – 1:00pm Video call link: https://meet.google.com/onj-hgpc-rbq to join on **19/02/2024 at 12:00 PM**.
12.	Last date, time (deadline) for receipt of proposals in response to this RFP notice through e-procurement portal, GoAP	02/03/2024 3:00 PM
13.	Date and time of opening of Pre- qualification Bids on e- Procurement platform	04/03/2024 11:00 AM
14.	Date, time and venue of Technical Presentation	Will be informed to the qualified bidders.
15.	Method of evaluation of bids	QCBS evaluation
16.	Bid submission	Online – www.tender.apeprocurement.gov.in Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are totally responsible for incorporating/ complying the changes/ amendments issued if any during pre-bid meeting in their bid.

#	Information	Details
17.	Procedure for Bid Submission	Bids shall be submitted online on www.tender.apeprocurement.gov.in platform 1 The participating bidders in the tender should register themselves at their own cost on e-procurement platform in the website www.tender.apeprocurement.gov.in 2 Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates. 3 The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the formats given. 4 The bidders should scan and upload the respective documents in Pre-Qualification and Technical bid documentation as detailed in the RFP including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/ authenticity.
18.	Timeline for deploying the team from the date of contract signing	4 Weeks
19.	Total Contract period	3 Years (extendable year on year based on satisfactory performance and mutual agreement)
20.	Bid validity period	180 days from the Bid Due Date (BDD)
21.	Performance Bank Guarantee	10% of the total order value for the period of Contract Period
22.	Contents of the Bid document to be submitted in Hardcopy format	**Envelop A – Technical proposal** Documents as per "Conditions of Eligibility of Firm and Appendix I" section of this RFP **Envelop B – Financial proposal** Format as per "Financial Evaluation Criteria and Appendix II" section of this RFP
23.	Addressee and Address at which proposal in response to RFP notice is to be submitted	Plot No 11 & 12, Nirman Bhavan, APIIC Colony Rd, Auto Nagar, Vijayawada, Andhra Pradesh 520007
24.	Point of Contact for RFP	1. Sri. Ramnath Reddy, Joint Director, GSWS Email: tendersgsws2022@gmail.com Mobile: 9704722269 2. Sri. P. Venkat Reddy, Manger, Digital Services, GSWSD Mobile: 9491478872

#	Information	Details
	Other Conditions	1. Subletting is not allowed; However, subcontracting is allowed with prior approval from Department. 2. In case of a consortium, the prime responsibility shall be of lead bidder 3. Hardware / Software supplied under this tender shall not be declared as End of Support / End of life for contract period

3. PROCUREMENT PROCESS

3.1. Inviting bids through e-procurement process

1. GSWSD invites online bids (Two stage bid system) through e-Procurement portal from eligible bidders for Selection of Managed Services Provider for the development and maintenance of the software applications (Web Portals and Mobile applications)

2. A complete set of bidding documents can be downloaded from https://tender.apeprocurement.gov.in as per the date and time provided in the bid data sheet. However, a scanned copy of the Demand Draft for (INR 5,000/- plus GST) drawn in favor of Commissioner, GSWS, Government of AP payable at Vijayawada or through online payment shall be uploaded towards cost of Tender Document along with the bid, failing which the bid will be disqualified.

3. Eligible Bidders must submit their bids for the complete scope of work. Any bid submitted for incomplete / partial scope shall be rejected.

4. Issuance of Bidding Documents will not be construed to mean that such bidders are automatically considered qualified

5. All bids must be submitted on or before last date and time as mentioned in the bid data sheet, through e-Procurement portal only (online).

6. Bids will be opened on the date and time as mentioned in the bid data sheet on e-procurement portal.

7. GSWSD will not be responsible for any costs or expenses incurred by the bidders in connection with the preparation or delivery of bids.

8. GSWSD reserves the right to reject bids without assigning any reason whatsoever.

9. In event of a date being declared as a closed holiday, the date for submissions of bids and opening of bids will be the following working day at the appointed time

3.2. General Reference

1. Gram Volunteers / Ward Volunteers and Village Secretariats / Ward Secretariats Department (GSWSD), on behalf of the Government of Andhra Pradesh, is hereafter referred to as "Client" or "Authority" or "Procuring Agency" in this document.
2. The Applicant who is providing response to this bid is hereafter referred as "Bidder" in this document.
3. The Bidder who is successful post evaluation of proposals according to terms and conditions of this RFP is hereafter referred to as "*Selected Bidder / "Managed Services Provider / Selected Agency / Agency*" for GSWS IT Services. To avoid conflict situation PMU / SPMU working for GSWSD can't participate as MSP / System Integrator.

4. SCOPE OF WORK

4.1. Introduction

MeeSeva" is a Telugu word which means, 'At your service', i.e., service to citizens. This is an e-governance initiative that incorporates the vision of National e Gov Plan "Public Services Closer to Home" and intends to facilitate single entry and exit portal for entire range of G2C services. MeeSeva is one of the Government of Andhra Pradesh flagship programs introduced in the month of November, 2011 under E-Governance Program to deliver public services (G2C – Issuing Digitally Signed Certificates, Permits, Registration Documents & Proceeding etc) using the latest technology in a simple, faster, secured & transparent manner by adhering to the strict citizen charter time limits.

It's an Integrated One Stop Solution for 50 million Citizens to approach Government for all their pressing needs. The Project brings in a digital PKI enabled integrated architecture to deliver G2C Services in a purely electronic mode (replacing issuing of ink signed paper based on manual certificates).

Services delivered by MeeSeva are classified into two categories:

Category "A": Services which will be delivered across the counter by the MeeSeva operator.

Category "B": Services which are Statutory in nature where Notices/Hearings/Field Inspections are required.

MeeSeva is operational across all the districts of Andhra Pradesh with the centralized architecture; any service can be accessed from anywhere. The services offered include the delivery of Land Records (Pahani/Adangal, ROR 1B, FMB), Income, Birth, Death, Residence, Caste certificates, Registration Department Services like Encumbrance Certificates, Certified Copy of Registration Documents, DISCOM Services like new electricity connection, load change, category change services etc.

MeeSeva currently has more than 100 high impact services out of 300+ G2C Services exists in MeeSeva Portal. The project has already completed 22 Cr+ transactions and most of the government departments are on board. Thus, MeeSeva is the entry and exit point for the citizen to approach the government for any service.

Scope of the document

This document describes the software requirement specifications for providing various MeeSeva services through different delivery channels without elaborating the implementation details. The various business processes that are involved in setting up, defining and using the delivery channels by the various users are explained in detail with appropriate screens as required.

Definitions, Abbreviations and Acronyms

Sino.	Abbreviations	Description
1	RFP	Request for Proposal
2	FRS	Functional requirement Specification
3	G-C	Government–Citizens

4.2. Functional Overview

Earlier, for getting any Government Services Certificates, the citizen would have to go to the respective Mandal Revenue Officer (MRO) or Tahsildar in person and submit his/her application. Mandal Revenue Officer (MRO) or Tahsildar is responsible for issuing of Certificates after conducting the enquiry. And to get the final certificate or document he/she may have to visit the respective office multiple times which leads to wastage of his time and money.

In this process, the citizens are put to in convenience to avail certificates as:

- It requires travelling a few kilometers to reach MRO.

- It may require multiple visits due to lack of awareness of the process and it not being in the public domain.

To mitigate the above issues and also to make the process online and transparent, a Centralized System was developed to offer these services such as receiving the applications online for various departmental Certificates/Documents and delivery of the digitally signed certificates directly to his home through post or at the kiosk. This was implemented in all districts in a uniform and consistent manner to give more convenience to the Citizens as well as to the department in providing the services **anywhere anytime** under a single window. The services are delivered to the Citizens through various Service Centre Agencies in the state like APOnline, RAMINFO, CMS, Sreeveen and GSWS.

For providing uniformity and consistency across the state, the SW was designed and developed by MeeSeva and hosted in State Data Centre (SDC). Each of the SCAs were provided interfaces to the SW for delivering these services through their respective Citizen Service Centers (CSCs).

The above Services have been divided into three categories from request handling point of view as given below:

Category A: These are the services that can be delivered across the counter by the MeeSeva Center Kiosk operator. The essential prerequisite for this category are

1. Availability of Digital Database

2. Cleanliness of the Database

3. Dynamism of the Database

In such cases, Certificates/Services are provided on the basis of application furnished by the applicant without necessarily enclosing any supporting documents/Annexure.

Category B: The services under this category are the ones for which no electronic database is available. In many such cases paper records may be available which would have to be scanned, archived and digitally signed and placed in the SECR. This would enable them to move to the Category A. However, in some cases, the same may require a field inspection/ discreet or detailed enquiry to confirm and corroborate the available information.

Certificates/services are provided on the basis of application furnished by the applicant along with predefined checklist of supporting documents.

The services under this category are the ones that are transactional/ statutory in nature and have certain statutory requirements in terms of notices/hearings/field inspections etc. The service level in such case is 90 days maximum and minimum 7 days.

Service Delivery Mechanism: The applicants are having the option of getting the services delivered through the Kiosks or by post from the SECR after the digital approval from the concerned authorities. The applicants exercise this option at the time of submission of application. In case the applicant has opted for the service to be delivered through SECR, this shall not preclude the applicant from getting the service delivered through any of the Kiosks across the State on payment of additional charges.

Functional Architecture of the system:
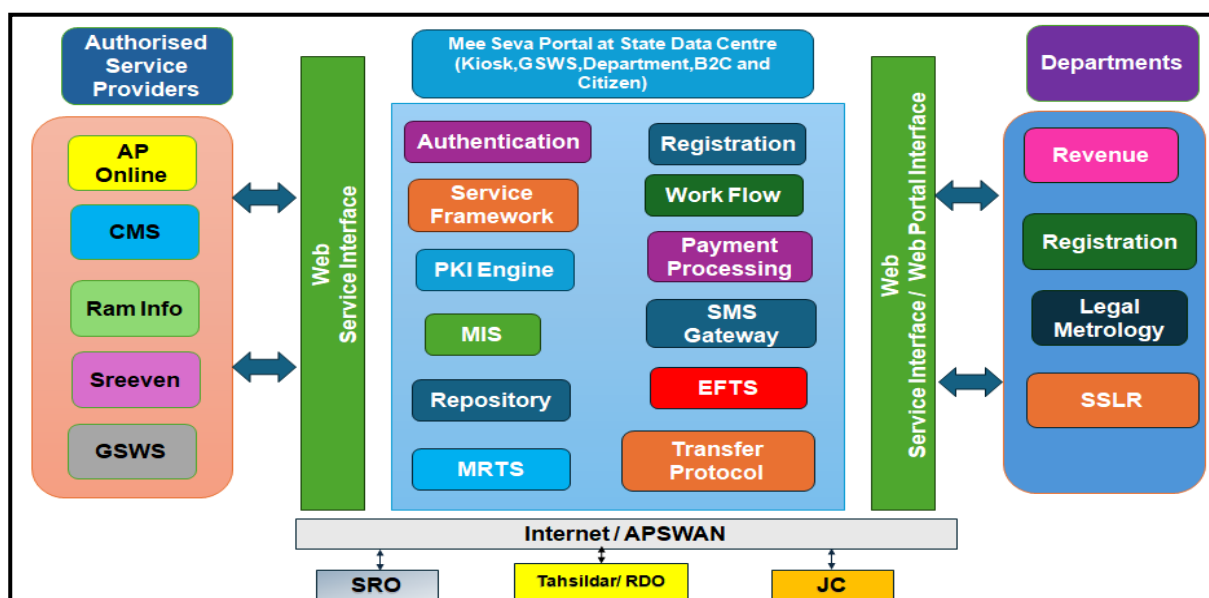
4.2.1. Overview of functional modules

The proposed MeeSeva application is service oriented. As per the design, this application is divided in two parts: Kiosks and Department and are defined as Modules. **Category A/ Kiosk Module:**

The Category A/Kiosk Module defines the process of requesting a Service from citizen by using MeeSeva or Grama Ward Sachivalayam Centers.

Category B / Department Module:

The Category B/ Department Module defines the Process of Acceptance/Rejection of the request by department officials on the basis of evidence provided by citizens and the eligibility of request within defined SLA Time

User Classes & Characteristics

MeeSeva Application intends to provide various government related services to the Citizens of Andhra Pradesh online.

User Interfaces

➢ The look and feel should resemble the existing pages.

➢ The user needs to be updated with the status of any action. This includes "success" messages as well as "error" messages.

Design Constraints

All The Designs and Procedures are carried out in **IEEE- ISO/IEC 12207:2008** Format and following the Coding Standards and Maintaining Configuration Management Process using **Microsoft visual studio TFS** for future purposes.

4.2.2. Descriptions of Modules and Functional Requirements

Use Case Scenario for function

In MeeSeva services delivery approach, there are two actors involved for applying for the service operator and citizen. In order to apply for MeeSeva services citizen needs to approach MeeSeva centre where the kiosk operator uses the system and applies for the service for citizen

Operator Use cases:

➢ **Case1:** Operator Login

➢ **Case2:** Display List of Services

➢ **Case3:** Enter Service Specific Details

➢ **Case4:** Upload Documents

➢ **Case5:** Display Payment Details

➢ **Case6:** Receipt Generation

UseCase1: Operator Login

Actor: Operator
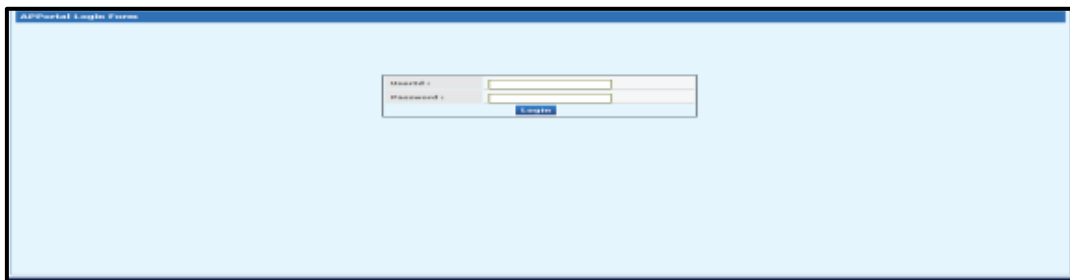
SI. No.	Action/Input	System Processing	Output
1	Kiosk Operator enters user id / password in the login form	The entered details are validated against the database if the details are found then Login Home page is displayed. If the details are not found then same Login page is displayed with error message.	Login Homepage /Login page with error message.

Use Case2: Display List of Services

Actor: Operator

SI. No.	Action/Input	System Processing	Output
1	Kiosk Operator Selects the Department under List of services and selects the service	All the services which are there in MeeSeva are displayed.	Page with the List of services.

Use Case3: Enter Service Specific Details

Actor: Operator

F-Line Petition/Subdivisions Certificate Application Form :-

Please Select Payment Mode

Payment Modes	Cash ▼

Applicant Details

Application Number*:	DER012401493539	AADHAR Card No:	647449833387	Pre-Fill
Applicant Name*:	Vasishta	Relation*:	SELF ▼ Vasishta	
Gender*:	● Male ○ Female ○ Transgender	Date Of Birth :	22/11/1988 (DD/MM/YYYY)	

Permanent Address

Door No:	38-3-14	Locality/Land Mark:	Main Road
District*:	NTR ▼	Mandal*:	VIJAYAWADA CE ▼
Village/Ward*:	Vijayawada Town Part ▼	Pin Code*:	520010

Document Details Description

Note * : Please Enter the Survey Number same as the Record.please follow the Guidelines attached for installing Telugu Fonts. Click Here

No. Of Survey Numbers*:	1	Survey Number Details(Ex:12,12)*:	22
Document Type*:	Patta Sub-Divsio ▼	Document District*:	Vizianagaram ▼
Document Mandal*:	GANTYADA ▼	Document Village*:	CHANDRAMPETA ▼
Category*:	Ordinary ▼	Apply To*:	Tahsildar ▼

Land Boundaries

	Survey Number*	Name*	Father/Husband Name*	Address*
East*:	22	Gopalaswamy	Jagannathaswamy	Chandrampeta
West*:	23	Narsimhamurthy	Jagannathaswamy	Chandrampeta
North*:	24	Arun	Narsimhamurthy	Chandrampeta
South*:	25	Nagasuryam	Gopalaswamy	Vijayawada

Documents List (NOTE: All Upload Documents are in Pdf Format Only)

☑ Application Form*   File Browse: [Choose File] No file chosen

Uploaded Documents

01~Meeseva Application form.pdf

[Show Payment]

Receive Payment

Challan Amount	500	User Charges	50
Courier Charges	0	Total Amount	550

[Confirm Payment]

Sl. No.	Action/Input	System Processing	Output
1	Kiosk Operator enters service specific details	All the service specific details are to be entered and accepted.	Details must be entered and accepted

Use Case 4: Upload Documents

Actor: Operator

Sl. No.	Action/Input	System Processing	Output
1	Kiosk Operator Uploads the Documents under Documents list	All the Documents under Document list are uploaded	Documents must be uploaded and saved into Database

Use Case 5: Displays Payment details

This use case describes the way user gets his Payment details for the specified service. The Kiosk Operator Enter Service Specific Details, uploads the documents and clicks on show payment button the system should fetch the Payment details

Actor: Operator

Sl. No.	Action/Input	System Processing	Output
1	Kiosk Operator clicks on Show Payment button	Based on the Delivery Type payment details are generated	Payment Details Displayed.

Use Case 6: Receipt generation

Actor: Operator, Citizen

Sl. No.	Action/Input	System Processing	Output
1	Kiosk Operator clicks on confirm payment upon confirmation from citizen	On confirmation of the Payment details from the Citizen request details are saved in SDC server	Receipt generated

Department Use cases:

➢ **Case1:** Department Login

➢ **Case2:** Display List of Services to be Processed

➢ **Case3:** Displays Service Specific Requests

➢ **Case4:** Displays Request details

➢ **Case5:** Display Payment Details

➢ **Case6:** Receipt Generation

➢ **Case7:** Action taken

UseCase1: Department Login

Actor: Department Officer

SI. No.	Action/Input	System Processing	Output
1	Department Officer enters user id / password in the login form	The entered details are validated against the database if the details are found then Login Home page is displayed. If the details are not found then same Login page is displayed with error message.	Login Home page /Login page with error message.

UseCase2: Display List of services to be processed

Actor: Department officer

SI. No.	Action/Input	System Processing	Output
1	Department Officer Selects the Service to be processed under Application Processing	All the services which are under concerned officer login will be displayed	Services which are need to be processed are displayed

UseCase3: Displays Service Specific Requests

Actor: Department Officer

Search Criteria						
From Date*:		03/10/2023	**To Date*:**		02/11/2023	
Status*:		ALL				

Get Details

Second Appeal Request Details From: 03/10/2023 To: 02/11/2023 Status: ALL						

Show 10 entries Search:

S.No.	Application No	Applicant Name	Village	Application Date	Status	Document
11	SASN012300000424	TEST vijay	TADEPALLI	01/11/2023 13:04:17	Approved	View Certificate
12	SASN012300000425	TEST surya	TADEPALLI	01/11/2023 14:56:14	Approved	View Certificate
13	SASN012300000426	SWATHI	TADEPALLI	01/11/2023 15:09:31	Rejected	View Endorsment
14	SASN012300000435	grih	TADEPALLI	02/11/2023 12:09:50	Rejected	View Endorsment
15	SASN012300000420	Somu	MANCHALA	01/11/2023 11:25:59	Notice Generated	View Notice
16	SASN012300000430	MAHESH	MANCHALA	01/11/2023 17:25:09	Forward To RDO	NA

Previous 1 2 Next

Sl. No.	Action/Input	System Processing	Output
1	Selects the service ,Enters From date and To date and selects status of the request	Service requests based on date and status will displayed	List of service request are displayed

Use Case4: Displays Request details

Actor: Department Officer

Second Appeal Application Details			
User ID:	GNT-TNL-RDO	**User Name:**	K Dinesh Kumar IAS

Appeal Applicant Details			
Applicant Type*:	◉ Applicant ○ Adjacent land holder		
Application No:	SASN012300000430	**Applicant Name:**	MAHESH
Relation Name:	DURGA RAO	**Gender:**	Male

FirstAppeal Applicant Details			
FirstAppeal Application No:	FASN012300002407	**Applicant Name:**	Mahesh
Relation Name:	Durga Rao	**Gender:**	Male
Date of Birth:		**Application Date:**	05/09/2023
Amount:	550.00		

Permanent Address			
Door No:	31-24-151	**Locality/Landmark:**	ESR Colony
District:	Guntur	**Mandal:**	PHIRANGIPURAM
Village/Ward:	PHIRANGIPURAM	**Pincode:**	520015

Postal Address			
Door No:	31-24-151	**Locality/Landmark:**	
State:	AndhraPradesh		
District:	Guntur	**Mandal:**	PHIRANGIPURAM
Village/Ward:	PHIRANGIPURAM	**Pincode:**	520015
Mobile:	7989382478	**Phone:**	
Email:		**Aadhaar No:**	
Ration Card No:			

Document Details			
Document District:	Guntur	**Document Mandal:**	CHEBROLE
Document Village:	MANCHALA	**Khata Number:**	26,

Khatadar Name in WebLand			
Survey No	**Sub Survey No**	**Webland Extent**	**Extent**
53	53/1	0 0	0.01
53	53/4	0 0	0.01

Boundaries of Adjacent Land Holders				
Name	**Father Name**	**Address**	**Contact Number**	**Action**
Surya Raj	shobhan Rao	2-10B	7989382446	Edit |Delete
Pavan	ranga rao	3-10C	7396735124	Edit |Delete
Ravi Shankar	Nagaraju	3-18k	6234567891	Edit |Delete
Rajendra	Somashekar	Behind Ganesh Temple, Guntur Ponnur Road, Manchala	9948652034	Edit |Delete

Action Taken			
Action Taken*:	Recommended ▾	**Recommend Type*:**	Boundary-point Out ▾

S.No.	Village	Sy No./Subdivision	Extent as per R.S.R Ac. cnts			Remarks	Action
1	CHEBROLE ▾	12	0	-	12	Accepted	
2	CHEBROLE ▾	32	0	-	43	Accepted	

Mandal surveyor Recommended / Not Recommended:	**RECOMMENDED**

Documents Attached
01~Meeseva Application form.pdf

Message To Applicant	
Message to Applicant*: (Please use this option to inform applicant in case of any clarification required for your office)	Second Appeal Request Approved 120 **Send SMS**

SI. No.	Action/Input	System Processing	Output
1	Click on the Application no request details are displayed	Request details of the service are displayed based on application number	Request details are displayed

Use Case 5: Verifies and Downloads documents

Actor: Department Officer

SI. No.	Action/Input	System Processing	Output
1	Department Officer selects and downloads the documents	Based on the documents and request details officer verifies.......	Documents are displayed

Use Case 6: Uploads Verification document

Actor: Department Officer

SNo	Document Name	Document	Action
1	Village Surveyor Report	DemarcationNewVersion_SurveyReportVS1.pdf	Delete
2	Statement of Applicant	DemarcationNewVersion_StatementVS.pdf	Delete
3	Panchanama	DemarcationNewVersion_PanchanamaVS.pdf	Delete
4	Enjoyment Sketch	DemarcationNewVersion_NoticeVS.pdf	Delete

Sl. No.	Action/Input	System Processing	Output
1	Uploads verified document	After enquiry Department officer uploads verified document	Document Uploaded

Use Case 7: Action taken

Actor: Department Officer

Sl. No.	Action/Input	System Processing	Output
1	Selects the particular action, Enters the remarks and clicks on sign button	Select Accept/Reject	Certificate / Endorsement
2.	Click on Sign Button	TCS Signer will be displayed	

Use Case8: Certificate Generation

Actor: Department Officer

Approved Certificate:

ఆంధ్ర ప్రదేశ్ ప్రభుత్వము, రెవెన్యూశాఖ, భూమి రికార్డుల కంప్యూటరీకరణ

పట్టాదారుని అడంగలు / పహాణీ కాపీ

Application No:

A D L 0 1 2 4 5 7 5 5 3 8 7 7

Date : 01/02/2024

జిల్లా : నంద్యాల   గ్రామము : 80-బన్నూరు
మండలము : జూపాడు బంగ్లా   విస్తీర్ణము యూనిట్లు : ఎ.గుం./ఎ.సెం.   ఫసలి సం. : 2023(1433)

వరుస సం.	సర్వే నంబరు మరియు సబ్-డివిజన్ నెంబరు	మొత్తం విస్తీర్ణము	సా.ప.రాని/ సా.ప.వచ్చు విస్తీర్ణము	భూమి స్వభావము / ఖిస్తు	భూమి వివరణ / జలా ధారము	ఆయకట్టు విస్తీర్ణము	ఖతా నంబరు	పట్టాదారు పేరు (తండ్రి/భర్త పేరు)	అనుభవదారు పేరు (తండ్రి/భర్త పేరు)	అనుభవ విస్తీర్ణము / అనుభవ స్వభావము
1	2	3	4/5	6/7	8/9	10	11	12	13	14/15
1	773	4.02	0 / 4.02	పట్టా / 3.94	మెట్ట / గొ. బావి	4.02	1475	తిక్కస్వామి (మంతయ్య)	తిక్కస్వామి (మంతయ్య)	2.01 / కొనుగోలు
2	773	4.02	0 / 4.02	పట్టా / 3.94	మెట్ట / గొ. బావి	4.02	2789	బి జె చంద్ర శేఖర్ (బి జె మంతయ్య)	బి జె చంద్ర శేఖర్ (బి జె మంతయ్య)	2.01 / దానవిక్రయం

Certified By

Name: B Pullaiah
Designation: TAHSILDAR
Mandal:జూపాడు బంగ్లా

Verified by A.Sekhar

Note : This is Digitally Signed Certificate, does not require physical signature. And this certificate can be verified at http://www.ap.meeseva.gov.in/ by furnishing the application number mentioned in the Certificate.

Rejected Endorsement:

SI. No.	Action/Input	System Processing	Output
1	Click on ok on TCS Signer	Select the related certificate and click on ok button	Certificate / Endorsement

AP Seva Digital Assistant (DA) Use cases:

- ➢ **Case1:** AP Seva Login

- ➢ **Case2:** Display List of Services

- ➢ **Case3:** Enters Service Specific Details

- ➢ **Case4:** Upload Documents

- ➢ **Case5:** Display Payment Details

- ➢ **Case6:** Receipt Generation

Use Case 9: DA Login (AP Seva)

Actor: DA
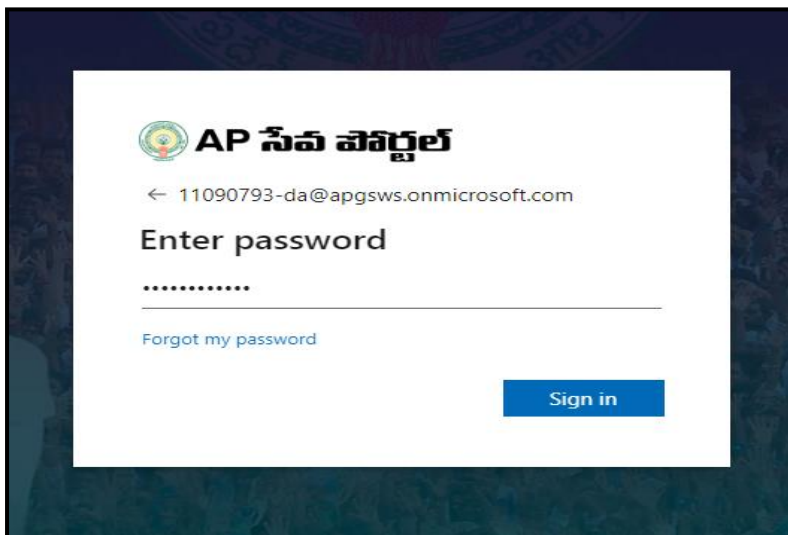
Sl. No.	Action/Input	System Processing	Output
1	DA enters user id / password in the login form	The entered details are validated against the data base if the details are found then Login Home page is displayed. If the details are not found then same Login page is displayed with error message.	Login Home page /Login page with error message.

Use Case 10: Display List of Services in AP Seva Portal

Actor: DA
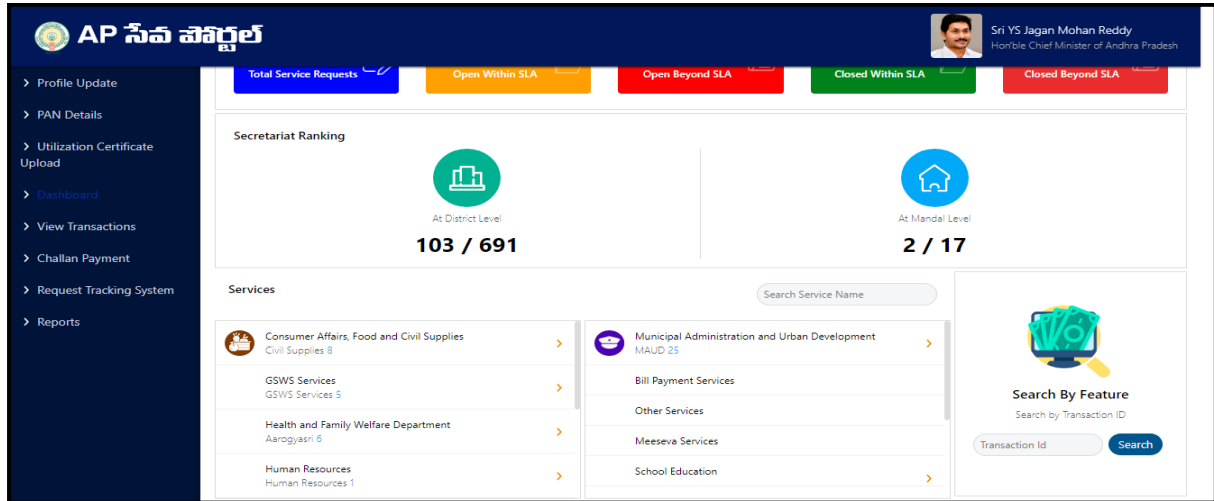
Sl. No.	Action/Input	System Processing	Output
1	DA Selects the MeeSeva Services in the APSeva Portal.	The system will display the MeeSeva services which are integrated with APSeva portal.	Page with the List of services of MeeSeva will be displayed.

Use Case 11: Display List of Services

Actor: Digital Assistant

Sl. No.	Action/Input	System Processing	Output
1	DA Selects the Department under List of services and selects the service	All the services which are there in MeeSeva are displayed.	Page with the List of services.

Use Case 12: Enter Service Specific Details

Actor: Digital Assistant

F-LINE PETITION/SUBDIVISIONS CERTIFICATE APPLICATION FORM

Payment Mode

Payment Mode:	Cash

Applicant Details

Application Number*:	DER012400002163	AADHAR Card No:	647449833387 Pre-Fill
Applicant Name*:	Vasishta	Relation*:	S/O Nagasuryam
Gender*:	● Male ○ Female ○ Transgender	Date Of Birth :	22/11/1988 (DD/MM/YYYY)

Postal Address

Door No:	3-100	Locality/Land Mark:	Chandrampeta Balajipeta Road
State*:	Andhra Pradesh		
District*:	Vizianagaram	Mandal*:	GANTYADA
Village/Ward*:	CHANDRAMPETA	Pin Code*:	505301
Mobile*:	7989383478	Phone:	
Email:	vasishtasharma@gmail.com	Remarks:	Survey As Per Record Characters Remaining 179
Ration Card NO:		Delivery Type*:	Manual

Document Details Description

Note * : Please Enter the Survey Number same as the Record.please follow the Guidelines attached for installing Telugu Fonts. Click Here

No. Of Survey Numbers*:	1	Survey Number Details(Ex:12,12)*:	22
Document Type*:	Patta Sub-Divsion	Document District*:	VIZIANAGARAM
Document Mandal*:	GANTYADA	Document Village*:	CHANDRAMPETA
Secretariat*:	GANTYADA		
Category*:	Ordinary	Apply To*:	Tahsildar

SI. No.	Action/Input	System Processing	Output
1	DA enters service specific details	All the service specific details are to be entered and accepted.	Details must be entered and accepted

Use Case 13: Upload Documents

Actor: Digital Assistant

Sl. No.	Action/Input	System Processing	Output
1	DA Uploads the Documents under Documents list	All the Documents under Document list are uploaded	Documents must be uploaded and saved into Database

Use Case 14: Displays Payment details

This use case describes the way user gets his Payment details for the specified service. DA Enter Service Specific Details, uploads the documents and clicks on show payment button the system should fetch the Payment details

Actor: Digital Assistant

Sl. No.	Action/Input	System Processing	Output
1	DA clicks on Show Payment button	Based on the Delivery Type payment details are generated	Payment Details Displayed.

Use Case 15: Receipt generation

Actor: Digital Assistant, Citizen

Sl. No.	Action/Input	System Processing	Output
1	DA clicks on confirm payment upon confirmation from citizen	On confirmation of the Payment details from the Citizen request details are saved in SDC server	Receipt generated

Citizen Portal Use cases:

- **Case1:** Citizen Login

- **Case2:** Display List of Services

- **Case3:** Enters Service Specific Details

- **Case4:** Upload Documents

- **Case5:** Display Payment Details

- **Case6:** Receipt Generation

- **Case7:** Certificate Generation (For Category A Service Only)

Use Case 16: Citizen Login (Online Portal)

Actor: Citizen
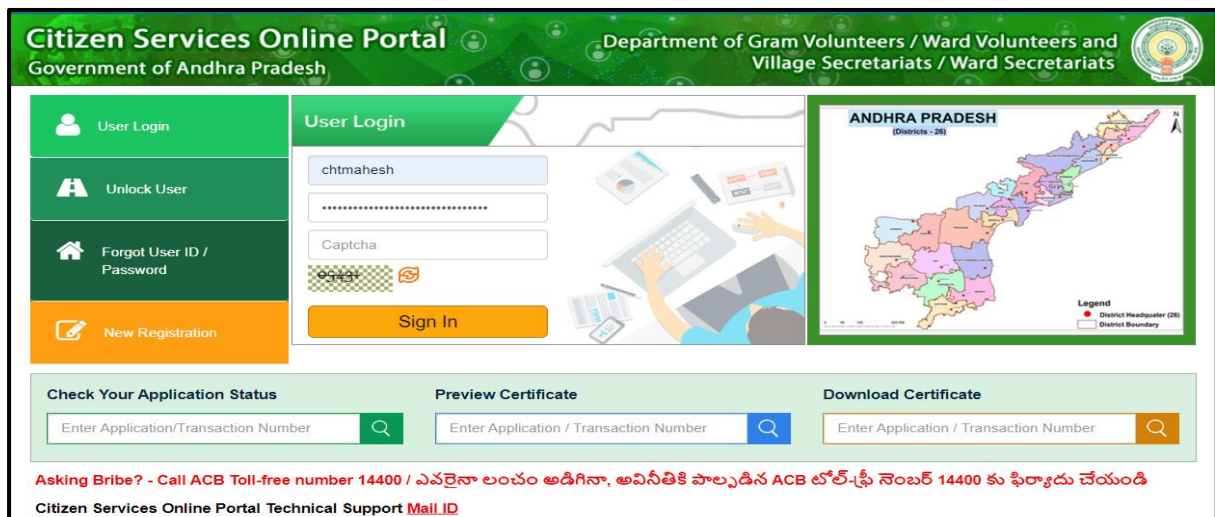
Sl. No.	Action/Input	System Processing	Output
1	Citizen enters user id / password in the login form	The entered details are validated against the data base if the details are found then Login Home page is displayed. If the details are not found then same Login page is displayed with error message.	Login Home page /Login page with error message.

Use Case 17: Display List of Services

Actor: Citizen

Sl. No.	Action/Input	System Processing	Output
1	Citizen Selects the Department under List of services and selects the service	All the services which are there in MeeSeva are displayed.	Page with the List of services.

Use Case 18: Enter Service Specific Details

Actor: Citizen

SI. No.	Action/Input	System Processing	Output
1	Citizen enters service specific details	All the service specific details are to be entered and accepted.	Details must be entered and accepted

Use Case 19: Upload Documents

Actor: Citizen

Sl. No.	Action/Input	System Processing	Output
1	Citizen Uploads the Documents under Documents list	All the Documents under Document list are uploaded	Documents must be uploaded and saved into Database

Use Case 20: Displays Payment details

Actor: Citizen

Sl. No.	Action/Input	System Processing	Output
1	Citizen clicks on Show Payment button	Based on the Delivery Type payment details are generated	Payment Details Displayed.

Use Case 21: Receipt generation

Actor: Citizen

Sl. No.	Action/Input	System Processing	Output
1	Citizen clicks on confirm payment upon confirmation from citizen	On confirmation of the Payment details from the Citizen request details are saved in SDC server	Receipt generated

4.3. Non-Functional Requirements

4.3.1. Security and Access Control

4.3.1.1. Overview of the module

Scope is to give a policy based general guidelines to deliver uninterrupted services on round the clock basis to users.

Physical Security - The entire location of SDC is restricted and only authorized personnel can enter into the premise after verification of their thumb impressions. Even that access control is changed periodically.

Facility Design, Construction and Operational Considerations–

Remote accesses are given to only administrators or the technology partners of the site. FTP facility given to restricted virtual directories only.

Media and Documentation – Documentation and media related to MeeSeva applications kept in a different place than the place where MeeSeva application software is hosted.

Data and Software Security – Access rights information is available to the citizen. Restricted access will be available to authorized personnel only through Internet or Intranet.

Network Security – Network is totally protected and is behind a firewall.

Insurance – All the Hardware and other equipment are insured.

Outsourced Services-Not yet defined.

Waiver Procedures –Not defined.

4.3.1.2. Identity & Access Control Management (IACM)

The Internet provides Governments with new and exciting opportunities to offer services through the Internet. Putting Services 'online' opens up a whole new world of possibilities such as enhanced service levels, increased efficiency, improved transparency. The proposed Govt. SDC Portal needs to interact with various entities like

- Govt. Departments

- Service Delivery Points (Citizen Service Delivery Channels)

- Payment Service providers like Banks

- Citizens

The information flow across these entities must be secure and the integrity of the data should be maintained. The issues related to security can be categorized as

- Confidentiality - To keep information private to the entities, which were involved in the communication.

- Authentication -To prove the identity of an individual or application.

- ◆ Integrity - To prove that information has not been manipulated before it reaches the target entity.

- ◆ Non-repudiation -To ensure that information cannot be disowned by the entity that has actually sent it.

SDC Portal addresses all these issues by using appropriate technologies mentioned below. These include Public Key Infrastructure (PKI) technology, Digital Certificates (Server Certificates and Client Certificates), Digital Signatures, Secure Sockets Layer (SSL) and application-level role-based security.

SSL &Server Digital Certificate:

SSL- enabled web servers have a server certificate. A server certificate is a form of digital identification and is issued by a Certificate Authority (CA).

A server certificate requires a pair of keys. In "public key cryptography" (used by SSL) there are two digital keys: a public and a private key. Together they form a pair of keys. What is encrypted with one key, only the other can decrypt. As its name implies, the public key can be made publicly available. The private key must remain secret. To summarize, SSL is intended to increase security between web clients and web servers, and one needs a server certificate to use SSL.

The Server Digital Certificate is stored in the SDC Portal, which enables the user to set up a Secured Socket Layer (SSL) connection.

The PKI enabled web solutions will enable Organizations to exchange confidential and high value information over internet and intranet securely. The information and Transactions are tamper proof and digitally signed which will protect message content, authenticate the sender, verify the receiver, and provide confidentiality and proof of delivery.

Security Tokens & Client Digital Certificates:

To bring in more security in to the system, use of the concept of security tokens for the users is proposed. These tokens are issued to the users like citizen service centers /kiosk operators, Bank user etc., Client certificate authentication allows users to present client certificates to authenticate itself.

The Token contains Client Digital Certificate, which identifies the person who is using the system. The possession of the token by any person does not allow access to the system because it is protected by a password. These tokens are plugged into the USB port of the user's system before accessing the login page. Without the token the login page itself is not accessible to the user. If someone knows the URL of the pages, the system does not display it without the proper authentication by Token.

Form Signer & Digital Signature: Form signer is a signing and verification tool based on the Digital Signatures. The tool can be integrated with any custom web application to provide digital security by signing and verifying the information submitted using web forms and is very easy to use.

The information that is sent to the server can be signed by the user with the help of "Form Signer" tool. This tool makes use of the client certificate issued to the user. The tool generates a "Digital Signature" (Hash message) that can be verified at the server side whether the data is coming from the same intended user.

This tool will be used in SDC Portal for login and other pages.

Role Based Security:

Role based security is built in the SDC Portal at the application level. This enables the system to avoid one user gaining access to other user's data.

SDC Portal offers services that belong to various Departments/ Organizations in the Govt. One department's data cannot be viewed by other Department's users and the same must be the case with users having different designations/roles.

All the services / applications of the various Dept's. / Org's which are deployed in SDC Portal are properly protected by role-based security.

4.3.1.3. MIS/Reporting Requirements

MeeSeva to provide user-friendly reports in predefined formats (provided by clients) based on user privileges. MIS reports are designed in Static format with non-editable secured functionalities.

Audit

MeeSeva adopt Standards of Open Web Application Security Project (OWASP) in order to maintain security audit of the application. The audit procedure for Security of "Software Application" is to ensure that servers are well protected. To ensure that application is free from security vulnerabilities, Periodic reviews or audits are done to check deployment of security controls and their effectiveness. To check whether physical access of associates/ vendor staff who have moved out of Data Centre has been removed or not Physical access reconciliation verification is done. BCP/ DR Plan are done internally in order to maintain continuity of services. MeeSeva maintains ISO 27001 certification standards.

Personalization

The MeeSeva Application is designed to provide personalized services to all registered stakeholders. On successful authentication, the portal will identify the services authorized for the authenticated stakeholder and provide access to the same.

User Specific – This will include customized salutation along with other preferences, if any, recorded at the time of registration.

Organization Specific – This will include details about the Department which the user represents.

Language Specific–Static web contents can be specified in English. Application Forms will be available in English Language Only. Based on the language Chosen by the user as part of the user profile, forms in appropriate language will be displayed. The data in the form would be supported in English only.

Workspace–Portal will provide facility for users workspace showing transaction status,

"Work in progress documents/e-Forms and repository of earlier filed documents. Applicant will also have the flexibility to modify or delete the contents of the workspace. Further, option to create dynamic links in the toolbar for services frequently accessed by the users will be provided.

Notification Messages – It will show messages sent by State Portal to users. Such a feature will be available to registered users only.

Issues and Clarifications – It will provide various channels for raising issues and seeking clarifications related to portal. It is available in form of MRTS Channel.

Department Specific – This will facilitate department users to implement State Portal Services. Implementation will include interface with workflows specific to content management from each department.

Administration Specific – This will enable department administrator to perform administrative functions

Besides personalized services, the portal will also provide access to all other common services such as searching for information or downloading / uploading e-Forms, making payments, checking transaction status and so on.

Search Capabilities

MeeSeva provides user-friendly search criteria within the Application to search status of application requests and will provide online Help manual with Search criteria to search the bullet points of Application.

Privacy

MeeSeva application maintains the security and privacy of all contents including data. This is maintained by securing access to all the stakeholders and protecting the relevant data using appropriate technology. All the privacy rights are reserved by MeeSeva.

Special Accessibility Requirements

MeeSeva has Planned Special Accessibility for SCA's, CSCs, and MeeSeva Centers in fetching Data from Various Departments databases using LAN/WAN Connectivity through appropriate authentication methods.

Environmental Requirements

MeeSeva has adopted a policy of environmentally friendly production, elimination of hazardous substances and resorting to product recycling in accordance with the established Environmental Procedures. MeeSeva has set specific environmental objectives and targets and follow a PDCA methodology to achieve this. MeeSeva complies with conservation of energy policy by using less power consuming lighting system, monitoring idle desktops and other electrical equipment.

Configuration

The Proposed system Maintains Configuration Management Process using **Microsoft visual SVN / TFS** for future purpose.

4.3.2. Quality Requirements

Usability Requirements

Following are the Usability Standards which are maintained using IEEE standards.

- MeeSeva application must be User Friendly, understandable and easy to use.

- The Application must be Reliable according to IEEE standards.

- According to IEEE standards the application is tested and maintained Defect Free

Standards Applicable Business Domain-related Standards

MeeSeva follows standards as prescribed in NeGP. It has implemented the OECD defined four stages of e-Government.

i. Information: putting information on websites

ii. Interaction: allowing citizens to enquire about services, procedures etc. and filling up forms and submitting them online

iii. Transaction: allowing payments online

iv. Transformation: admix of all the above and allowing the citizen to participate in governance through ICT.

Technical & System Standards

MeeSeva adopted the recommended practice to meet the requirements of **IEEE/EIA 12207.1-1997**, IEEE/EIA Guide

Industry Implementation of **ISO/IEC12207: 1995,** Standard for Information Technology adapts Iterative Model according to SDLC process.

Performance & Scalability

MeeSeva developed the solution as per the best practices followed and tuned the products to get an optimal performance. Validating the sizing assumptions and recommend if there is a requirement for vertical or horizontal scaling.

The System architecture was designed to be flexible and scalable in case of increased load on the system

Reliability& Availability

- The system provides storage of all databases on redundant servers with automatic switch over.

- The system provides for replication of databases to off-site storage locations.

- The system provides RAID5 Disk configuration on all database storage

Maintainability

MeeSeva Applications implemented and maintained in rapid increase of the requirements and gradual growth of Data implementation and drastic increase of load on Server's in handling Peak loads without any Data Failure

Documentation Requirements

i. **System Documentation:** All the MeeSeva related documentation is maintained under IEEE and ISO Standard and along with Configuration of the MeeSeva these documents are stored in TFS (visuals) version control.

ii. **User Documentation:** All the user documentation like user manuals, training manuals are provided in MeeSeva online portal along with online user help and search fields. Hard copy of these manuals is provided to various Kiosks and department officers by the Department PMU team.

Safety Requirements

All the MeeSeva related Documents and Data base are secured as per planned process mentioned below

- Daily Data base backup is scheduled

- Log file shipping is done in every at hourly basis

- All Data backup is done through NAS.

- All the above activities are done through proper Authentication and following Standard Processes

4.3.3. Technical Requirements

Enterprise Architecture

3tier Architecture in Implementation of MeeSeva Application while maintaining Global Standards
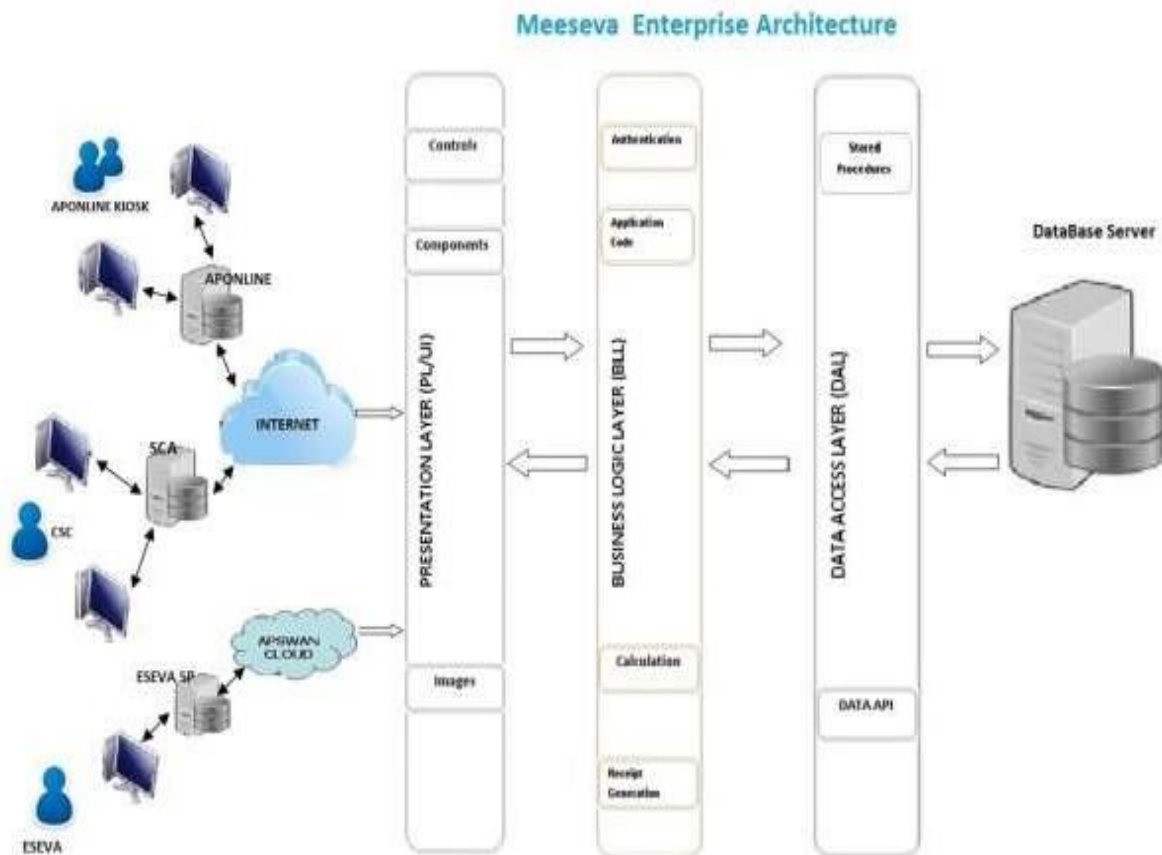
MRTS

- MRTS is a web based Tool, which facilitates all the MeeSeva centers, Department Officials, DRPs to post their issues/suggestions online to MeeSeva Team & Departments & get the solution.

- All the Participating Departments, MeeSeva Team (Including PMU) & all SCAs have access to MRTS to check the requests & provide the solution online.

- Users can raise request for technical issue/suggestions/changes/operational issues etc. along with the supporting documents.

- All the requests will be routed to MeeSeva Technical Support Team.

- If it's known problem, MeeSeva Technical Support Team itself provides the solution and closes the issue.

- If the team feels the data given is not sufficient, they will call the user and takes the missing information and updates the request & forwards it to the concerned team. (MeeSeva Technical Team or Department or PMU).

- The concerned team will look into the problem & resolves the issue.

- Once the issue is resolved updates the remarks and changes the request status as resolved.

- On updating the request status as closed systems ends an SMS to the user.

- User has the option of checking the status(including remarks)of his/her request anytime.
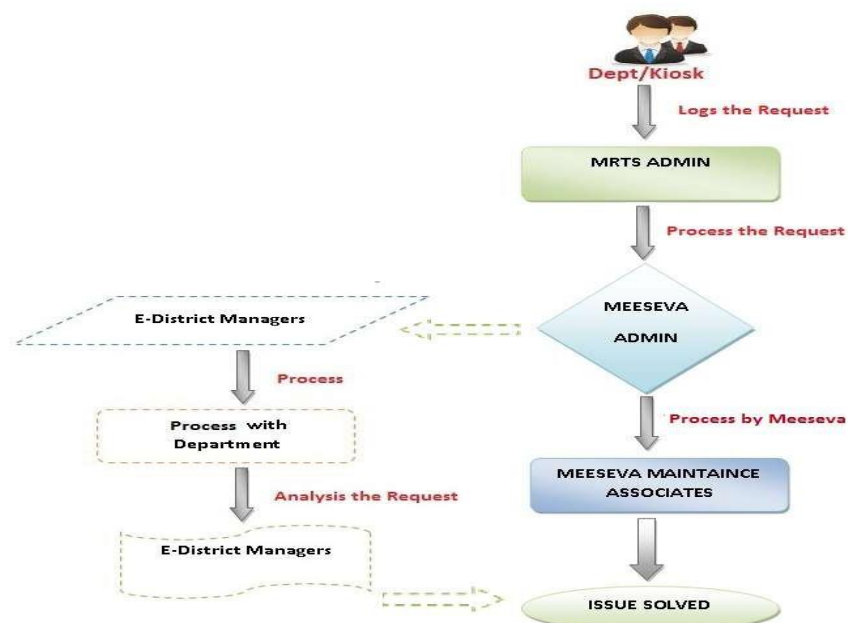
Interoperability

Implemented Interoperability for Exchanging of Data from various departments through SDC Sever by using Web services

Metadata

All the Meta Data architecture is carried out in File Server Database.

4.3.3.1. IT Environment requirements

Area	Description	Information
Middle Tier	Application Server (J2EE/.NET/PHP)	.Net
	Application Server Version	4.7 and Above
	No of Application Servers	8
	Operating System &Version	WindowsServer2019
	CPU Type	IntelXeonx5650,2.67MHz
	No of CPUs/Server	2CPU/Server
	No of Cores/ CPU	6 Cores/ CPU
	Memory Allocated	32GB
	Network Between Firewall/Application Server(1 Gbps/10Gbps)	1Gbps
	Whether Caching is used	No
Database Tier	Database &Version	SQL Server 2016
	Operating System &Version	WindowsServer2019
	No of Database Servers	3
	No of CPUs/Server	2CPU/Server
	No of Cores/ CPU	12 Cores/ CPU
	Memory Allocated	128GB
	Network Between Application Server& Data base Server (1Gbps /10Gbps)	1Gbps
	Active–Active Setup	No(Active-Passive Fail over)
	Database Size in GB	5TB(Including Log)
	Database Growth in GB/Month	75GB
	Storage & Model	EMCVNX5500
	Storage Allocated	26TB(Archival DB)
	Raid Level	10

Area	Description	Information
	No of Disks Allocated & Disk Size in GB	DB-16*2 TB
	Storage Band width in Gbps	8Gbps
	No of HBA's per Server	2
	Multi-Pathing Enabled	Yes
	Storage Cache	12288 MB
	Any encryption used?	Yes
Application	Whether Connection Pooling used?	Yes
	Whether Scanned documents to be Retained?	Yes

Portability

MeeSeva has been designed to run in various environments irrespective of their Configurations

and operating Systems and Browsers and planned in reusing of the existing Data with respect

to global updating.

4.4. Central Portal (B2C services)

4.4.1. Introduction

Central Portal is the project that provides various services for accepting utility payments. Central Portal tied up with major Government and Private Departments which will help the citizens to pay the amount through MeeSeva / GSWS counters. The payment can be made in Cash, Debit Card, Credit Card modes at MeeSeva centers/GSWS.

4.4.2. Background

To provide B2C services as pre-agreed by ESD, in a convenient and efficient manner through existing all Service Centers and new centers added from time to time spread over in Andhra Pradesh State.

To provide efficient and real-time MIS reports (soft &hardcopies) to the departments.

To ensure quality and certainty of providing the services through enforcement of a Quality parameters.

To enable the government departments and agencies to focus on their core functions and responsibilities by freeing them from the routine operations like collection of revenues and accounting, issuing of certificates etc, and thereby enhance the overall productivity of the administrative machinery.

4.4.3. Scope

The following points cover the Scope of MeeSeva & Central Portal

Maintenance of MeeSeva Central Portal Project:

i.   System software maintenance and Support

ii. Service Quality Standards

The n-tier web-based solution, i.e. Web based application was designed on Java technology using Spring Framework for application development with Oracle11G as the database platform. It can be scaled up horizontally or vertically based on future needs and requirements of Government as well as Departments.

Product Perspective

The departmental services would be hosted in the Central Portal. Citizen accesses the Services through MeeSeva / GSWS Centers which in turns access the Central Portal. Central Portal acts as a de-facto front end of the government of AP.

After application submission through Central Portal, the information is sent through web services to respective Government department.

If the department is automated, the form information would be routed to the departmental application and department user accesses the information through department application.

If department is non-automated, a centralized application would be developed for the department users to access the form information and processing the same.

After successfully processed information from department we will get department generated one transaction id and Central Portal transaction id as receipt to citizens.

Central Portal Services are integrated to AP Seva portal also with Single Sign On process.

Departments

CENTRAL POWER DISTRIBUTION COMPANY LIMITED (APCPDCL)
EASTERN POWER DISTRIBUTION COMPANY LIMITED (EPDCL)
SOUTHERN POWER DISTRIBUTION COMPANY LIMITED (SPDCL)
DIRECTORATE OF MUNICIPAL ADMINISTRATION (DMA)
ECHALLAN-II
GODAVARI GAS PRIVATE LIMITED (GGPL)
MART CONNECT

4.5. SADAREM

SADAREM (**S**oftware for **A**ssessment of **D**isabled for **A**ccess **R**ehabilitation and **Em**powerment) is Software developed to issue certificates to Physically Challenged Persons based on evaluation by certified Doctors.

SADAREM application was maintained initially by SERP, by conducting medical screening camps for Assessment of Persons with Disabilities (PwDs) and uploading the data in the Software provided by APOnline and issue certificates duly authorized by empaneled doctors in the medical boards. The system was reviewed by Spl. Chief Secretary and subsequently GO Ms. No.35 Dt.10.04.2018 released By Health, Medical and Family Welfare (A) Department, GoAP laid down the process for Online Process and issue of Digitally Signed SADAREM Certificates AND Identity Cards through MeeSeva Centers.

Screening and certifications takes place at 171 hospitals across districts in Government General Hospitals, District Hospitals and Area Hospitals.

PwD is provided advance slots through MeeSeva/GSWS Center's to avoid mobs in hospitals and to discourage unnecessary visits to the hospitals. These are enabled on directions from APVVP through advance slot layout at MeeSeva/GSWS Center duly indicating the hospitals names and availability dates.

Slot bookings done after validating the PwDs Aadhaar details by sending OTP to Aadhaar linked Mobile No. of the applicant. Data of the PwD is transferred to the concerned hospital for online assessment on the day of assessment.

Three level workflow is managed among 1st, 2nd and 3rd doctors as part of Medical Board. Once the doctors have approved the data with digital signature, data is transferred for printout through MeeSeva/GSWS Centers.

The digitally signed PDF certificates along with ID Cards are generated and stored in the SADAREM repository.

About 1000 plus doctors are allotted with login Ids for doing online assessment and necessary PKI components are arranged for digital signing.

- Integration has been made with MeeSeva, GSWS and other Govt. departments.

- No. of PwDs screened per week is enhanced from 2500 to 8600.

- Exhaustive MIS reports were enabled.

- Provision of transfer of data of PWDS from one hospital to another.

- Enabling additional slots in case of emergency assessment

- Auto trigger SMS facility for intimation to the beneficiary

- Separate online grievance redressal system is provided and handled by APVVP.

- Provision to book slot in any Hospital in the State

- Waiting list slots introduced

- So far 4,43,931 slots were allotted, 3,92,068 were screened and 2,78,826 eligible PWDs were awarded certificates.

4.5.1. Existing Process

Slot Booking:

- Candidate visits MeeSeva/GSWS Center with Aadhaar Card with linked mobile to apply online for Slot booking.

- After submitting Aadhaar authentication with OTP, the demographic details will befetched from UIDAI along with photo of PwD with address details till District level (forPart A).

- After submitting the application, candidate receives acknowledgement with SADAREM IDalong with date and time of appointment and SADAREM Center details.

- Availability of PwD's photo in Aadhaar is Mandatory for Slot booking

Assessment by Medical Board:

- The candidate will visit the venue on the appointment date and as per slot allotted.

- There will be 3 level assessment Process i.e. Specialist, Resident Doctor &Superintendent.

- In the 1st level, the assessment will be done by empaneled specialist doctor and fill Part B Form, after examination.

- Once the assessment completed by 1st doctor, the form will moved to 2nd Doctor and 3rdDoctors for approval.

- After approval by 3rd doctor, the PDF certificate and ID card will be generated and stored.

Issue of Certificate and ID card:

- Upon completion of Assessment by empanelled doctors an SMS will be triggered to PwD.

- The Certificate can be collected by PwD at Mee Seva/GSWS Center duly signed digitallyby the standing Medical board of three Doctors with percentage of disability.

- Beneficiaries will be able to obtain the Disability certificate and ID Card from

- MeeSeva/GSWS Centre (as per the charges fixed by the Department), multiple times, without any restrictions.

Integration with Other Departments:

- SADAREM system integrated with different Government departments for various verifications and validations.

Statistics

- Total Manual Certificates issued: 8,50,000

- Digitally Signed Certificates issued till 31/12/2023: 11,00,000 approx.

Technology used for development

- Operating System: Windows 2008 R2 Standard Edition (64-bit)

- Java: JDK 1.7.0 (minor 45)

- Frame work: Struts 1.3.10 with MVC 1.x

- IDE: NetBeans 7.3

- Application/Web Server: JBoss 6.0

- Database Server: SQL Server 2008 (SP2) Standard Edition (64-bit)

- Load Balancer: SLB (Server Load Balancer) - Ubuntu Linux (64-bit)

- For Digital Component (Tokens Signing): IIS 8.0 and .Net Framework 4.0

4.5.2. Scope of work for SADAREM

- Maintain the existing Portal and its integrations with other Software Systems of GoAP.

- Upload and release Slots on quarterly basis or as stipulated by the Department for booking through its delivery channels.

- Provide support through Help Desk

- Provide Data and Statistics to Department as and when required

- Technology upgradation

- Migration to AP State Data Center (Presently it is hosted in APOnline Data Center)

4.5.3. Technical Architecture

The Application software architecture is implemented in MVC architecture, find the below technical Architecture of SADAREM Application Project
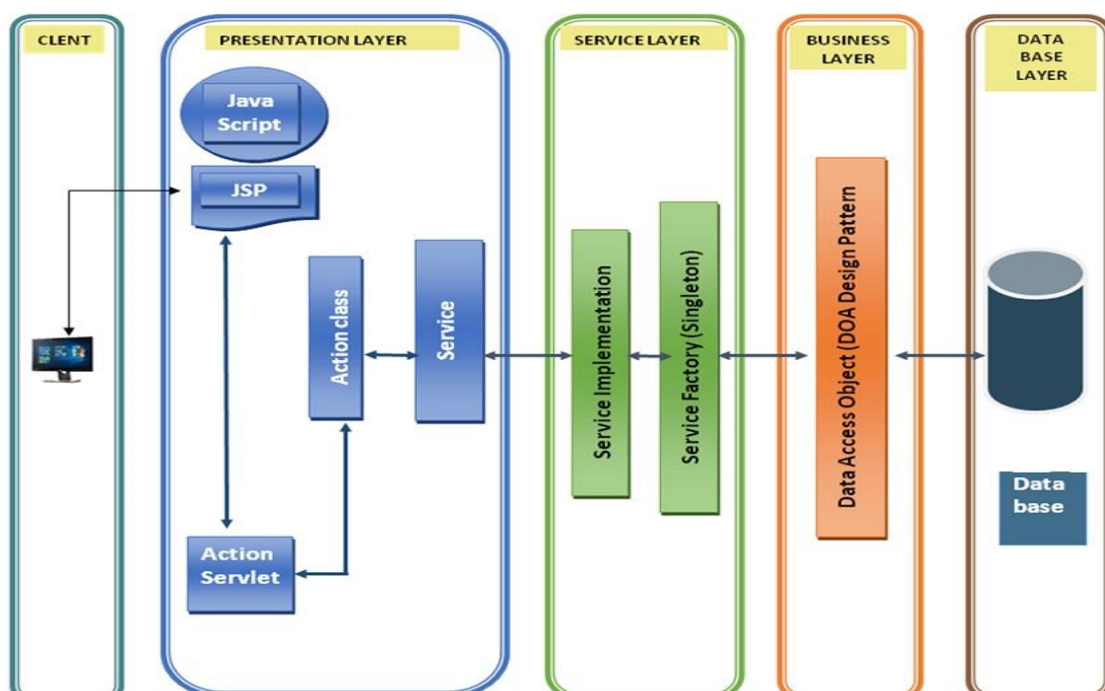
SADAREM has planned to implement the Application in MVC Architecture and the entire IT environment is maintained as per Global Standards. Below are detailed IT Environment requirements planned to be used in Application Implementation This architecture supports the loose coupling between individual layers in the application. If any change carries on one of the layers will not reflect the other. This also provides high scalability and extendibility of the application.

- **Presentation Layer:** This is a front-end component, which is responsible for providing portable presentation logic. The user interface layer consists of Java Server Pages (JSP) or Java Server Faces (JSFs) and this includes all the user controls such as labels, text boxes, and drop down menus, check boxes, radio buttons and buttons. AJAX also proposed to use in the front-end to facilitate asynchronous data retrieval for speedy and filling this ensures with performance.

- **Service Layer:** The service layer is there to provide logic to operate on the data sent to and from the DAO and the client

- **Business Logic Layer:** Allows users to share and control business logic by isolating it from the other layers of the application. The business logic is developed using plain Java Beans. It provides access to the database by executing a set of SQL statements by the use of DAOs.

- **Database Layer:** Made up of a RDBMS database component such as MS SQL Server 2008 that provides the mechanism to store and retrieve data. The DAOs interact with RDBMS using JDBC.

The software system will be protected from the unauthorized users by providing the following security constraints in developing the application software.

- Password Authentication & Authorization

- Encryption and Decryption of the password

- Application Access Rights (Role Based Access Control)

4.6. Technical Support team (H.O and Districts) for Aadhar Implementation and Maintenance

GSWS has deployed 26 members Field Technical Support team at each District and 3 members at State Head Quarters to implement, maintain and monitor the implementation of Aadhaar Services in Grama / Ward Sachivalayams.

Activities of Technical Support team

a) Identification of Sachivalayam Functionaries for Aadhaar Examination
b) Support in Registration Process for the Examination
c) Primary Training to the functionaries on Aadhaar Examination.

d) 50% functionaries have passed the examination till October 2023. Remaining functionaries and new functionaries to be trained for the examination.

e) Coordination in Exam related activities like Slot booking, Payment etc.

f) Coordinating the distribution and installation of Aadhaar KITS at various Sachivalyams in Districts.

g) Training to Sachivalayam functionaries on operating the KITS.

h) Coordination with the respective Vendor(s) in resolving technical issues in KITS.

i) Coordination with Department officials in Head office and Districts

j) Coordination with UIDAI Regional office.

k) Relocation of KITS to new location (Sachivalayam) based on department requirement.

l) Update data in VSWS portal

m) Monitoring of Aadhaar transactions

n) Providing MIS reports to the Department

o) Configure and extend technical support to the Department in conducting Aadhaar Camps outside Hospitals

4.7. Infrastructure Details

MeeSeva Infrastructure – APSDC

VM Role	Application Role	vCPU	RAM	HDD GB (C Drive)	Data HDD (GB)
Application Server	ASP Portal 01	12	32	150	200
Application Server	ASP Portal 02	12	24	150	200
Application Server	Online Portal	12	16	150	100
Application Server	Online 2	12	16	150	200
Application Server	Dept Portal 01	16	24	150	300
Application Server	Dept Portal 02	16	24	150	200
Application Server	GSWS App 01	12	16	150	100
Application Server	GSWS App 02	12	24	150	100
Application Server	GSWS App 03	12	24	150	100
Application Server	GSWS App 04	12	32	150	100
Web API Server	API Services	12	16	150	200
File Server	PDF Processing	4	8	150	4.5 TB
File Server	Archive File Upload	4	8	150	18.5 TB

VM Role	Application Role	vCPU	RAM	HDD GB (C Drive)	Data HDD (GB)
File Server	Archive File Upload	4	8	150	19 TB
File Server	Archive File Upload	4	8	150	19.5 TB
File Server	Archive File Upload	4	8	150	11 TB
File Server	ASP/ Dept File Upload	4	8	150	14.5 TB
File Server	Archive File Upload	4	8	150	20 TB
File Server	GSWS File Upload	12	32	150	11 TB
Database Server	Production DB Old	16	32	200	21.2 TB
Database Server	Archive DB	8	32	150	
Database Server	Reports DB	12	16	150	5.5 TB
Database Server	Production DB Live	24	128	150	2.4 TB
Pre-Prod AppServer	Dept/ Online Portal	8	24	150	200
Pre-Prod AppServer	ASP/GSWS Portal	8	24	150	300
Pre-Prod/ UAT DB	UAT DB Server	24	16	150	2 TB
MSEVA-APP-UAT01	UAT APPlication	12	24	100	200
MSEVA-APP-UAT02	UAT APPlication	12	24	100	200
MSEVA-APP-UAT03	UAT APPlication	4	12	150	
Meeseva-App-UAT04	Development	12	24	150	200
MSEVA-UAT-DB02	Load Balancer Test	8	32	150	1 TB
IT IS Monitoring	Meeseva Backups	8	16	200	500
MSEVA-DEV-APP03	Development	4	12	150	200
Meeseva-App-Stg01	Development	16	32	150	200

VM Role	Application Role	vCPU	RAM	HDD GB (C Drive)	Data HDD (GB)
Meeseva-App-Stg02	Development	16	32	150	200
Meeseva-App-Stg02	Development	16	32	150	200

Central Portal (B2C Services) Infrastructure -APSDC

VM Role	Application Role	vCPU	RAM	HDD GB (DATA)
SDC-ESEVA-CLS01	Live APP with Weblogic	16	160	800
ESEVAWEBSVRAP12	Online Application	16	48	600

SSDG Infrastructure -APSDC

Name	CPUs	RAM	STORAGE	Guest OS	URL
SSDG-eForms-APP01	4	4 GB	404.11 GB	RHEL 7	
SSDG-CENTRAL-DB01	8	8 GB	3.04 TB	RHEL 7	
SSDG-nGINX-DEV01	4	4 GB	604.11 GB	RHEL 7	
SSDG-eFORMS-DEV01	4	4 GB	304.11 GB	RHEL 7	
SSDG-CENTRAL-DEV01	4	4 GB	304.11 GB	win ser 2019	
SSDG-eFORMS-APP02	4	4 GB	64.11 GB	RHEL 7	
SSDG-eFORMS-DB01	4	4 GB	2.02 TB	RHEL 7	
SSDG-CENTRAL-PROD01	4	4 GB	64.11 GB	RHEL 7	
SSDG-CENTRAL-PROD02	4	4 GB	64.11 GB	RHEL 7	
SSDG-nGINX-LB	4	4 GB	64.11 GB	RHEL 7	ssdg.ap.gov.in.

e-District Infrastructure – APSDC

S. No	Ipv4	Host Name	HDD (GB)	vCPU	RAM(GB)	Domain
1	10.96.71.41	editapp02	280	4	4	
2	10.96.71.42	editweb01	280	4	4	edist.ap.gov.in
3	10.96.71.43	editweb02	280	4	4	
4	10.96.71.44	edit-db01	500	4	4	

SADAREM Infrastructure (Hosted at TCS Data Center)

Name	CPUs	RAM (GB)	STORAGE (GB)	URL
Application Server - Prod	12	24	1300	https://sadarem.ap.gov.in/SADAREM
SQL Database Server – Prod	28	64	4045	
SLB Server	8	16	200	
Application Server - UAT	8	16	1950	
SQL Database Server – UAT	8	32	690	

4.8. Request for Change

On receipt of a Change Request (CR), the MSP shall in addition to the requirements detailed in the CR Form

1. Perform an impact analysis of the CR including the impact on supporting the change in service and to the interfaces if any;
2. Provide a written proposal, with an outline solution for implementation including system analysis, design, effort, resources as needed for the CR within the time duration defined in the performance targets and SLAs;
3. Provide a quotation for the CR within the time duration defined in the performance targets. All quotations should be on a fixed-time, fixed-price basis
4. Ensure that the CR is submitted to the PMU and/or the Project Office (as appropriate) for approval and inclusion in the Forward Schedule of Changes (FSC).

4.9. Development Services

Any CR that is approved by GSWSD becomes a development request for the MSP. The MSP shall have the scale, functional and technical skills to provide development services for all applications / interfaces / services. The MSP shall provide development effort against the defined Change Management process at GSWSD, for all CRs. This includes the development and all testing like unit, system, integration, and UAT as needed in preparation for deployment. The MSP should be able to provide a minimum and sustainable capacity to meet all on-going development activities and be able to ramp up at relatively short notice to take on specific development activities.

4.10. Deployment & Signoff

The MSP shall comprehensively test the deployment and obtain GSWSD 's acceptance in line with the agreed test and release policies including CERT-IN certified Security audit approval prior to releasing to production. Following successful testing and acceptance of the CR, the MSP shall package the change for deployment to the production environment. The MSP shall update all technical design documentation accurately reflecting the changes to the applications as per agreed standards. The MSP shall ensure that their staff supporting the applications has the required knowledge, skills, and training to support the change. Where appropriate, the MSP will work with the State Data Center (SDC), other SI personnel to ensure that the code migration is performed during an agreed maintenance window and following the prescribed procedures. The MSP shall submit and obtain a signoff once a particular CR is completed.

4.11. Technical Support, Monitoring and Maintenance Services

The MSP shall provide all on-demand technical support including monitoring the hardware infrastructure and network operations, carries out configuration management on ICT equipment and networks, supports the infrastructure at SDC, other cloud environments that cannot be managed remotely and manage service levels for operational services. The objective is to ensure all the users are able to use the Applications for which they are authorized, at any location where they work, via the relevant interface, internet / intranet and at appropriate and applicable agreed levels of availability, capacity, integrity, continuity, and security. Applications are compatible with the current infrastructure standards, interface defined and agreed by the respective Technical Authorities of other departments. e.g. where an application is delivered to the User via a Browser tool or mobile browser, the MSP shall ensure that all the instructions are provided to the respective Department users or end users (Grama-Ward Volunteers and   Grama-Ward Secretariat functionaries) such that the settings are configured appropriately for using the application, in line with AP Cyber Security Policy 2017.

MSP shall ensure that the applications are maintained at the approved versions in line with Standard and relevant software refresh policies or otherwise as agreed with GSWSD; Applications are maintained in line with the Proprietary Vendor's recommended Best Practice housekeeping procedures in agreement with GSWSD. All enhancements and fixes are tested and deployed in accordance with GSWSD's policies and software vendor's recommended procedures. Applications are running as required by the GSWSD users in all environments; includes testing and training instances. All system and technical documentation are updated when any relevant changes are made. Maintain a Knowledgebase with incident resolutions.

1. System Administration and Trouble Shooting

   I. Overall monitoring and management of all IT system software, application, database, and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP are met. The MSP is responsible for meeting SLAs and should provide a single point console / report to PMU to monitor SLAs.

   II. Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.

   III. Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.

2. Co-ordination with Network Administration Team

   I. Coordinate with the network service providers to maintain and ensure uptime and performance requirements of the Applications.

3. Database Administration and Trouble Shooting

   I. Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing schemes to database schema, disk space, user roles, and storage. MSP has to overlook the backup requirements of the applications.

4.12. Preventive & Corrective maintenance

Based on the approved Service Management Procedures, the MSP shall provide preventative and corrective maintenance services covering:

1. Diagnosis and development of a workaround and/or resolution plan for an incident. Resolution of Incidents relating to the Applications as per procedures agreed by GSWSD.
2. Acting on urgent patch releases from the vendor(s) as appropriate by following GSWSD agreed policies and procedures;
3. Identification and notification to GSWSD regarding root cause and resolution of Problems relating to the Applications that require changes to including but not limited to Configuration; Application code; Operational aspects etc.
4. Support for GSWSD's 3rd party software including but not limited to:
   i. Proactively identifying application problems; Trend analysis; Identification of repeating faults and call for prevention activities;
   ii. Notifying the applicable vendor(s) and managing the delivery of the solution from the vendor if applicable;

iii. Arranging for corrections to be made; Coordinating the corrections; Testing the corrections; Scheduling the installations of the corrections into production

5. The Managed Services Provider shall update system and technical documentation when any relevant changes are made

6. Provide visibility of third-party activities by MSP to PMU of GSWSD

4.13. Patches and Minor Upgrades

Where feasible, the MSP shall assist in the implementation of software patches and minor upgrades, in particular where the impact of such changes does not constitute creation of a new CR. In particular the Managed Services Provider will:

1. Ensure Applications are kept patched in line with GSWSD approved Policy for the Application or in the absence of a Policy by following best practice guidance from the vendor in agreement with GSWSD;

2. Ensure any patches applied are in agreement and proper approval from GSWSD.

3. Update system and technical documentation when any relevant changes are made.

All changes will be made through the established Change Management process and only after the change has been approved by the PMU, GSWSD and published in the FSC. More significant patches and upgrades will require a formal CR and will be implemented by Service Development following the Project Governance methodology.

4.14. Ad-hoc Reports and Database queries

Applications Support will be expected produce ad-hoc reports and database queries using external tools to support business users as needed. Such ad-hoc reports and database queries will be considered as Service Requests and not Change Requests. The Managed Service Provider will be expected to provide resources familiar with the query and database tools in use at GSWSD and to provide expertise in this area.

4.15. Application and Compatibility upgrades

All application software is to a larger or lesser degree dependent on the underlying operating systems and tools used to support it. Going forward, it is reasonable to expect that upgrades to this underlying infrastructure will impact the operational aspects of these applications.

It is expected that the MSP to ensure that the Applications in the Critical, Standard[1], and other categories remain operational following changes beyond the applications themselves.

Change Management, Configuration Management, Release and Deployment Processes should identify interdependencies between applications and infrastructure and ensure that any changes

required to the applications is made to coincide with the introduction of the upgraded infrastructure. CRs shall be issued in the following categories depending on the Business Case. Examples of this might include:

1. Upgrades to tools used within the applications:

2. Upgrade to the most recent version / New releases of the underlying software (e.g., MS .Net, Java / J2EE, PHP, RoR, MS SQL Server, Oracle, Mongo DB etc.). Application and Database Migrations to newer versions.

3. Upgrades to Server application software (Apache Tomcat, WebSphere, JBoss etc.)

4. Upgrades to applications ex. Implementation of single sign-on of a specific application

5. Changes that may come about as a result of a change in hosting partner, in particular if applications that are currently hosted in-house are moved to an external hosting partner (Cloud Services, AWS, Azure etc.);

6. Changes that are required in interfaces with third party applications following upgrades to the external software. Apply mandatory updates as they become available as well as updates and upgrades to the software on a scheduled basis

Depending on the size and scope of the work, application & Infrastructure compatibility upgrades may be run as Project through the GSWSD Project Office.

4.16. Access to Applications

GSWSD will provide access to all Production and non-Production environments for all applications and services that are within the scope of this RFP. This will include full access to the source code repositories. When working from remote sites (off-site support), the MSP will ensure that adequate security is in place to safeguard GSWSD's data and code. This will include, amongst others, ensuring that all remote access is via VPN or other secure links from SDC. The MSP will not be allowed to hold a local copy of any application / service to ensure that all activities are performed in an isolated and dedicated container both for execution and data/code storage. The MSP shall allow access to the laptops / desktops used for the services for audit by GSWSD. The MSP must request and obtain GSWSD's permission before any data / code is taken offsite.

4.17. Software license management

The MSP shall be responsible for all the Client Environments, Licenses, Tools etc. including the application development software required to perform the required services at no additional cost to GSWSD. However, evaluation will be done on a case-to-case basis, in case, of any need arising for purchase of specific client software through the Project Governance methodology. Wherever possible the staging environment access via VPN shall be given required for performing the desired services.

For all work performed by the Managed Services Provider at their own premises (off-site), the MSP will be responsible to provide all applications support and development licenses.

The end Products / Services / Web-Mobile Apps shall be property of GoAP

4.18. Project Development Performance & Monthly Reports

The Managed Services Provider shall provide regular performance monitoring reports on a weekly basis on software development and maintenance productivity, timeliness of delivery of projects / releases, software quality, reliability of estimates and reasons for variations between estimates and actuals to the PMU. The Managed Services Provider shall also submit a monthly service report to be available no later than 3 working days after the first working day of the month.

The monthly report shall be concise and in readable electronic format. The details of the monthly service management report would include utilization of the resources under.

1. Change Requests Status of all contract areas
2. Development activities covered as against the targets or the CR
3. Performance against SLAs
4. Business and service improvement plans
5. Incident and Problem management
6. Configuration management and Preventative maintenance activities
7. Applications availability and Security issues report; and
8. Recommendations on any service improvements or applications etc.; and
9. Plan for the next month

4.19. Place of Work

The location of work for the MSP shall be Vijayawada or a location as deemed and required by the GSWSD.

5. CONDITIONS OF ELIGIBILITY BIDDERS

5.1. Pre-Qualification

1. The Firm should be a registered Company/Partnership Firm/LLP under the Indian companies Act 2013 or Partnership Act 1932, with at least 5 years of presence in India as on Bid calling date.
   Proof:
      a. Certificate of Incorporation/ Registration
      b. Company PAN Card
2. Only single entity will be allowed as bidders, no consortium of two or more different entities will be entertained.
3. The bidder should have a least one office in any of the 26 districts of AP. Billing/Invoice should be done from any of these offices located in AP only.
   Proof:
      a. The bidder shall have GST number allotted in AP and billing shall be from AP office only. In case not already registered the bidder shall submit a self-declaration affidavit to cause registration before finalization of the contract.
4. The bidder should have average Annual turnover of Rs.120 Crore in last 3 years.
5. Bidder should be a profit-making organization in each of last 3 financial years.
6. Bidder should have positive net worth of more than 100 Cr as per audited balance sheet of last 3 financial years.
   Proof:
      a. The bidder to submit Certificate with CA's Registration Number/Seal, Copies of audited balance sheet, profit & loss statements with confirming Positive Net Worth.
7. The Bidder should have valid ISO27001, 9001 certificates as on the bid calling.
   Proof: Copies of the valid certificates from authorized agencies
8. The bidder should have a development center in AP or will establish within 30 days from the date of award of contract.
9. Bidder should have experience in implementation of large integrated turnkey projects in the area of for G2C / G2B / G2G service delivery application development as a System Integrator in India. The project should have some or all of the following components:
   a. Portal
   b. Web based / Mobile based Application Server
   c. Electronic Forms
   The software should have been operational in Govt. / PSUs / State Govt. in India for Citizen services delivery.

Proof - Details of Experience of bidder for project with Work order and Proof of Go-live/ Project completion certificates from client.

10. The bidder should have at least 250 technical people on its rolls in the area of I.T Application development, production support System Integration etc.

Proof: Certificate from HR Head / Company Secretary

11. The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

Proof: A self-certified letter by the designated official of the responding firm.

12. The bidder should have experience in deployment of District Resource Persons/ Tech Support in districts in last 3 Financial Years (at least total 20 resources across districts).

13. The bidder should be able to provide all the services required under this project, notably

   a. Application Development & Maintenance

   b. SMS gateway services

   c. Aadhaar services

   d. Field Resource Deployment in districts

   e. Helpdesk at Department Head Office

14. Bidders (Firm or companies/consortium) shall not be blacklisted by any State/Central Government.

Proof: A Notarized Affidavit to be submitted on INR 100 Non-Judicial Stamp/ A self-certified letter by the designated official of the responding firm.

15. The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

Proof: A self-certified letter by the designated official of the responding firm.

5.2. Technical Qualification and evaluation criteria

SNo	Criteria	Basis for Evaluation	Max Marks	Supporting
1	Organization must have experience in at least Five Software/ Application Development projects in Central Government/ State Governments/ PSUs within India in last 3 financial years	When number of projects • 5 Projects: 10 Marks • Between 5 to 10 projects: 15 Marks • More than 10 projects: 20 Marks	20	Work Order and experience certificate from Executed Department
2	Manpower: All the listed resources are available in the Organization's payroll	As per CVs/Resumes provided. (Detailed evaluation criteria provided below)	40	Resumes in the attached format Section 9.10
3	Experience in providing G2C services, integration with multiple Departments through API	Based on number of transactions of API hits • No. of hits up to 5 crores: 5 Marks • No. of hits from 5 crores to 7 crores: 10 Marks • No. of hits from 7 crores to 10 crores: 15 Marks • No. of hits > 10 crores: 20 Marks	15	Certificate of Completion from Executed Department clearly mentioning the number of transactions
4	Experience in handling database	Based on number of records • Up to 10 crore records: 3 marks • 10 crores to 20 crore records: 5 marks • More than 20 crore records: 10 marks	10	Certificate of Completion from Executed Department clearly mentioning the number of DB records managed

SNo	Criteria	Basis for Evaluation	Max Marks	Supporting
5	Technical Presentation	• Approach and Methodology: 10 Marks • Understanding of the assignment: 5 Marks	15	NA
Total			**100**	

SNo	Key Profile	Max Marks
1.	Project Manager	5
2.	Project Leader	4
3.	Module Lead (Technical)	3
4.	Module Lead (Database)	3
5.	Module Lead (Testing)	3
6.	Sr. Developer (MS.Net)	2
7.	Sr. Developer (MS SQL)	2
8	Sr. Developer (JAVA)	2
9	Sr. Test Engineer	2
10.	Jr. Developer (MS.Net)	2
11.	Jr. Developer (MS SQL)	2
12.	Jr. Developer (JAVA)	1

SNo	Key Profile	Max Marks
13.	Jr. Test Engineer	1
14.	Sr. Business Analyst	2
15.	Jr. Business Analyst	2
16.	Web Designer (UI)	2
17.	Infrastructure	1
18.	Tech Support	1

Note: The MSP should deploy 1 Project Manager, 1 Business Analyst and at least 3 technical support resources for Meeseva and SADAREM projects in the GSWSD head office in Vijayawada, Andhra Pradesh, as per the requirement of GSWSD.

The MSP should deploy 26 Field Technical Support members, one at each District and 3 members at State Head Quarters to implement, maintain and monitor the implementation of Aadhaar Services in Grama / Ward Sachivalayams.

5.3. Profile of resources

The list of profiles required for this RFP is mentioned in **ANNEXURE III** and the mentioned positions are indicative as per the requirement envisaged. However, the MSP is expected to provide Catalogue of Rates of the resources according to technology, skills, and experience.

An indicative list of activities to be performed by the deployed resources for existing system support is:

I. Project Manager and Project Leader shall be the SPOCs to the GSWSD / other Departments for the implementation of the project.

II. The other staff shall function based on the scope of work at that point in time and as and when requirements arise.

III. If required, MSP shall provide additional manpower to complete the work/task within timelines.

IV. During the tenure of the project, the PMU can instruct MSP to change the manpower at any location as per the requirements.

V. MSP shall publish a roaster of the personnel deployed (Onsite-Offsite) at any point in time, activities assigned to them and also specific work outputs.

VI. MSP will provide the projected list as well as actual list of deployed manpower on monthly basis.

VII. The MSP should deploy personnel with the qualification and experience requirements as indicated.

VIII. MSP will ensure that all the resources deployed at any location are easily approachable over mobile phones. MSP will provide the contact details of the manpower at the time of commencement of operations. MSP will also ensure that the proposed resources will not be changed during project implementation without explicit approval of the PMU.

IX. The PMU reserves the right to evaluate the performance of the resource persons deployed on the project by MSP and ask for a suitable replacement in case of unsatisfactory performance by any of the resource persons deployed to support the project.

5.4. Evaluation Process

1. Three stage evaluation will be taken up for identification of successful bidder.
   a. Pre-qualification
   b. Technical Evaluation
   c. Financial Evaluation
2. Bidders who fulfill pre-qualification criteria (first stage) will be considered for technical evaluation. All other bids will be rejected.

5.4.1. Evaluation of the technical proposal

1. Technical evaluation of bids (second stage) will be done as per the criteria mentioned in Section 5.2. The evaluation committee shall assign proportionate marks as per the evaluation criteria for the proposals received for evaluation.

2. The Bidder securing 70 marks and above in the technical proposal evaluation shall qualify for opening of financial proposal.

5.4.2. Evaluation of financial proposal

In the second stage, the financial evaluation will be carried out as per below. After opening of financial proposals, the lowest financial proposal (FM) will be given a financial score (FS) of 100 points. The financial scores of other proposals will be computed as follows:

$FS = 100 \times FM / F$

(Where, F = Amount of financial proposal)

5.4.3. Combined and final evaluation

1. Proposals will finally be ranked according to their combined technical (Ts) and financial (Fs) scores as follows:

   $S = TS \times 0.7 + FS \times 0.3$

   Where 'S' is the combined score and weightages assigned to Technical Proposal and Financial Proposal shall be 0.70 and 0.30 respectively.

2. The qualified bidder who secures highest combined score would be declared as the successful bidder. In the event that two or more bidders secure same combined score, the work will be awarded to the lowest price bidder.

6. INSTRUCTION TO THE BIDDERS

6.1. Bid validity

The Bids shall remain valid for 180 days from the date of submission and the prices quoted shall remain for the duration of the agreement. The Client may request for further extension as deemed fit and the Bidder is required to send intimation of acceptance or otherwise of request for extension within seven days of issue of such request.

6.2. Number of Proposal

A Bidder is eligible to submit only one proposal

6.3. Cost of proposal

The Bidders shall be responsible for all costs associated with preparation of their Proposals and their participation in the selection process. The Client will not be responsible, nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

6.4. Acknowledgement by Applicant

It shall be deemed that by submitting the Proposal, the Applicant has:

a) Made a complete and careful examination of the RFP;

b) Acknowledged that it does not have a Conflict of Interest; and

c) Agreed to be bound by the undertaking provided by it under and in terms hereof.

6.5. Conflict of interest

A. A Bidder shall not have a conflict of interest. Any Bidder found to have a conflict of interest shall be disqualified.

B. A Bidder may be considered to have a conflict of interest for the purpose of this bidding process, if the Bidder:

    a. directly or indirectly controls, is controlled by or is under common control with another Bidder; or

    b. receives or has received any direct or indirect subsidy from another Bidder; or

c. has the same legal representative as another Bidder; or

d. has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the bid of another Bidder, or influence the decisions of the Client regarding this bidding process; or

e. participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which such Bidder is involved.

f. any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the bid; or

g. Or any of its affiliates has been hired (or is proposed to be hired) by the Client in implementing Agency Agreement.

h. Has a close business or family relationship with a professional staff of the Client who:

   i. are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or

   ii. would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Client throughout the procurement process and execution of the contract

6.6. Clarifications

Bidders requiring any clarification on the RFP may send their queries to the Authority in writing (by post or e-mail) before the date mentioned in the Bids Data Sheet.

The Authority reserves the right not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring the Authority to respond to any question or to provide any clarification.

6.7. Amendments / Modifications

a) At any time prior to the deadline for submission of Proposal, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by the Bidder, modify the RFP document by the issuance of Modified RFP / Addendum/ Corrigendum / Amendment through posting it only on its website or eProcurement portal.

b) All such amendments/modified RFP will be posted only on the eProcurement website and shall not be published in any newspaper and will be binding on all Bidders.

c) In order to afford the Bidders a reasonable time for taking an amendment into account, or for any other reason, the Client may, in its sole discretion, extend the Proposal Due Date.

6.8. Preparation and submission of proposal

6.8.1. Language of the Bid

The Proposal, with all accompanying documents (the "Documents") and all communications in relation to or concerning the Selection Process shall be in English language, and strictly submitted based on the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

6.8.2. Format and signing of proposal

The Bidder shall provide all the information sought under this RFP. The Client would evaluate only those proposals that are received in the specified forms and complete in all respects.

The proposal shall be typed and signed by the authorized signatory of the Bidder / Lead Bidder, who shall initial each page. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initiated by the person(s) signing the Proposal. The Proposals must be properly signed by a duly authorized person holding the Power of Attorney (the "Authorized Representative").

A copy of the Power of Attorney certified under the hands of a director of the Bidder or a notary public on the specified form shall accompany the Proposal.

6.8.3. Technical proposal

a. Bidders shall upload the technical proposal in the formats at Bid forms (the "Technical Proposal").

b. Failure to comply with the requirements shall make the Proposal liable to be rejected.

c. The Technical Proposal shall not include any financial information relating to the Financial Proposal.

d. The Authority reserves the right to verify all statements, information and documents, submitted by the Bidder in response to the RFP. Failure of the Authority to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Client there under.

6.8.4. Financial proposal

Bidders shall upload the financial proposal in the format mentioned in bid forms (the "Financial Proposal") clearly indicating the total cost of the supply in both figures and words, in Indian Rupees, and signed by the Applicant's authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be considered.

While submitting the Financial Proposal, the Bidder shall ensure the following:

a) All the costs associated with the assignment shall be included in the Financial Proposal. The total amount indicated in the Financial Proposal shall be without any condition and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.

b) The Financial Proposal shall consider all expenses and tax liabilities including Tax. For the avoidance of doubt, it is clarified that all taxes shall be deemed to be included in the costs shown under different items of the Financial Proposal. Further, all payments shall be subject to deduction of taxes at source as per applicable laws.

c) Costs shall be expressed in INR.

6.8.5. Submission of Proposal

The proposal submission shall be as per the e-procurement process.

6.8.6. Proposal due date

The Proposal due date is listed in the Bid Data Sheet.

The Authority may, in its sole discretion, extend the Proposal Due Date by issuing a Corrigendum in accordance with Clause 6.7.

6.8.7. Late Proposals

Proposals received by the Authority after the specified time on Proposal Due Date shall not be eligible for consideration and shall be summarily rejected.

6.8.8. Bid fees and Earnest Money Deposit (EMD)

a) The Bid shall be accompanied by Non-refundable Tender Cost, Earnest Money Deposit (EMD) as specified BDS, in the form of Bank Draft / Bank Guarantee from any Schedule Bank in favour of Commissioner, GSWSD payable at Vijayawada.

b) No Bidding entity is exempted from deposit of EMD. Bids submitted without EMD shall be not considered.

c) The EMD of unsuccessful Bidder will be returned to them without any interest, after conclusion of the resultant agreement. The EMD of the successful Agency will be returned without any interest, after receipt of performance security as per the terms of agreement.

d) EMD of Bidder may be forfeited without prejudice to other rights of the Authority, if the Bidder withdraws or amends its Bid or impairs or derogates from the Bid in any respect within the period of validity of its Bid, or if it comes to notice that the information / documents furnished in its Bid is incorrect, false, misleading or forged.

6.9. Fraud and Corrupt practices

The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, Authority shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process.

Without prejudice to the rights of Authority under the clause hereinabove and the rights and remedies which Authority may have under the LOA, if an Applicant, as the case may be, is found by Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA, such Applicant or Consultant shall not be eligible to participate in any tender or RFP issued by Client during a period of 3 (three) years from the date such Applicant, as the case may be, is found by Authority to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

i. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process.

ii. "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

iii.   "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

iv.   "Undesirable practice" means

    a.   establishing contact with any person connected with or employed or engaged by Client with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or

    b.   having a Conflict of Interest; and

v.   "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process

6.10. Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the Authority in relation to or matters arising out of or concerning the Selection Process. The Authority will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the Authority.

6.11. Clarifications

To facilitate evaluation of Proposals, the Authority may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by the Authority for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.

If a Bidder does not provide clarifications sought under Sub-Clause mentioned above within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the Authority may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the Authority.

6.12. Clients Right to accept/reject any proposal of all proposals

The Authority reserves the right to accept or reject any Bid and to annul the Bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidders or bidders of the grounds for the Authority's action.

6.13. Award of Contract

6.13.1. Notification of Award

Prior to the expiry of the period of Bid validity prescribed by the Authority, the Authority will notify the successful bidder in writing, that the Bid has been accepted. This letter (hereinafter and in the Conditions of Contract called "Notification of Award"/"Letter of Award") shall name the sum which the Client will pay to the Agency in consideration of the execution, completion and maintenance of the Work by the Agency as prescribed by the Contract (hereinafter and in the Conditions of Contract called the "Contract Price"). Within 5 days of receipt of the "Notification of Award"/"Letter of Award" the successful bidder shall sign and return a copy of the same to the Client as acknowledgement of receipt of the same.

6.13.2. Signing of Contract

After acknowledgement of the LOA by the Selected Bidder and submission of Performance Security as per section 8.1, it shall execute the Agreement within a fortnight from the date of issuance of LOA. The Selected Bidder shall not be entitled to seek any deviation in the Agreement. If the Selected Bidder fails to sign the Agreement within the stipulated time, his performance security shall be forfeited and appropriated by the Client. In such an event, the Client may invite the next ranked Bidder for negotiations and may issue LOA to him.

6.14. Disqualification of Bidder

a) Any misrepresentation / improper response may lead to the disqualification of the Bidder.

b) In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder, or the Bidder has made material misrepresentation, or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Agency either by issue of the LOA or entering into of the Agreement

c) If the Bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Client without the Client being liable in any manner whatsoever to the Applicant, as the case may be. In such an event, the Client shall forfeit and appropriate the performance Security and also pre-estimated compensation and damages payable to the Client as mutually agreed for, inter alia, time, cost and effort of the Client without any other right or remedy that may be available to the Client.

7. GENERAL CONDITIONS OF CONTRACT

7.1. Definitions

a. "Bidder" shall mean organization submitting the proposal in response to this RFP.

b. "Contract or Agreement" means the Agreement entered into between the Client and the selected bidder or Agency, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.

c. "Contract Documents" means the documents listed in the Contract Agreement, including any amendments thereto.

d. "Contract Price" means the price payable to the Agency as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.

e. "Day" means calendar day.

f. "Completion" means the fulfilment of the Related Services by the Agency in accordance with the terms and conditions set forth in the Contract.

g. "Client" means the entity purchasing the Services.

h. "Managed Services Provider" means the bidder who is selected by the Client at the end of this RFP process. The agency will carry out all the services mentioned in the scope of work of this RFP.

7.2. Interpretation

In this Contract unless a contrary intention is evident

a. the word "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" whether or not they are followed by such phrases;

b. unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;

c. a word in the singular includes the plural and a word in the plural includes the singular

7.3. Relationship between the parties

Nothing in the Contract shall be deemed to constitute a partnership between the Parties or to constitute either Party as the agent of the other.

7.4. Law Governing the contract

The Contract shall be governed by and interpreted in accordance with the laws of India.

Any dispute or claim or cause of action arising out of or in connection with this Contract shall be subject to the Jurisdiction of Courts at Vijayawada. The laws of the State of Andhra Pradesh and India shall apply to any such proceeding arising out of or in connection with this agreement.

7.5. Language

The language for communication shall be English, unless otherwise modified by the Client. All bids, responses, communications, reports and recommendations given by the Agencies / bidders under these GCC shall be in "English".

7.6. Notices

Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the Special Conditions of Contract. The term "in writing" means communicated in written form with proof of receipt.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

7.7. Taxes and Duties

1. All the Bidders are requested to familiarize themselves with the laws, rules and regulations prevailing in India and consider the same while developing and submitting their Proposal.

2. All Goods & Services tax (GST), customs duties, excise duties and other levies payable by the Agency on goods, equipment, components and any other items used for their consumption or dispatched directly to Client by the Agency, or their sub- Agency shall be included in the bid price and any such taxes, duties, levies additionally payable will be to Client's account and no separate claim on this account will be entertained by the Client.

3. The Agency shall be liable and pay all non-Indian taxes, duties, levies, lawfully assessed against the Client or the Agency in pursuance of the Contract, if applicable. Tax liability, if any, on

Agency's personal income & property shall be borne by the Agency and shall be the responsibility of the Agency as per Tax Laws of India.

4. Client shall be entitled to deduct applicable tax (if any) at source as per Indian Laws from all payments due to the Agency under the contract.

5. If any rates of taxes/duties/levies (hereinafter called 'Tax') are increased or decreased, a new Tax is introduced, an existing Tax is abolished or any change in interpretation or application of any Tax occurs in the course of the performance of Contract, which was or will be assessed on the Agency in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made fully taken into account any such change by addition to the Contract Price or deduction there from, as the case may be.

7.8. Effectiveness of Contract

This Contract shall come into force and effect on the date (the "Effective Date") of the Client's notice to the Agency instructing the Agency to begin carrying out the Services.

7.9. Limitation to Liability

Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law

a. the Agency shall not be liable to the Client, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the selected Agency to pay liquidated damages to the Purchaser; and

b. the aggregate liability of the selected Agency to the Client, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Agency to indemnify the Client with respect to intellectual property rights infringement.

7.10. Agency's Obligations

Agency's obligations shall include all activities as specified by Authority in the Scope of Work and other sections of the RFP and Contract and changes thereof, to enable Client to meet the objectives and operational requirements.

7.10.1. Related to solution

a) It will be the Agency's responsibility to ensure the proper and successful implementation, performance and continued operation of the proposed solution in accordance with the requirements of the Client and with and in strict adherence to the terms of his Bid, the Tender and this Contract.

b) Selected Agency shall be responsible on an ongoing basis for coordination with other vendors and agencies of the client / department in order to resolve issues and oversee implementation of the same.

c) The Selected Agency shall provide services to manage and maintain the said infrastructure along with manpower provided at all sites as mentioned in Section 4 scope of work of this RFP document.

7.10.2. People related

a) Agency shall be responsible to ensure compliance to all statutory obligations in respect of the staff engaged or deployed by him under the contract (including Payment of minimum wages, ESIC Contribution, PF etc.).

b) Selected Agency shall be responsible to provide manpower to operationalize the solutions built as part of this engagement. It is the Agency's responsibility to provide qualified and adequately trained manpower as stipulated and suitable to perform the project. Client reserves right to perform scrutiny, verification on qualifications and experience through any third-party agency.

c) Selected Agency shall provide all attendance particulars of the staff deployed on a Monthly basis and also as and when requested by the client. The attendance particulars shall also include all managerial personnel deployed at Onsite-Offsite.

d) Selected Agency shall also maintain adequate contracted strength 'on panel' to enable meeting the replacement or substitution and additional resource requirements within the time period specified in SLAs for such replacements or substitution at all locations.

e) Client reserves the right to interview the personnel proposed that will be deployed as part of the project team. If found unsuitable, the Client may reject the deployment of the personnel. But ultimate responsibility of the project implementation shall lie with the Selected Agency.

f) Client reserves the right to change the personnel which shall be communicated to the Selected Agency. The Selected Agency with the prior approval of the Client may make additions to the project team. He/They shall provide the Client with the CVs of Key Personnel and provide such other information as may reasonably be required. The Client also reserves the right to interview the personnel and reject, if found unsuitable. In case of change in its team members, for any reason whatsoever, the Selected Agency shall also ensure that the exiting members are replaced with at least equally qualified and professionally competent members.

g) The salaries (Total Compensation) to be paid to staff of Agency will be based on market conditions.

h) The Selected Agency shall ensure that the deployed team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. The Selected Agency shall ensure that the services are performed through the efforts of the deployed team, in accordance with the terms hereof and to the satisfaction of the Client. Nothing in this Contract relieves the Agency from its liabilities or obligations under this Contract to provide the Services in accordance with the Client directions and requirements and as stated in this Contract and the Bid to the extent accepted by the Client and the Selected Agency shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.

i) In case of change in its team members, the Selected Agency shall ensure a reasonable amount of time overlap in activities to ensure proper knowledge transfer and handover or takeover of documents and other relevant materials between the outgoing and the new member.

j) The Selected Agency should submit profiles of only those resources who will be deployed on the project. Any change of resource should be approved by the Client and compensated with equivalent or better resource. The Client may interview the resources suggested by the Agency before their deployment on board. It does not apply in case of change requested by the Client.

7.10.3. Solution / Technology related

a) Selected Agency shall ensure that the system software licenses mentioned in the Bill of Material (BoM) shall be genuine, perpetual, full use and should provide updates, patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of the Client.

b) Selected Agency shall be fully responsible for deployment or installation or development and integration of all the software and hardware components and resolve any problems or issues that may arise due to integration of components.

c) The selected Agency shall be responsible for providing the perpetual licenses so as to maintain the IPR and source code (customized/ extension) with the Client.

d) All the licenses and support should be in the name of Client.

e) The Selected Agency would be required to explicitly display that he or they have a back to back arrangement for provisioning of warranty or AMC support till the end of contract period with the relevant OEMs. The annual maintenance support shall include patches and updates the software, hardware components and other devices.

f) All the software licenses that the Agency proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Client should have the flexibility to use the software licenses for other requirements if required.

g) The Client reserves the right to review the terms of the Warranty and Annual Maintenance agreements entered into between the Selected Agency and OEMs and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of the Client. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by the Selected Agency to the Client.

h) The Selected Agency shall ensure that none of the components and sub- components is declared end-of-sale or end-of-support by the respective OEM at the time of submission of bid. If the OEM declares any of the products or solutions end- of-sale subsequently, the Selected Agency shall ensure that the same is supported by the respective OEM for contract period.

i) If a product is de-supported by the OEM for any reason whatsoever, from the date of Acceptance of the System till the end of contract, the Selected Agency should replace the products/ solutions with an alternate that is acceptable to the Client at no additional cost to the Client and without causing any performance degradation.

j) Selected Agency shall ensure that the OEMs provide the support and assistance in case of any problems or issues arising due to integration of components supplied by him with any other component(s) or product(s) under the purview of the overall solution. If the same is not resolved for any reason whatsoever, the Selected Agency shall replace the required component(s) with an equivalent or better substitute that is acceptable to Client without any additional cost to the Client and without impacting the performance of the solution in any manner whatsoever

k) Selected Agency shall ensure that the OEMs for hardware servers / equipment supply and/or install all type of updates, patches, fixes and/or bug fixes for the firmware or software from time to time at no additional cost to the Client.

l) The Selected Agency shall ensure that the OEMs for hardware servers or equipment or Selected Agency's trained engineers conduct the preventive maintenance on a Quarterly basis and break-fix maintenance in accordance with the best practices followed in the industry.

m) The Agency and their personnel or representative shall not alter or change or replace any hardware component proprietary to the Client and/or under warranty or AMC of third party without prior consent of the Client.

n) The Agency's representative(s) shall have all the powers requisite for the execution of scope of work and performance of services under this contract. The Agency's representative(s) shall liaise with the Client representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. The Selected Agency will extend full co-operation to

Client representative in the manner required by them for supervision or inspection or observation of the equipment or goods or material, procedures, performance, progress, reports and records pertaining to the works. He shall also have complete charge of the Agency's personnel engaged in the performance of the works and to ensure compliance of rules, regulations and safety practice. He shall also cooperate with the other Service Providers or Vendors of the Client working at the Client office locations and field locations and DC sites. Such Agency's representative(s) shall be available to the Client Representative at respective Data center during the execution of works.

o) The Selected Agency shall be responsible on an ongoing basis for coordination with other vendors and agencies of the Government of Andhra Pradesh in order to resolve issues and oversee implementation of the same. The Selected Agency shall also be responsible for resolving conflicts between vendors in case of borderline integration issues.

p) The Agency and their personnel or representative shall not delete, alter or change any data in the system or database for the entire period of the contract. Any such need to delete the data requires prior consent from the Client.

q) The Agency should have a local office in Vijayawada or should furnish an undertaking that the same would be established within one month of LoI / signing the contract in Andhra Pradesh, if project is awarded.

7.11. Reporting Obligations

The Agency shall ensure that information, records and documentation necessary to monitor the agreement are maintained and are available at all times to the Client or its authorized representative. The Agency hereby agrees that his and all his/her staff shall at all times co-operate with reasonable processes of the Client for monitoring, evaluation and carrying out quality audit and financial audit by any third party authorized by Client.

The Agency further agrees to maintain confidentiality of data and records and commits that such data and records will not be shared with any third party for any purpose.

7.12. Intellectual Property rights

1. The Selected Agency must ensure that while using any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person or Company. The Selected Agency shall keep the Client indemnified against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission / license terms or infringement of any Intellectual Property Rights by the Selected Agency or its

Team during the course of performance of the Services. The Selected Agency's liability is excluded regarding any claim based on any of the following

a. anything Client provides which is incorporated into the Solution.

b. the Client modification of the solution.

c. the combination, operation, or use of the solution with other materials, if the third- party claim has been caused by the combination, operation or use of the solution

2. Client shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the Selected Agency solely during the performance of Services and for the purposes of inter-alia use or sub- license of such Services under this Contract. The Selected Agency undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Client, execute all such agreements or documents and obtain all permits and approvals that may be necessary in regard to the Intellectual Property Rights of the Client.

3. Notwithstanding the above, it is agreed that nothing contained herein above shall be applicable to Agency's pre-existing materials and working papers (i.e. Materials owned by the Agency which were created and developed prior to this Agreement without direct reference to the deliverables under this Agreement) which may now be incorporated by the Agency into the final deliverables/reports or the like, supplied to the Client hereunder in the course of delivering Services pursuant to this Agreement. However, in the event any such pre-existing material is used in the deliverables/reports provided to the Client by the Agency, the Agency hereby agrees to grant the Client an irrevocable, non-transferable, non-exclusive, paid- up, royalty free and perpetual license to use such pre-existing material as it exists in the deliverable/ reports prepared by the Agency as a part of this Agreement."

4. If Client desires, the Selected Agency shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Selected Agency, the same shall be acquired in the name of the Client, prior to termination of this Contract and which may be assigned by the Client to the Selected Agency for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Client.

5. The Selected Agency shall not copy, reproduce, translate, adapt, vary, modify, disassemble, decompile or reverse engineer or otherwise deal with or cause to reduce the value of the Materials except as expressly authorized by Client in writing.

7.13. Termination of contract for failure to become effective

If this Contract has not become effective within such time period after the date of the Contract signed by the Parties as shall be specified in the SCC if any, either Party may, by not less than four (4) weeks' 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

7.14. Expiration of contract

Unless terminated earlier pursuant to Clause 7.18 here of, this Contract shall terminate at the end of such time period after the Effective Date as shall be specified in the Agreement.

7.15. Entire Agreement

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.

7.16. Modifications

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services, may only be made by written agreement between the Parties and shall not be effective until the consent of the Client, as the case may be, has been obtained. Each Party shall give due consideration to any proposals for modification made by the other Party.

7.17. Force Majeure

1. Force Majeure means any circumstances beyond the control of the parties, including but not limited to:

    a. war and other hospitalities, (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition or embargo.

    b. ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosives, or other hazardous properties of any explosive nuclear assembly or nuclear components thereof.

    c. rebellion, revolution, insurrection, military or usurped power and civil war.

    d. riot, commotion or disorder, except where solely restricted to employees of the Contractor.

2. The performance of the obligations of the Affected Party shall be suspended for the duration of an event of Force Majeure. Upon cessation of an event of Force Majeure, these GCC shall against become fully operative and the Affected Party shall immediately resume its performance.

3. If the suspension of performance continues for more than 30 (thirty) consecutive calendar days, then Client may immediately terminate these GCC by written notice to the Agency

7.18. Withdrawal of Services

The Agency once entered contract agreement, cannot withdraw, nor ask for novation, alteration or tinker with any of the contract terms and conditions, but for withdrawal if at all with mutual consent and that too with six months advance intimation to the client if at all willing, to make substitute arrangements, otherwise from default in performance makes liable for forfeiture of any amounts due and also the performance security, with all other consequences under the contract agreement.

7.19. Exit Management

Exit Management Plan gets effective either on expiry of the Contract or termination. The objective is to smoothly handover all the managed activities of GSWSD platform such as Operations & Maintenance, development & enhancements and services on-boarding to the new Partner Agency with proper knowledge transfer (KT), all documentations updated to the latest, Platform/solution code (software), all licenses/ keys, all account & passwords etc. Exit Management Plan shall become effective after the completion of the contract period, from the next day of contract expiry or termination. The Selected Agency shall provide full knowledge transfer, at no additional cost to GSWSD except as specified explicitly in this schedule, regarding the complete scope as per the contract, that may continue until 1-month after the expiry or termination.

The Exit Management Plan shall contain the detailed action plan for proper handover of Platform, transition of O&M and other on-boarding/development activities, handover of updated code, all applicable licenses, access-control credentials, updated documentations, all archives/logs/reports etc. This shall list out all the activities to be handed over, full details of the live and operational inventory, details of software (including applications, middleware, tools, scripts etc.), associated licenses with their validity & relevant keys, up-to-date full solution code in Open Forge or other approved repository, list of all documents that need to be updated just before the transition, methodology for knowledge transfer during transition, team structure with skills/experience details that shall be responsible for the transition, time-table etc.

The Selected Agency shall review the Exit Management Plan on a Quarterly basis to ensure that it remains relevant and up to date. Any updates/changes shall be presented to and approved by GSWSD or its nominated agencies that shall become addendum to the original schedule superseding the original sections/ subsections. At the end of each quarter the Agency shall produce an undertaking that the Exit

plan is updated along with the Invoices if any. During the handing over and knowledge transfer, the partner agency (Vendor 2) shall continue: a) to carry on with all O&M activities for which partner agency shall be paid as per the terms of the Contract; Resource fee from (L2-L3) as per requirement and deployment of actual resources shall be paid. Number of resources required during the Exit phase for knowledge transfer may vary.

7.20. Exit Management – Parallel-run

a. For taking over and handing over by the Agency, the process will have a parallel run of 30 calendar days.

b. During the parallel period the KT and asset transfer shall be completed.

c. The parallel run shall start 30 days after the expiry of the contract.

7.21. Suspension

The Client may, by a notice in writing suspend the agreement if the Agency fails to perform any of his obligations, provided that such notice of suspension-

a) Shall specify the nature of failure, and

b) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

7.22. Termination

The Client after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/ grounds on the happening of any of the events 7.26.1 (A) to (C), may terminate the agreement after giving reasonable opportunity of being heard to the Agency

a) If the Agency does not remedy a failure in delivery of his obligations within 15 days of receipt of notice or within such further period as the Client have subsequently approved in writing.

b) If the Agency becomes insolvent or bankrupt.

c) If, in the judgment of the Client the Agency is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

7.23. Arbitration

If any dispute arises in relation to the application or interpretation of any provision of the contract or both, the parties shall resolve it in accordance with the following procedures mutually agreed upon under the contract: -

a) through mutual agreement between the contracting parties; or

b) if the dispute is not resolved under clause (a), through a neutral expert mediator; or

c) if the dispute is not resolved under clause (b), through arbitration between the contracting parties.

d) Work / Services to Continue Performance of the contract shall continue during arbitration proceedings unless the Client shall order suspension. If any such suspension is ordered, the reasonable costs incurred by the Client and occasioned thereby shall be added to the Contract Price. No, payments due or payable by the Client shall be withheld because of pending reference to arbitration.

7.24. Venue of Arbitration

The venue of arbitration shall be Vijayawada.

7.25. Valuation on Date of Termination

The Client shall, as soon as possible after such termination, certify the value of the works and all sums then due to the Agency as on the date of termination.

7.26. Payment after Termination

The Client shall not be liable to make any further payments to the Agency until the Works / Services have been completed. When the Works / Services are so complete, the Client shall be entitled to recover from the Agency the extra costs, if any, of completing the Works / Services after allowing for any sum due to the Agency under clause 8.20 (Arbitration). If there is no such extra cost the Client shall pay any balance due to the Contractor.

In case Authority administering this assignment decides to discontinue the project for any reason, the payment of the Agency shall be restricted up to the stage the services have been provided by the Agency based on satisfactory performance.

7.27. Ownership and Transfer of Ownership

The Products / Services developed by Agency for Client (the "Work Product") (including any inventions or discoveries arising from the Client know-how provided to Agency to develop the Client products hereunder) and the Client design shall be the exclusive property of Client and all right, title and interest in and to the Work Product shall vest solely with Client.

Agency upon termination or end of contract period pursuant to clause 7.12, 7.13 and 7.18, hereby agrees to transfer and assign to Client, all right, title, and interest, of the work product including the product design (and any improvements or modifications thereto), any and all Software, Hardware, Licenses, Deliverables of the work product, source code, documentation etc.

For the avoidance of doubt, Work Product does not include any Intellectual Property Rights that Agency may at any time have or acquire in or to its general know-how and manufacturing process of the Products.

7.28. Effect of Liability for Delay

The Agency's liability shall immediately cease when the Client expels him from the Contract without prejudice to any liability there under that may have already occurred.

7.29. Agency's Default

Notice of default if the Agency is not performing the duties in accordance with the Contract or is neglecting to perform his obligations there under so as to seriously affect the programme for carrying out of the services, the Client may give notice to the Agency requiring him to make good such failure or neglect.

7.30. Nature of Agency's Default

If the Agency:

A. has failed to comply within a reasonable time with a notice on failure

B. assigns the Contract or sub-contracts the whole of the Works without the Client's written consent or

C. becomes bankrupt or insolvent and has a receiving order made against him or compounds with his creditors, or carries on business under a receiver, trustee or manager for the benefit of his creditors or goes into liquidation.

The Client may, after giving 30 days' notice to the Agency, terminate the Contract and expel the Agency. Any such expulsion and termination shall be without prejudice to any other rights of powers of the Client, or the Agency under the Contract.

7.31. Confidentiality

The Agency either during the term or within five (5) years after the expiration of this Contract, should not disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

7.32. Use of contract documents and Information

The Agency shall not without the Client's prior written consent, disclose the contract or any provision thereof or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Client in connection therewith to any person other than a person employed by the supplier in performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

The Agency shall not, without the Client's prior written consent make use of any document or information enumerated in the above para except for purposes of performing the contract.

Any document other than the contract itself enumerated in the first para of this clause shall remain the property of the Client and shall be returned (in all copies) to the Client on completion of the Agency's performance under the contract if so required by the Client.

8. SPECIAL CONDITIONS OF CONTRACT

8.1. Performance Security

a) Agency shall submit Performance Security within 15 calendar days from the date of signing of the contract for a value of 10% of the Total Contract value applicable for 1 year and automatically renewed for each year.

b) The Agency shall keep the Performance Security valid at all times during the Contract Period. The Bank Guarantee towards such Performance Security shall be valid for 1 (One) year and shall be renewed by the Agency at least 30 (thirty) days prior to its expiry each year.

c) In the event of any correction of defects or replacement of defective material during the warranty period, the warranty for the corrected/replaced material shall be extended to a further period of 12 months and the Performance Bank Guarantee for proportionate value shall be extended 90 days over and above the extended warranty period.

d) The Performance Security will be discharged and returned to the Agency not later than 3 months following the date of completion of the Agency's performance obligations, including any warranty obligation, under the contract.

8.2. Schedule

The basic consideration and the essence of the Contract shall be the strict adherence to the schedule specified in the bidding documents and incorporated in the Contract for services.

8.3. Access to Agency's premises

The Client and/or his authorized representative shall be provided access to Agency's and or its premises, at any time during the pendency of the contract.

8.4. Rejection of Services

If upon launch, whether inspected and approved earlier or otherwise, if service is not in conformity with the SLAs, the same shall be disallowed by the Client or his duly authorized representative and notification to this effect will be issued to the Agency.

8.5. Compliance of Regulations

The Agency shall warrant that all goods and services covered by the Work Order have been delivered, tested and installed and are in strict compliance with all applicable laws, regulations and technical codes and requirements as applicable from time to time. The Agency should execute and deliver such documents as may be needed by the Client in evidence of compliance. All laws and regulations required to be incorporated by the Work Order are hereby deemed to be incorporated by this reference. Any liability arising out of contravention of any of the laws in executing the order shall be the sole responsibility of the Agency.

8.6. Insurance

The Agency, at its cost, shall arrange, secure and maintain all insurance as may be pertinent and obligatory in terms of law to protect his interest and interests of the Client against all perils. The insurance covers to be taken by the seller / manufacturer shall be in the name of Client. The Agency shall however be authorized to deal directly with the insurance company.

The insurance required to be taken by Agency shall cover all risks including war, strike, riots and civil commotion etc. Notwithstanding the extent of insurance cover, the amount of claim available from the underwriters and the time at which claim is available from the underwriters, the Agency shall be liable to make full availability of the services as per Client's requirements.

8.7. Sub – Letting

The Agency shall not sub-let, transfer or assign any part of this order without the prior written consent of the Client. However, the Agency is allowed to sub-contract the work which is based on any specific area. Such copies of sub-contract order shall be submitted to the Client for approval.

8.8. Terms of Payment

a) Client will make the payment Quarterly based on the work (CRs) completed in that particular Quarter.

b) To facilitate this, the Agency will submit invoices with all documents in support of his/her claims upon actual delivery. Based on such invoices, the Client agrees to transfer the amount electronically to the Agency's bank account within fifteen days from submission of invoices.

c) Any clarifications to the bills submitted will be sought within 7 working days of receipt of bills and payment will be released within 15 working days after receipt of clarifications so sought from the Agency.

d) Both parties agree that the payment arrangements as quoted by the Agency in its bid against this tender enquiry and / or subsequent bid submitted by it as a result of negotiations shall be adhered to.

e) The Client or any other agency, as per existing rules of the Government, will have the right to examine the invoices as required under relevant rules. If such examination reveals any extra payment already provisionally made, the extra amount will be adjusted from the payment due to the Agency under intimation to him/her.

8.9. Client Audit

The Agency hereby agrees to maintain all required books of accounts in relation to the project and agrees to provide them to such audit as may be required to be carried out.

8.10. Patent Rights

The Agency shall indemnify the Client against all third-party claims of infringement of patent and rights arising from use of any hardware or software in India.

8.11. Change in number of personnel shall not be change of scope

Notwithstanding anything said elsewhere in this Agreement, modifications in the number of personnel shall not be construed as change in scope. Authority shall modify the payment to the Agency on pro-rata basis in case of any change in the number of personnel proposed by the Client.

8.12. End of Service period (Contract expiry date)

The contract expiry date is 1 year from the date of signing the contract.

8.13. Service Level Agreements (SLA) and Penalties

8.13.1. SLA Supervision

The Client will review the performance of the selected Agency against the SLA at any given time or duration. The supervision report about the performance of any Services pursuant to this SLA by the selected Agency or any other agency as appointed by Client shall form the basis for imposing Damages/ penalties for breach of contract. The results of said review will be shared by Client with the selected Agency. Client reserves the right to appoint a third-party auditor/ agency to validate the Deliverables under this SLA. Based on the instructions of the Client, the findings of the third-party auditor/ agency shall be accepted and addressed by the Agency with the consultation of the Client.

8.13.2. SLA & Penalty

The SLA specifies the expected levels of service (i.e., baseline service level) to be provided by the successful agency to the various stakeholders. Payment to the successful agency is linked to the compliance with the SLA metrics laid down in the table provided subsequently. The table also specifies the limits and metrics for lower / higher performance and breach levels.

A summarized metrics of the above-mentioned SLA parameters is provided in the table below and detailed out subsequently.

Successful agency will get 100% of payment if the baseline performance metrics are complied with (and if no additional penalties are imposed as specified in the RFP). The successful agency will get lesser payment in case of a lower performance on any parameter.

S No	Measurement	Target	Penalty
Commencement of work			
1.	Submission of performance bank guarantee after issuance of LoI or notification of award by GSWSD	a. After 15 days and before 30 days	Forfeiture of EMD
		b. After 30 days	Cancellation of award of notification
2.	Team mobilization and commencement of work	Deployment of all the Personnel for commencement of work at GSWSD within 14 days from the date of signing of contract, whichever is earlier.	Delay beyond 7 calendar days = 1% of the contract value Delay beyond 8-15 calendar days = 2% of the contract value Delay beyond 15 days may lead to Termination of the Contract at the discretion of the Client. In case of replacement of a resource, agency shall ensure the new resource has equivalent or higher experience. Each replacement proposal shall be notified at least 2 months in advance and on approval of the client and after confirmation of knowledge transfer by the agency. If the process is not followed, then a penalty of Rs. 2 Lakhs will be imposed for each replacement.

				Performance levels		

SNo	Definition	Measurement	Measurement Interval	Target	Penalty
3.	Availability of Applications (Prior approval from the client is a must for any maintenance activity)	All applications should be available, accessible 24*7 and any complaint should be resolved within 2 hrs. Measurement Tool: Reports from EMS from SDC	Monthly	>=99.8% availability	-
				>= 99.5% to <99.8% availability	0.2% of Total Quarterly payment per each incident
				<99.5% availability	1% of Total Quarterly payment per each incident
				For any violation of the DR policy.	0.5% of Total Quarterly payment per each incident
Resources Availability and Attendance					
4.	Availability of all designated resources per each requirement (CR) defined	[(Actual number of man-days deployed for a month) / (Agreed Total number of man-days in a month)] *100	Monthly	Monthly >= 95% -	-
				>=90 % to < 95%	0.5% of Total Quarterly payment per each incident

	(As proposed by the Agency and as agreed by the Client)	Measurement Tool: Electronic Timesheet report, Attendance Reports and Daily Status reports. If the resources are deployed offsite, then Electronic Attendance reports shall be used by the Client		< 90 %	2% of Total Quarterly payment per each incident
5.	Availability of the Monthly report including Attendance report of the resources deployed	On first working day of every month before 4 PM. All the reports have be shared electronically to all the stakeholders who are permitted to have	Monthly	Delay of 24 hours	0.1% of Total Quarterly payment per each incident
				Delay of 48 hours	0.5% of Total Quarterly payment per each incident
				Delay beyond 48 hours	1% of Total Quarterly payment per each incident
Deliverables					
6.	Quality (error- free) of services, to the extent of Agency's responsibility	Number of incidents reported supported by evidence to prove quality issues – screen shots of errors etc. to be verified by PMU and approved by GSWSD Department to solely attribute the issue to Agency alone will qualify for this SLA	Monthly	>= 95% of issues to be analysed and resolved within 2 business days	0.1% of Total Quarterly payment per each incident
				<90 % of issues resolved within 2 business days	1% of Total Quarterly payment per each incident

7.	Timeliness of implementation of Change from the date of approval of the CR / Non- CR, within the agreed Time	Reports, Evidence of Records maintained by PMU. Solely attribute the issue to Agency alone will qualify for this SLA	Monthly	Delay of 24 hours	0.1% of Total Quarterly payment per each incident
				Delay of 48 hours	0.5% of Total Quarterly payment per each incident
				Delay beyond 48 hours	1% of Total Quarterly payment per each incident
Helpdesk Services					
8.	Resolution of the incidents assigned to the Agency	High Impact – within 2 hours Major – within 4 hours Minor – within 8 hours Standard – within 16 hours Monitored through Global Helpdesk tool and Monthly Incident report available	Monthly	100% of resolution within	-
				>= 95% of issues to resolved within the schedule	0.1% of Total Quarterly payment per each incident
				<95% of the issues to resolved within the schedule	0.5% of Total Quarterly payment per each incident

Incident Level	Description
High Impact	Organization disruption and /or degradation of business-critical services,
Major	Severely affecting large numbers of users or some key users. No workaround available

Minor	No severe impact but rectification cannot be deferred until the next scheduled release/maintenance window or upgrade, *i.e. Extended Scheduled Change or Urgent Change*
Standard	All Non-Emergency changes, *i.e. Local, Pre-scheduled*

In case of any unplanned downtime due to any reason whatsoever, the problem shall be rectified within a span of 30 mins.

The Agency would be granted a concession period of maximum one month from date of commencement of the Services to recoup with any breathing problems in leading to soft and smooth track of the functioning of the contractual obligations by the Agency concerned for respective contractual scope. No penalties shall be levied during this period by the Client on the Service Provider.

8.14. Liquidated Damages

Liquidated damages shall be assessed at 1% percent per week. The maximum liquidated damages are 10% percent of the Contract Price for delayed commencement of the project, or relevant part of the Contract Price if the liquidated damages apply to a Subsystem.

The SLA Penalties shall be capped to 10% of the Quarterly payment for non-performance of the Agency.

During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties

The purchaser has the right to terminate the contract in case of any additional delays or exceeds the maximum limit of 10% in any quarter.

9. APPENDIX-I: RFP SUBMISSION FORMS

9.1. Form-1: Compliance Sheet

GWS/RFP/310/2023-24/MEESEVA, dated 13/02/2024

Please check whether the following have been enclosed.

S. No	Enclosure Description	Enclosed (Yes/No)	Annexure/Attachment/ Page No./ Envelop No. of the enclosure
1.	Copy of Certificate of Incorporation of Company or Registration Firm		
2.	Copy Goods Service Tax Registration		
3.	Copy of PAN no allotted by Income Tax Department		
4.	Copies of Annual audited accounts statements (P&L and Balance Sheets last three FY certified by a chartered Accountant		
5.	Application/Cover Letter (From 2)		
7.	Particulars of the Applicant (Form 3)		
8.	Self-Declaration that the applicant hasn't been blacklisted / performance issues by any Govt./PSU (Form 4)		
9.	Self-Declaration that the applicant hasn't been blacklisted / performance issues by any Govt./PSU (Form 8)		
10.	Authorization Letter / Power of Attorney (Form 5)		
11.	Acceptance of Terms & Conditions Contained in The RFP Document (Form 6)		
13	Project Experience (Form 7)		

S. No	Enclosure Description	Enclosed (Yes/No)	Annexure/Attachment/ Page No./ Envelop No. of the enclosure
14.	Certificate by the CA (Form 9)		
15.	Signed RFP Document		
16.	Signature with Date & Seal		
17.	Name		

Signature of the Applicant

Date:

Place:

Company Seal

9.2. Form-2: Cover Letter

GWS/RFP/310/2023-24/MEESEVA, dated 13/02/2024

Location:

To

The Commissioner,

GSWSD

Plot No 11 & 12, Nirmaan Bhavan, APIIC Colony Rd, Auto Nagar,

Vijayawada, Andhra Pradesh 520007

Subject: Submission of the RFP: ……………….

Dear Sir/Madam,

We, the undersigned, offer to provide our services against your RFP No. < GWS/RFP/310/2023-24/MEESEVA> dated <insert date>. We are hereby submitting our Expression of Interest in printed format. We hereby declare that all the information and statements made in this RFP Response are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the RFP document. We understand you are not bound to accept any proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the shortlisting process or unduly favors our company in the shortlisting process, we are liable to be dismissed from the RFP selection process or termination of the contract during the project.

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm, Address & Date:

9.3. Form-3: Particulars of the Applicant

GWS/RFP/310/2023-24/MEESEVA, dated 13/02/2024

S. No	Particulars	Description
1.	Name of the Organization	
2.	Organization Status of Registration	
3.	Address of Corporate Office	
4.	Address of Office in AP (if any)	
5.	Telephone No	
6.	Email Address	
7.	Website	
8.	Registration No of Certificate of Incorporation & Date	
9.	Registration No of G.S.T & Date	
10.	Permanent Account Number of Income Tax & Date of Registration	
11.	No. of years of proven experience of providing similar Services	

Signature of witness   Signature of the Applicant

Date: Date:

Place: Place:

                                                                   Company Seal

9.4. Form-4: Declaration that the bidder is not blacklisted

(To be submitted on the Letterhead of the bidder)

Place:

Date:

To,

The Commissioner,

GSWSD

Plot No 11 & 12, Nirmaan Bhavan, APIIC Colony Rd, Auto Nagar,

Vijayawada, Andhra Pradesh 520007

Ref: RFP Notification No. **GWS/RFP/310/2023-24/MEESEVA**, dated 13/02/2024

Subject: Self Declaration of Not been blacklisted in Response to the RFP

Dear Sir,

I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices grounds including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice,e or restrictive practice either indefinitely or for a particular period of time by any State/ Central Government / PSU / Parastatal Agency / Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted/debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU / Parastatal Agency / Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

Company Seal

9.5. Form-5: Power of Attorney

Name of the Service Provider (Bidder):

Name of the Project:

(The Firm should submit a Power of Attorney as per the format, provided, however, that such Power of Attorney would not be required if the Proposal is signed by a partner or Director (on the Department of Directors) of the Firm)

Know all men by these presents, We, ... (Name of Firm and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr./Ms......................................son/daughter/ wife and presently residing at …………………………, who is presently employed with/ retained by us and holding the position of ……………………… as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bids for Selection of Consultant for setting up Project Monitoring Unit for providing implementation and monitoring support of GSWS IT systems, including but not limited to signing and submission of all Bids and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the GSWSD representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our Bids and generally dealing with the GSWSD in all matters in connection with or relating to or arising out of our bids for the said Project and/or upon award thereof to us till the entering into of the Agreement with the GSWSD.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ... THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS

.... DAY OF ...., 2024

For ....

(Signature, name, designation, and address)

Witnesses:

1.

2.

Notarized Accepted

....

(Signature, name, designation, and address of the Attorney)

Notes:

9.6. Form-6: Acceptance of Terms & Conditions contained in the RFP Document

GWS/RFP/310/2023-24/MEESEVA, dated 13/02/2024

To

The Commissioner,

GSWSD

Plot No 11 & 12, Nirmaan Bhavan, APIIC Colony Rd, Auto Nagar,

Vijayawada, Andhra Pradesh 520007

Dear Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP No: _____,
regarding RFP: ………………………………………………….

I declare that all the provisions of this RFP Document are acceptable to my company. I further certify
that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness: Signature of the Applicant

Date: Date:

Place: Place:

Company Seal

9.7. Form-7: Format for List of Previous Work Orders Executed

GWS/RFP/310/2023-24/MEESEVA, dated 13/02/2024

S. No	Name of Client, Contact Person, Contact Telephone No, Mobile No, Physical Address	Name of Project	Project Start Date and End Date, Brief of Project	Project Cost	Status (Complete/ In Progress/ Delay)

Note: The information provided in the above table must supported by copies of relevant work order and completion certificate.

Signature of witness   Signature of the Applicant

Date: Date:

Place: Place:

Company Seal

9.8. Form-8: Declaration that the bidder has a local presence

(To be submitted on the Letterhead of the bidder)

Place:

Date:

To,

The Commissioner,

GSWSD

Plot No 11 & 12, Nirmaan Bhavan, APIIC Colony Rd, Auto Nagar,

Vijayawada, Andhra Pradesh 520007

Ref: RFQ Notification No. **GWS/RFP/310/2023-24/MEESEVA, dated 13/02/2024**

Subject: Self Declaration of Local Presence

Dear Sir,

This is to certify that _____ (company name) having its local office at (address)_____has the following center(s) in the State of Andhra Pradesh

Note: In case, the bidder does not have local presence in AP at the time of bidding, a self-declaration has to be provided by the bidder that they will establish a project office in AP within 1 month from the issue of LOI if they are awarded the project

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

Company Seal

9.9. Form-9: Format of Particulars of Personnel

Sno	Resource Name	Position	Education Qualification	Experience	Present Employment (Date from...)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Note: The Bidder should submit the CVs of the resources allocated to this project.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

Company Seal

9.10. Form-10: Curriculum Vitae (CV) of Key Personnel

CVs of only the Key Personnel as per Section 6.2 should be provided

General Information	
Name of the person	
Current Designation/ Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional/ Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	

Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)
Prior Professional Experience covering:
• Organizations worked for in the past
  ○ Organization name
  ○ Duration and dates of entry and exit
  ○ Designation Location(s)
  ○ Key responsibilities
• Prior project experience
  ○ Project name
  ○ Client
  ○ Key project features in brief
  ○ Location of the project
  ○ Designation
  ○ Role
  ○ Responsibilities and activities
  ○ Duration of the project
Please provide only relevant projects.	

Proficient in languages (Against each language listed indicate if speak/read/write)	

9.11. Form-11: Format of EMD

(Bank Guarantee)

[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

Beneficiary: *[Client to insert its name and address]*

RFP No.: *[Client to insert reference number for the Request for Proposals]*

Date: *[Insert date of issue]*

BID GUARANTEE No.: *[Insert guarantee reference number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that_____*[insert name of the Bidder]* (hereinafter called "the Applicant") hassubmitted or will submit to the Beneficiary its Bid (hereinafter called "the Bid") for the execution of

_____under Request for Proposals No._____ ("the RFP").

Furthermore, we understand that, according to the Beneficiary's conditions, Bids must be supported by a Bid guarantee.

At the request of the Applicant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiaryany sum or sums not exceeding in total an amount of INR_____(Rupees
_____) upon receipt by us of the Beneficiary's complying demand, supported by the Beneficiary's statement, whetherin the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Applicant:

(a)   has withdrawn its Bid during the period of Bid validity set forth in the Applicant's Covering Letter("the Bid Validity Period"), or any extension thereto provided by the Applicant; or
(b)   Having been notified of the acceptance of its Bid by the Beneficiary during the Bid Validity Period or any extension thereto provided by the Applicant, (i) has failed to sign the contract agreement, or (ii) has failed to furnish the performance security, in accordance with the Instructions to Bidders ("ITB") of the Beneficiary's bidding document.
(c)   The GSWSD will have the right to inform the bank regarding the penalties and revoke the bank guarantee

This guarantee will expire: (a) if the Applicant is the successful Bidder, upon our receipt of copies of the Contract agreement signed by the Applicant and the performance security issued to the Beneficiary in relation to such Contract agreement; or (b) if the Applicant is not the successful Bidder, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Bidding process; or (ii) twenty-eight days after the end of the Bid Validity Period.

Consequently, any demand for payment under this guarantee must be received by us at the office indicated above on or before that date.

_____

[Signature(s)]

9.12. Form-12: Format of Performance Security

(Bank Guarantee)

[The bank, as requested by the successful bidder, shall fill in this form in accordance with the instructions indicated]

Beneficiary: *[insert name and Address of Client]*

Date: *[Insert date of issue]*

PERFORMANCE GUARANTEE No.: *[Insert guarantee reference number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that _ *[insert name of Agency]* (hereinafter called "the Applicant") has entered into Contract No. *[insert reference number of the contract]* dated *[insert date]* with the Beneficiary, for **'Selection of Managed Services Provider for Maintenance of CR, GGMP, SDG and Hardware Management portal'** (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert amount in figures]*(___)   *[insert amount in words]*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or ina separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the .... Day of ......, 2......., and any demand for payment under it must be received by us at this office indicated above on or before that date.

_____

[signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.PBG shall be valid for Contract Period + 6month

10. APPENDIX-II: COMMERCIAL PROPOSAL

10.1. Form-1: Commercial proposal cover letter

(To be submitted on the Letterhead of the bidder)

Place:

Date:

To,

The Commissioner,

GSWSD

Plot No 11 & 12, Nirmaan Bhavan, APIIC Colony Rd, Auto Nagar,

Vijayawada, Andhra Pradesh 520007

Ref: RFQ Notification No. **GWS/RFP/310/2023-24/MEESEVA, dated 13/02/2024**

Subject: Submission of the **Financial bid** for <Provide Name of the Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the services for *<Title of the Assignment>* in accordance with your Request for Proposal dated *<Date>* and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of *<**Amount in words and figures**>*. This amount is inclusive of the local taxes. The high-level breakup is mentioned below.

SNo	Component	Total Cost (INR) per 1 (One) Year as per section 10.2 Form-2	Remarks
1	Manpower as per RFP for the entire contract period		
2	**TOTAL**		

Note: The cost is inclusive of all taxes excluding GST.

PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.

We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.

We understand that the actual payment would be subject to deduction of taxes at source and as per the existing indirect tax rates during the time of payment.

UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/ decreasefrom the scope of work under the contract.

DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction toBidders included in Tender documents.

QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information / documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Section No.5. These prices are indicated Financial Bid attached with our Tender as part of the Tender.

PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [*Date*].

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

Company Seal

10.2. Form-2: Commercial proposal

Format 1: Detailed Breakup of Cost for the Manpower

SNo	Key Profile	No of Personnel	Man-month Rate (INR)	Total Year 1 (12 months) Cost (INR)
1.	Project Manager	1		
2.	Project Leader	1		
3.	Module Lead (Technical)	1		
4.	Module Lead (Database)	1		
5.	Module Lead (Testing)	1		
6.	Sr. Developer (MS.Net)	1		
7.	Sr. Developer (MS SQL)	1		
8	Sr. Developer (JAVA)	1		
9	Sr. Test Engineer	1		
10.	Jr. Developer (MS.Net)	1		
11.	Jr. Developer (MS SQL)	1		
12.	Jr. Developer (JAVA)	1		
13.	Jr. Test Engineer	1		
14.	Sr. Business Analyst	1		
15.	Jr. Business Analyst	1		
16.	Web Designer (UI)	1		

SNo	Key Profile	No of Personnel	Man-month Rate (INR)	Total Year 1 (12 months) Cost (INR)
17.	Infrastructure	1		
18.	Tech Support	1		
	Total	**18**		

Note: The cost is inclusive of all taxes excluding GST.

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

Company Seal

11. ANNEXURE I: LIST OF SERVICES IN MEESEVA (KIOSK) PORTAL

S. No.	Department	Service
1	Aadhar	AADHAAR DAILY ENROLLMENT DATA-DemoMetric
2	COMMISSIONERATE OF INDUSTRIES	SANCTION OF INCENTIVES
3	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-ADDRESS CORRECTION
4	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-CATEGORY CHANGE
5	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-DISMANTLEMENT
6	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-ELECTRIFICATION OF COLONY
7	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-ELECTRIFICATION OF LAYOUT
8	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-HT ADDITIONAL LOAD
9	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-HT TITLE TRANSFER
10	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-HT-LT CONVERSION
11	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-LINE SHIFTING/DTR SHIFTING
12	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-LOAD DERATION
13	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-LT ADDITIONAL LOAD
14	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-LT-HT CONVERSION
15	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-METER BURNT/GLASS BROKEN

S. No.	Department	Service
16	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-METER TESTING
17	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-NAME CORRECTION
18	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-NET METERING
19	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-OTHER CAPITAL WORKS
20	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-PHASE CONVERSION
21	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-SC/ST CERTIFICATION DERATION
22	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-SHIFTING OF SERVICE
23	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-TEMPORARY CONNECTION (UP TO 10 DAYS)
24	CPDCL	APPLICATION FOR CONSUMER COMPLAINTS-WRONG BILLING
25	CPDCL	CPDCL REPAYMENT
26	CPDCL	HVDS REGISTRATION
27	CPDCL	NEW CONNECTION-HT1-Townships and Colonies
28	CPDCL	NEW CONNECTION-HT2-Commercial
29	CPDCL	NEW CONNECTION-HT2D-Startup Power for Captive Generating Plants and Renewable Energy Generation Plants
30	CPDCL	NEW CONNECTION-HT3-Industries
31	CPDCL	NEW CONNECTION-HT4-Railway traction,CPWS/PWS Scheme, Religious Places
32	CPDCL	NEW CONNECTION-HT5-Aqua Culture and Animal Husbandary
33	CPDCL	NEW CONNECTION-HT5D-Poultry/Aqua Hatcharies and Feed mixing plants ,Floriculture in Green House
34	CPDCL	NEW CONNECTION-HT5F-Govt/Private Lift Irrigation Scheme

S. No.	Department	Service
35	CPDCL	NEW CONNECTION-LT1-Domestic
36	CPDCL	NEW CONNECTION-LT1T-Temporary Supply
37	CPDCL	NEW CONNECTION-LT2-Commercial
38	CPDCL	NEW CONNECTION-LT2D-Captive Generation Plants/renewable energy Generation
39	CPDCL	NEW CONNECTION-LT2T-Temporary Supply
40	CPDCL	NEW CONNECTION-LT3-Industries
41	CPDCL	NEW CONNECTION-LT3D-Cottage Industries upto 10 HP
42	CPDCL	NEW CONNECTION-LT3T-Temporary Suply
43	CPDCL	NEW CONNECTION-LT4A-Street lighting
44	CPDCL	NEW CONNECTION-LT4B-CPWS/PWS Scheme (Water Works)
45	CPDCL	NEW CONNECTION-LT4C-NTR Sujala Pathakam
46	CPDCL	NEW CONNECTION-LT4D-General Purpose
47	CPDCL	NEW CONNECTION-LT4E-Religious Places
48	CPDCL	NEW CONNECTION-LT4T-Temporary Supply

S. No.	Department	Service
49	CPDCL	NEW CONNECTION-LT5A1-Corporate Farmers
50	CPDCL	NEW CONNECTION-LT5A2-Salt Farming Units upto 15HP
51	CPDCL	NEW CONNECTION-LT5B1-Non-Corporate Farmers
52	CPDCL	NEW CONNECTION-LT5B2-Sugar Cane Crushing
53	CPDCL	NEW CONNECTION-LT5B3-Rural Horticulture nursaries
54	CPDCL	NEW CONNECTION-LT5C-Aqua Culture and Animal Husbandry
55	CPDCL	NEW CONNECTION-LT5D-Poultry/Aqua Hatcheries and Feed mixing plants /Floriculture in Green House
56	CPDCL	NEW CONNECTION-LT5E-Agro based activities upto 10HP
57	CPDCL	NEW CONNECTION-LT5F-Govt/Private Lift Irrigation Scheme
58	CPDCL	NEW CONNECTION-LT5T-Temporary Supply
59	DISTRICT COLLECTORATE	NFBS APPLICATION
60	DISTRICT ADMIN	APATHBANDHU SCHEME
61	DISTRICT ADMIN	PAWN BROKER
62	DEPARTMENT OF FACTORIES	AMMENDMENTS IN MAN / HORSE POWER

S. No.	Department	Service
63	DEPARTMENT OF FACTORIES	ANNUAL FEE PAYMENT
64	DEPARTMENT OF FACTORIES	ANNUAL RETURSNS
65	DEPARTMENT OF FACTORIES	CHANGE OF MANAGER/OCCUPIER
66	DEPARTMENT OF FACTORIES	REVISED PLAN APPROVAL APPLICATION
67	EPDCL	Billing Related Complaints-ACD / SC / BB / Arrears Disputes
68	EPDCL	Billing Related Complaints-Wrong Data On Bill
69	EPDCL	Billing Related Complaints-Wrong Entry During Bill Payment
70	EPDCL	CATEGORY CHANGE - EPDCL
71	EPDCL	CATEGORY CHANGE APPLICATION
72	EPDCL	LOAD CHANGE- EPDCL
73	EPDCL	Meter Related Complaints-Meter - Running Slow/ Sluggish
74	EPDCL	Meter Related Complaints-Meter Burnt
75	EPDCL	Meter Related Complaints-Meter Damage
76	EPDCL	Meter Related Complaints-Meter Lost
77	EPDCL	Meter Related Complaints-Meter Running Fast/Creeping
78	EPDCL	Meter Related Complaints-Meter Seal Cut
79	EPDCL	Meter Related Complaints-Meter Struckup
80	EPDCL	Meter Related Complaints-Net Metering
81	EPDCL	Meter Related Complaints-No Seal/Seal Cut
82	EPDCL	Pension Life Certificate
83	EPDCL	NAME CHANGE -EPDCL
84	EPDCL	New Connection-LT Agriculture - Agro based cottage industries upto 10HP
85	EPDCL	New Connection-LT Agriculture - Animal Husbandry

S. No.	Department	Service
86	EPDCL	New Connection-LT Agriculture - Aqua culture
87	EPDCL	New Connection-LT Agriculture - Corporate Farmers
88	EPDCL	New Connection-LT Agriculture - Floriculture in Green House
89	EPDCL	New Connection-LT Agriculture - Non Corporate Farmers
90	EPDCL	New Connection-LT Agriculture - Rural Horticulture Nurseries
91	EPDCL	New Connection-LT Agriculture - Salt Farming Units upto 15HP
92	EPDCL	New Connection-LT Agriculture - Sugar Cane Crushing
93	EPDCL	New Connection-LT Commercial
94	EPDCL	New Connection-LT Commercial - Advertisement Hoardings
95	EPDCL	New Connection-LT Commercial - Function Halls/ Auditorums/ Startup Power
96	EPDCL	New Connection-LT Domestic
97	EPDCL	New Connection-LT Industry - Aqua Hatcheries and feed mixing plants
98	EPDCL	New Connection-LT Industry - Cottage Industries upto 10HP
99	EPDCL	New Connection-LT Industry - General
100	EPDCL	New Connection-LT Industry - Poultry Hatcheries and feed mixing plants
101	EPDCL	New Connection-LT Industry - Seasonal Industries (Off-season)
102	EPDCL	New Connection-LT Insitutional - General Purpose
103	EPDCL	New Connection-LT Insitutional - NTR Sujala Padhakam
104	EPDCL	New Connection-LT Insitutional - PWS Schemes - Municipal Corporations
105	EPDCL	New Connection-LT Insitutional - PWS Schemes - Municipalities
106	EPDCL	New Connection-LT Insitutional - PWS Schemes - Panchayats

S. No.	Department	Service
107	EPDCL	New Connection-LT Insitutional - Religious Places
108	EPDCL	New Connection-LT Insitutional - Street Lights - Municipal Corporations
109	EPDCL	New Connection-LT Insitutional - Street Lights - Municipalities
110	EPDCL	New Connection-LT Insitutional - Street Lights - Panchayats
111	EPDCL	New Connection-Temporary Supply
112	EPDCL	Other Customer Services-24Hrs Supply
113	EPDCL	Other Customer Services-Address Correction
114	EPDCL	Other Customer Services-Clubbing Of Service
115	EPDCL	Other Customer Services-DTR Failure Service
116	EPDCL	Other Customer Services-DTR Shift
117	EPDCL	Other Customer Services-Line Shift
118	EPDCL	Other Customer Services-Pole Shifting
119	EPDCL	Other Customer Services-Requirement of Additional Poles
120	EPDCL	Other Customer Services-Shifting of Service Different Premises
121	EPDCL	Other Customer Services-Shifting Of Service Within The Premises
122	EPDCL	Other Customer Services-Temporary Supp Below 10 Days
123	EPDCL	Other Customer Services-Termination / Permenent Dismantle
124	ENDOWMENT	SRI TIRUPATAMMA AMMAVARI DEVASTHANAM ROOM BOOKING (PENUGANCHIPROLU,KRISHNA DIST)
125	ENDOWMENT	SRI TIRUPATAMMA AMMAVARI DEVASTHANAM SEVA BOOKING (PENUGANCHIPROLU,KRISHNA DIST)
126	ENDOWMENT	SRI VARAHA LAKSHMI NARASIMHA S.D.,SIMHACHALAM
127	ENDOWMENT	SRI VARAHA LAKSHMI NARASIMHA S.D.,SIMHACHALAM ROOM BOOKING
128	ENDOWMENT	SRI VEERA VENKATA SATYANARAYANA S.D.ANNAVARAM, E.GODAVARI DT
129	ENDOWMENT	SRI VEERA VENKATA SATYANARAYANA SWAMY ROOM BOOKING

S. No.	Department	Service
130	ENDOWMENT	SRI VEERESHWARA SWAMI VARI TEMPLE,MURAMALLA,EASTGODAVARI
131	ENDOWMENT	SRI VENKATESWARA SWAMY SEVA TICKET BOOKING (DWARAKA TIRUMALA,WEST GODAVARI)
132	ENDOWMENT	SRI VENKATESWARA SWAMY TEMPLE ROOM BOOKING (DWARAKA TIRUMALA, W.G)
133	EDS	PRINT MEESEVA CERTIFICATE
134	EDUCATION	AGE CERTIFICATE (FOR PASSED CANDIDATES ONLY)
135	EDUCATION	APPLICATION FOR MEMO OF MARKS
136	EDUCATION	MIGRATION CERTIFICATE (FOR PASSED CANDIDATES ONLY)
137	HEALTH DEPARTMENT	PERMISSION FOR SCANNING CENTER
138	LEGAL METROLOGY	ALTERATION IN DEALER LICENCE
139	LEGAL METROLOGY	ALTERATION IN MANUFACTURING LICENCE
140	LEGAL METROLOGY	ALTERATION IN REGISTRATION OF MANUFACTURER / PACKER
141	LEGAL METROLOGY	ALTERATION IN REPARIRNG LICENCE
142	LEGAL METROLOGY	APPLICATION FOR GRANT/RENEWAL OF DEALER LICENSE
143	LEGAL METROLOGY	APPLICATION FOR GRANT/RENEWAL OF MANUFACTURING LICENSE
144	LEGAL METROLOGY	APPLICATION FOR GRANT/RENEWAL OF REPAIRING LICENSE
145	LEGAL METROLOGY	CONDUCT TEST OF FRESH SAMPLES
146	LEGAL METROLOGY	DUPLICATE VERIFICATION OF LICENSE
147	LEGAL METROLOGY	REGISTRATION AS MANUFACTURER/PACKER/IMPORTER

S. No.	Department	Service
148	LEGAL METROLOGY	SKILLED WORKER CERTIFICATE
149	LABOUR	APPLICATION FOR INTEGRATED REGISTRATION OF ESTABLISHMENT UNDER LABOUR LAWS
150	LABOUR	COMBINED ANNUAL RETURN UNDER LABOUR LAWS
151	LABOUR	UPDATION OF INTEGRATED REGISTRATION (ESTABLISHMENT) DATA UNDER LABOUR LAWS
152	LANGUAGE AND CULTURE	APPLICATION FOR FINANCIAL ASSISTANCE TO CULTURAL ORGANIZATIONS
153	MINES AND GEOLOGY DEPARTMENT	MINERAL CONSESSION APPLICATION
154	POLICE DEPARTMENT	ISSUANCE OF CERTIFICATES
155	POLICE DEPARTMENT	MISSING / LOST DOCUMENTS / ARTICLES
156	POLICE DEPARTMENT	Fresh/Renewal License
157	POLICE DEPARTMENT	PERMISSION FOR EVENT BANDHOBUST
158	REVENUE DEPARTMENT	AGRICULTURAL LAND VALUE APPLICATION
159	REVENUE DEPARTMENT	AGRICULTURE INCOME CERTIFICATE
160	REVENUE DEPARTMENT	ALLOTMENT OF GOVT. LAND FOR LAYING OF APPROACH ROADS TO THE LAYOUTS(GO.MS 304)
161	REVENUE DEPARTMENT	CERTIFIED COPIES ISSUED BY DY.TAHSILDAR
162	REVENUE DEPARTMENT	CERTIFIED COPIES ISSUED BY RDO
163	REVENUE DEPARTMENT	CHANGE OF NAME APPLICATION
164	REVENUE DEPARTMENT	CLAIMS UNDER ANDHRA PRADESH DOTTED LANDS(UPDATION IN RE-SETTLEMENT REGISTER) RULES,2017

S. No.	Department	Service
165	REVENUE DEPARTMENT	COMPUTERIZED ADANGAL
166	REVENUE DEPARTMENT	CRACKER/STORAGE OF EXPLOSIVE MATERIAL LICENSE
167	REVENUE DEPARTMENT	E-PASSBOOK SERVICE
168	REVENUE DEPARTMENT	EXTRACT OF HOUSE SITE / D-FORM PATTA APPLICATION
169	REVENUE DEPARTMENT	EXTRACT OF NOC UNDER EXPLOSIVE/PETROLEUM ACT
170	REVENUE DEPARTMENT	FIRST F-LINE APPEAL SERVICE
171	REVENUE DEPARTMENT	SECOND F-LINE APPEAL SERVICE
172	REVENUE DEPARTMENT	F-LINE APPLICATION BY VS
173	REVENUE DEPARTMENT	FAMILY MEMBERSHIP CERTIFICATE
174	REVENUE DEPARTMENT	INCOME CERTIFICATE
175	REVENUE DEPARTMENT	ISSUANCE OF INCOME & ASSET CERTIFICATE FOR ECONOMICALLY WEAKER SECTIONS(EWS)
176	REVENUE DEPARTMENT	ISSUE OF ARM LICENCE
177	REVENUE DEPARTMENT	ISSUE OF NOC FOR STORING OF PETROLEUM PRODUCTS
178	REVENUE DEPARTMENT	ISSUE OF OCCUPANCY RIGHTS CERT FOR INAM LANDS
179	REVENUE DEPARTMENT	ISSUE OF SMALL AND MARGINAL FARMER CERTIFICATE
180	REVENUE DEPARTMENT	Land Allotment Scheme-(G.O.MS No. 225)
181	REVENUE DEPARTMENT	LATE REGISTRATION OF BIRTH / DEATH

S. No.	Department	Service
182	REVENUE DEPARTMENT	LOCAL CANDIDATE CERTIFICATE FOR EDUCATIONAL INSTITUTIONAL PURPOSE
183	REVENUE DEPARTMENT	MANUAL ADANGAL
184	REVENUE DEPARTMENT	Mobile Number & Pattadar Aadhaar Seeding
185	REVENUE DEPARTMENT	MODIFICATIONS IN 22 A LIST
186	REVENUE DEPARTMENT	MUTATION AND TITLE DEED CUM PATTADAR PASSBOOK
187	REVENUE DEPARTMENT	NO EARNING MEMBER CERTIFICATE
188	REVENUE DEPARTMENT	NO PROPERTY APPLICATION SERVICE
189	REVENUE DEPARTMENT	OBC CERTIFICATE
190	REVENUE DEPARTMENT	ONE TIME CONVSERSION SPECIAL DRIVE
191	REVENUE DEPARTMENT	PATTA SUB DIVISION
192	REVENUE DEPARTMENT	PATTA SUB DIVISION FOR AUTO MUTATION
193	REVENUE DEPARTMENT	PERMISSION FOR DIGGING AGRI/DRINKING WELL
194	REVENUE DEPARTMENT	POSSESSION CERTIFICATE
195	REVENUE DEPARTMENT	PRINTING OF TITLE DEED CUM PPB
196	REVENUE DEPARTMENT	REGULARIZATION OF UN REGISTERED SALE DEEDS (SADA BAINAMA) FOR AGRICULTURE LANDS AS PER G.O.MS. NO 661
197	REVENUE DEPARTMENT	REISSUANCE OF EBC
198	REVENUE DEPARTMENT	REISSUANCE OF INTEGRATED CERTIFICATE

S. No.	Department	Service
199	REVENUE DEPARTMENT	REISSUANCE OF OBC
200	REVENUE DEPARTMENT	RENEWAL OF CINEMA LICENCE
201	REVENUE DEPARTMENT	ROR - 1B
202	REVENUE DEPARTMENT	TITLE DEED CUM PASSBOOK ONLY
203	RURAL DEVELOPMENT	Request for Aids & Appliances
204	RURAL DEVELOPMENT	PRINT SADAREM CERTIFICATE
205	REGISTRATION DEPARTMENT	AMENDMENT OF SOCIETY (UNDER SECTIONS: 8, 9, 10, 21, 24, 26)
206	REGISTRATION DEPARTMENT	CERTIFIED COPY OF BYE LAW/FIRM/SOCIETY
207	REGISTRATION DEPARTMENT	CERTIFIED COPY OF REGISTRATION DOCUMENT
208	REGISTRATION DEPARTMENT	CHANGE IN CONSTITUTION OF FIRM (UNDER SECTION: 63)
209	REGISTRATION DEPARTMENT	CHANGES / ALTERATIONS IN FIRM (UNDER SECTIONS: 60,61,62)
210	REGISTRATION DEPARTMENT	ENCUMBRANCE CERTIFICATE
211	REGISTRATION DEPARTMENT	REGISTRATION OF FIRMS (UNDER SECTION: 58)
212	REGISTRATION DEPARTMENT	REGISTRATION OF SOCIETY (UNDER SECTION: 3)
213	REGISTRATION DEPARTMENT	SUBMISSION OF APPEAL OF SOCIETY (UNDER SECTION: 6)
214	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-ADDRESS CORRECTION
215	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-CATEGORY CHANGE

S. No.	Department	Service
216	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-DISMANTLEMENT
217	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-ELECTRIFICATION OF COLONY
218	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-ELECTRIFICATION OF LAYOUT
219	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-HT ADDITIONAL LOAD
220	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-HT TITLE TRANSFER
221	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-HT-LT CONVERSION
222	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-LINE SHIFTING/DTR SHIFTING
223	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-LOAD DERATION
224	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-LT ADDITIONAL LOAD
225	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-LT-HT CONVERSION
226	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-METER BURNT/GLASS BROKEN
227	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-METER TESTING
228	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-NAME CORRECTION
229	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-NET METERING
230	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-OTHER CAPITAL WORKS
231	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-PHASE CONVERSION
232	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-SC/ST CERTIFICATION DERATION
233	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-SHIFTING OF SERVICE

S. No.	Department	Service
234	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-TEMPORARY CONNECTION (UP TO 10 DAYS)
235	SPDCL	APPLICATION FOR CONSUMER COMPLAINTS-WRONG BILLING
236	SPDCL	HVDS REGISTRATION
237	SPDCL	NEW CONNECTION-HT1-Townships and Colonies
238	SPDCL	NEW CONNECTION-HT2-Commercial
239	SPDCL	NEW CONNECTION-HT2D-Startup Power for Captive Generating Plants and Renewable Energy Generation Plants
240	SPDCL	NEW CONNECTION-HT3-Industries
241	SPDCL	NEW CONNECTION-HT4-Railway traction,CPWS/PWS Scheme, Religious Places
242	SPDCL	NEW CONNECTION-HT5-Aqua Culture and Animal Husbandary
243	SPDCL	NEW CONNECTION-HT5D-Poultry/Aqua Hatcharies and Feed mixing plants ,Floriculture in Green House
244	SPDCL	NEW CONNECTION-HT5F-Govt/Private Lift Irrigation Scheme
245	SPDCL	NEW CONNECTION-LT1-Domestic
246	SPDCL	NEW CONNECTION-LT1T-Temporary Supply
247	SPDCL	NEW CONNECTION-LT2-Commercial
248	SPDCL	NEW CONNECTION-LT2D-Captive Generation Plants/renewable energy Generation
249	SPDCL	NEW CONNECTION-LT2T-Temporary Supply
250	SPDCL	NEW CONNECTION-LT3-Industries
251	SPDCL	NEW CONNECTION-LT3D-Cottage Industries upto 10 HP
252	SPDCL	NEW CONNECTION-LT3T-Temporary Suply
253	SPDCL	NEW CONNECTION-LT4A-Street lighting
254	SPDCL	NEW CONNECTION-LT4B-CPWS/PWS Scheme (Water Works)

S. No.	Department	Service
255	SPDCL	NEW CONNECTION-LT4C-NTR Sujala Pathakam
256	SPDCL	NEW CONNECTION-LT4D-General Purpose
257	SPDCL	NEW CONNECTION-LT4E-Religious Places
258	SPDCL	NEW CONNECTION-LT4T-Temporary Supply
259	SPDCL	NEW CONNECTION-LT5A1-Corporate Farmers
260	SPDCL	NEW CONNECTION-LT5A2-Salt Farming Units upto 15HP
261	SPDCL	NEW CONNECTION-LT5B1-Non-Corporate Farmers
262	SPDCL	NEW CONNECTION-LT5B2-Sugar Cane Crushing
263	SPDCL	NEW CONNECTION-LT5B3-Rural Horticulture nursaries
264	SPDCL	NEW CONNECTION-LT5C-Aqua Culture and Animal Husbandry
265	SPDCL	NEW CONNECTION-LT5D-Poultry/Aqua Hatcheries and Feed mixing plants /Floriculture in Green House
266	SPDCL	NEW CONNECTION-LT5E-Agro based activities upto 10HP
267	SPDCL	NEW CONNECTION-LT5F-Govt/Private Lift Irrigation Scheme
268	SPDCL	NEW CONNECTION-LT5T-Temporary Supply
269	SPDCL	SPDCL REPAYMENT

12. ANNEXURE II: LIST OF SERVICES IN MEESEVA (AP SEVA) PORTAL

S. No.	Department	Service Name
1	**Commissionerate of Industries**	Sanction of incentives
2	**CPDCL**	Application for Consumer Complaints
3		CPDCL Repayment Application
4		CPDCL-New Connection
5		HVDS Registration
6	**CDMA**	Birth/Death Certificate - Cdma
7		Child Name Inclusion - Cdma
8		Corrections in Death Certificate-Cdma
9		Corrections In Birth Certificate- Cdma
10		Non Availability Birth Application - Cdma
11		Non Availability Death Application - Cdma
12	**District Collectorate**	Nfbs Application
13	**District Admin**	Apathbandhu Scheme
14		Pawn Broker
15	**Department Of Factories**	Amendments In Man Power /Horse Power
16		Annual Fee Payment
17		Annual Returns
18		Change Of Manager/Occupier
19		Revised Plan Approval Application
20	**Epdcl**	Application For Consumer Complaints
21		Epdcl-Pension Life Certificate
22		Epdcl-Name Change
23		Epdcl-New Connection

S. No.	Department	Service Name
24		Load Change Application
25		Repayment Service
26		Sri Durgamalleswara Swamy Temple Seva Booking
27		Sri Tirupatamma Ammavari Devasthanam Room Booking (Penuganchiprolu,Krishna Dist)
28		Sri Tirupatamma Ammavari Devasthanam Seva Booking (Penuganchiprolu,Krishna Dist)
29		Sri Varaha Lakshmi Narasimha S.D.,Simhachalam
30	Endowment	Sri Varaha Lakshmi Narasimha S.D.,Simhachalam Room Booking
31		Sri Veera Venkata Satyanarayana S.D.Annavaram, E.Godavari Dt
32		Sri Veera Venkata Satyanarayana Swamy Room Booking
33		Sri Venkateswara Swamy Seva Ticket Booking (Dwaraka Tirumala,West Godavari)
34		Sri Venkateswara Swamy Temple Room Booking (Dwaraka Tirumala, W.G)
35	EDS	Print Meeseva Certificate
36	Health Department	Permission For Scanning Center
37		Alteration In Dealer Licence
38		Alteration In Registration Of Manufacturer/Packer
39		Alteration In Repairing Licence
40	Legal Metrology	Application For Grant/Renewal Of Dealer License
41		Application For Grant/Renewal Of Manufacturing License
42		Application For Grant/Renewal Of Repairing License
43		Skilled Worker Certificate
44	Labour	Application For Integrated Registration Of Establishment Under Labour Laws

S. No.	Department	Service Name
45		Updation Of Integrated Registration (Establishment) Data Under Labour Laws
46	**Language And Culture**	Application For Financial Assistance To Cultural Organizations
47	**Mines And Geology Department**	Mineral Concession Application
48	**Police**	Fresh Licenses/Renewal
49		Issuance Of Certificates
50		Missing / Lost Documents / Articles
51		Permission For Event Bandhobust
52	**Revenue Department**	Agricultural Land Value Application
53		Allotment Of Govt. Land For Laying Of Approach Roads To The Layouts(Go.Ms 304)
54		Certified Copies Issued By Dy.Tahsildar
55		Certified Copies Issued By Rdo
56		Computerized Adangal
57		E-Passbook Service
58		F-Line Application (New Version)
59		Issuance of Local Status Certificate
60		Issue Of Arm Licence
61		Land Conversion for Non-Agriculture Purpose (GO MS.NO 227)
62		Land Allotment Scheme-(G.O.Ms No. 225)
63		Local Candidate Certificate For Educational Institutional Purpose
64		Manual Adangal
65		First F-Line Appeal Service
66		Mobile Number & Pattadar Aadhaar Seeding
67		Second F-Line Appeal Service
68		Modifications In 22 A List

S. No.	Department	Service Name
69		Online Sub Division
70		One Time Conversion Special Drive
71		Patta Sub Division
72		Regularization Of Un Registered Sale Deeds (Sada Bainama) For Agriculture Lands As Per G.O.Ms. No 661
73		Ror - 1b
74	**Rural Development**	Print Sadarem Certificate
75		Request for SADAREM Slot Booking
76		Request For Aids & Appliances
77	**Registration Department**	Amendment of Society (Under Sections: 8,9,10,21,24,26)
78		Certified Copy Of Bye Law/Firm/Society
79		Certified Copy Of Registration Document
80		Changes / Alterations in Firm (Under Sections: 60,61,62)
81		Change in Constitution of Firm (Under Sections: 63)
82		Encumbrance Certificate
83		Registration Of Firms (Under Section: 58)
84		Registration Of Society (Under Section: 3)
85	**Spdcl**	Application For Consumer Complaints-Spdcl
86		Spdcl - New Connection
87		Spdcl Repayment
88		Spdcl-HVDS Registration

13. ANNEXURE III: LIST OF PROFILES REQUIRED

Level 1 – Expert category

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
1	Project Manager	Technical	15+	• Ensure IT Services Delivery for various projects with End-to-End Delivery. • SPOC for escalations coming from different Stakeholders. • Handle day- to-day operations, sprint reviews with stakeholders, and module/ version launches, etc. • Good knowledge of IT infrastructure and working in a high- value production environment. • Proven ability to plan and execute workload in a demanding & dynamic environment with short timelines. Project Documentation, Process definition, Planning & Execution.	Basic Qualification: • B.E/B.Tech or master's in computer application from a recognized University or Institution. Experience: • Minimum 15 years' experience as indicated in the field of Software Development (User Department to specify Domain/ Technology) • Project Management skills, and ICT experience Knowledge in Information Security.
2	Project Leader	Operations /Coordination	10+	• Ensure IT Services Delivery for various projects with End-to-End Delivery. • SPOC for escalations coming from different Stakeholders. • Handle day- to-day operations, sprint reviews with stakeholders, and module/ version launches, etc.	Basic Qualification: • B.E/B.Tech or master's in computer application from a recognized University or Institution. Experience:

				- Good knowledge of IT infrastructure and working in a high- value production environment. - Proven ability to plan and execute workload in a demanding & dynamic environment with short timelines. - Project Documentation, Process definition, Planning & Execution - Coordinating with GSWS & Technical teams in rollout of new services, maintenance of existing services and migration of services. - Ensure timely Security Audits in coordination with the Department and CERT-IN Empaneled vendors - Data sharing to ESD and departments. - Arrange for APIs to various departments for MeeSeva web services.	- Minimum 10 years' experience as indicated in the field of Software Development. - Project Management skills, and ICT experience - Knowledge in Information Security.

Level 2 – Advanced category

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
1	Module Lead (Technical)	For Development Team	5-8	• Lead the development team while guiding them with necessary suggestions, clearing road blocks, and ensure timely delivery of components. • Possess competence in specific technologies, tools and practices including in-depth knowledge on all the technology domains being used for development. • Translate clients' requirements to software specifications and communicate to the technical team without gaps • Carry out technical team reviews • Have good familiarity with industry accepted software engineering practices/ methodologies • Validate and test software components/ modules with minimal supervision Ability to integrate across multiple technologies, tools and platforms	Basic Qualification: • B.E/B.Tech in IT/Computers/Computer Science or master's in computer application from a recognized University or Institution. Experience: • Minimum 5 years' experience in the field of Software Development (User Department to specify Domain/ Technology), • Web dashboard development, • Team Management skills and ICT experience, • Knowledge in latest technology domains, Information Security.
2	Module Lead	Database	5-8	• Capacity planning, creating databases and modifying the database structure. • Creating, managing, and monitoring high-availability (HA) systems.	Basic Qualification: • B.E/B.Tech in IT/Computers/Computer Science or master's in computer application

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
				• Designing schema, access patterns, locking strategy, SQL development and tuning. • Setup, operate, and scale a relational database in the cloud. • Monitoring the database, performance metrics, response times and request rates. • Securing database privileged credentials and controlling user access to databases. • Planning backup and recovery strategies, Data Migration and Patching. • Designing and implementing disaster recovery (DR) solutions. • Generating needed ad hoc reports by querying the database. Auditing the database log files, Troubleshooting DB errors and contacting vendors for technical support.	from a recognized University or Institution. Experience: • Minimum 5 years of experience in relevant database administration domain • Thorough understanding of Microsoft SQL Server and other database systems. • Expert knowledge of Database modeling and design. • Knowledge on Web specific technologies like XML, Java, TCP/IP, Web Servers, Firewalls and so on. • Experience in DB backup & recovery strategies and DR planning. • Strong documentation /reporting skills. • Capable of resolving critical issues in a time sensitive manner.
3	Module Lead	For Testing	5-8	• Adept at understanding project requirements, assess the test scenarios and design and execute test plans • Relevant experience into manual and automation testing combined	Basic Qualification: • B.E/B.Tech or master's in computer application from a recognized University Experience:

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
				• Should be proficient in testing both Web applications and Native mobile applications • Should have knowledge on performance (Load) testing • Should have a good understanding of modern development practices and the code workflow from development to production. Collaborate with other team members and stakeholders	• Minimum 5 years of experience in Testing of Software applications. • Understanding of the Software Development Life Cycle (SDLC). • Familiarity with various testing techniques and methodologies. • Ability to create test plans, test cases, and test scripts. • Proficiency in test automation tools and frameworks. • Basic programming and scripting knowledge. Experience in bug tracking and reporting using relevant tools.

Level 3 – Intermediate category

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
1	Sr. Developer	MS.net	3-5	• Have a high level of technical expertise in software development and possess in-depth knowledge of programming languages, frameworks, and tools relevant to their domain. • Design, architect and contribute to the creation of scalable, robust, and efficient software solutions, review and provide feedback on the designs proposed by other team members.	Basic Qualification: • B.E/B.Tech in IT/Computers/Computer Science or master's in computer application from a recognized University or Institution. Experience:

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
				• Write code and develop software applications or components by adhering to coding standards and best practices, ensuring the code is clean, maintainable, and well-documented. They are responsible for implementing complex features and solving technical challenges. • Analyze complex issues, identify the root causes, and propose effective solutions. Also assist in troubleshooting software defects and performance issues, working closely with the testing team to ensure high-quality deliverables. Stay up to date with the latest technologies, trends, and industry practices is crucial for a senior software developer. Continuously learn and explore new tools, frameworks, and methodologies to improve their skills and enhance the development process.	• Minimum 3 years of experience in coding with C# and Proficiency in ASP.NET, ASP.NET MVC and ASP.NET Core MVC • Experience using .NET 4.5+ and Core • Experience in Entity Framework and ADO.NET • Proficient knowledge in MSSQL, postGreSQL, MySQL other RDBMS • Comprehensive understanding of SDLC, OO principles and design pattern • Dependency injection pattern and IoC containers using at least one of: Autofac, Unity, Ninject, and/or SimpleIoc • Writing tests with NUnit ,XUnit,MSTest • Implementing enterprise application patterns like MVC, Core • Understanding of HTML, JS, and CSS • Familiarity with the client side framework jQuery, Angular, React, AJAX • Integrating web analytics tools • Well versed with Git/Version control tools and modern development workflow practices
2	Sr. Developer	Java	5-7	• Have a high level of technical expertise in software development and possess in-depth knowledge of	Basic Qualification:

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
				programming languages, frameworks, and tools relevant to their domain. • Design, architect and contribute to the creation of scalable, robust, and efficient software solutions, review and provide feedback on the designs proposed by other team members. • Write code and develop software applications or components by adhering to coding standards and best practices, ensuring the code is clean, maintainable, and well-documented. They are responsible for implementing complex features and solving technical challenges. • Analyze complex issues, identify the root causes, and propose effective solutions. Also assist in troubleshooting software defects and performance issues, working closely with the testing team to ensure high-quality deliverables. 1 Stay up to date with the latest technologies, trends, and industry practices is crucial for a senior software developer. Continuously learn and explore new tools, frameworks, and methodologies to improve their skills and enhance the development process.	• B.E/B.Tech in IT/Computers/Computer Science or master's in computer application from a recognized University or Institution. Experience: • Minimum 5 years of experience in coding with Java/J2EE programming, Spring framework (spring IOC, spring security,) Hibernate, Strong knowledge of web services and Struts frame work is an added advantage • Hands-on experience in RESTful web services including web services standards and related technologies (JSON, WS, JERSEY, JAX-WS, JAX-RS) both as a consumer and provider. • Hands-on experience of developing web APIs and writing database queries in Oracle/MS SQL (MySQL is a plus). • Familiar with JSOn, Angular and modern JavaScript syntax • High proficiency with development tools and workflows (Junit, Maven, continuous workflow, etc.) Log4J SSO (single sign-on implementation), Maven, JUnit

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
					• Knowledge of messaging queues and in-memory databases is a bonus • Well versed with Git/Version control tools and modern development workflow practices
3	Sr. Developer	MS SQL	3-5	• Capacity planning, creating databases and modifying the database structure. • Creating, managing, and monitoring high-availability (HA) systems. • Designing schema, access patterns, locking strategy, SQL development and tuning. • Setup, operate, and scale a relational database in the cloud. • Monitoring the database, performance metrics, response times and request rates. • Securing database privileged credentials and controlling user access to databases. • Planning backup and recovery strategies, Data Migration and Patching. • Generating needed ad hoc reports by querying the database. 2 Auditing the database log files, Troubleshooting DB errors and	Basic Qualification: • B.E/B.Tech in IT/Computers/Computer Science or master's in computer application from a recognized University or Institution. Experience: • Minimum 3 years of experience in relevant database administration domain • Thorough understanding of Microsoft SQL Server and other database systems. • Expert knowledge of Database modeling and design. • Knowledge on Web specific technologies like XML, Java, TCP/IP, Web Servers, Firewalls and so on.

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
				contacting vendors for technical support.	• Experience in DB backup & recovery strategies and DR planning. • Strong documentation /reporting skills. Capable of resolving critical issues in a time sensitive manner.
4	Sr. Test Engineer	Testing	3-5	• Adept at understanding project requirements, assess the test scenarios and design and execute test plans • Relevant experience into manual and automation testing combined • Should be proficient in testing both Web applications and Native mobile applications • Should have knowledge on performance (Load) testing • Should have a good understanding of modern development practices and the code workflow from development to production. 3 Collaborate with other team members and stakeholders	Basic Qualification: • B.E/B.Tech or master's in computer application from a recognized University Experience: • Minimum 3 years of experience in testing Software applications • Understanding of the Software Development Life Cycle (SDLC). • Familiarity with various testing techniques and methodologies. • Ability to create test plans, test cases, and test scripts. • Proficiency in test automation tools and frameworks. • Basic programming and scripting knowledge. Experience in bug tracking and reporting using relevant tools.

Level 4 – Limited Experience

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
1	Jr. Developer	MS.net	2-3	• Have a high level of technical expertise in software development and possess in-depth knowledge of programming languages, frameworks, and tools relevant to their domain. • Design, architect and contribute to the creation of scalable, robust, and efficient software solutions, review and provide feedback on the designs proposed by other team members. • Write code and develop software applications or components by adhering to coding standards and best practices, ensuring the code is clean, maintainable, and well-documented. They are responsible for implementing complex features and solving technical challenges. • Analyze complex issues, identify the root causes, and propose effective solutions. Also assist in troubleshooting software defects and performance issues, working closely with the testing team to ensure high-quality deliverables. Stay up to date with the latest technologies, trends, and industry practices is crucial for a senior software developer. Continuously learn and	Basic Qualification: • B.E/B.Tech or master's in computer application from a recognized University Experience: • Minimum 2 years of experience in coding with of experience in coding using .NET languages (C+, VB, .NET) • Experience in ASP.NET framework and SQL servers, Proficiency in using MVC • Knowledge of Entity Framework and ADO.NET • Proficient knowledge in MSSQL, postGreSQL, MySQL other RDBMS • Great understanding of APIs and Web Services • Writing tests with NUnit ,XUnit, MSTest • A strong foundation in SSRS/SSIS • Understanding of HTML, JS, and CSS

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
				explore new tools, frameworks, and methodologies to improve their skills and enhance the development process.	• Familiarity with the client side framework jQuery, Angular,React,AJAX • Well versed with Git/Version control tools and modern development workflow practices
2	Jr. Developer	Java	1-3	• Have a good level of technical expertise in software development and possess good knowledge of programming languages, frameworks, and tools relevant to their domain. • Design, architect and contribute to the creation of scalable, robust, and efficient software solutions, review and provide feedback on the designs proposed by other team members. • Write code and develop software applications or components by adhering to coding standards and best practices, ensuring the code is clean, maintainable, and well-documented. They are responsible for implementing complex features and solving technical challenges. • Analyze complex issues, identify the root causes, and propose effective solutions. Also assist in troubleshooting software defects and performance issues, working closely with the testing team to ensure high-quality deliverables.	Basic Qualification: • B.E/B.Tech or master's in computer application from a recognized University Experience: • Min 1 year experience in coding with Java/J2EE programming, Spring framework (spring IOC, spring security, springBoot) Hibernate and Struts frame work is an added advantage • Hands-on experience of developing web APIs and writing database queries in Oracle/MS SQL (MySQL is a plus). • Familiar with JSOn, Angular and modern JavaScript syntax

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
				4 Stay up to date with the latest technologies, trends, and industry practices is crucial for a senior software developer. Continuously learn and explore new tools, frameworks, and methodologies to improve their skills and enhance the development process.	• Knowledge of messaging queues and in-memory databases is a bonus • Well versed with Git/Version control tools and modern development workflow practices
3	Jr. Developer	MS SQL	1-3	• Capacity planning, creating databases and modifying the database structure. • Designing schema, access patterns, locking strategy, SQL development and tuning. • Monitoring the database, performance metrics, response times and request rates. • Securing database privileged credentials and controlling user access to databases. • Planning backup and recovery strategies, Data Migration and Patching. • Designing and implementing disaster recovery (DR) solutions. • Generating needed ad hoc reports by querying the database. • Auditing the database log files, Troubleshooting DB errors and contacting vendors for technical support.	Basic Qualification: • B.E/B.Tech in IT/Computers/Computer Science or master's in computer application from a recognized University or Institution. Experience: • Minimum 1 year of experience in relevant database • Thorough understanding of Microsoft SQL Server and other database systems. • Expert knowledge of Database modeling and design. • Knowledge on Web specific technologies like XML, Java, TCP/IP, Web Servers, Firewalls and so on. • Experience in DB backup & recovery strategies and DR planning.

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
					• Strong documentation /reporting skills. Capable of resolving critical issues in a time sensitive manner.
4	Jr. Test Engineer	Testing	1-3	• Adept at understanding project requirements, assess the test scenarios and design and execute test plans • Relevant experience into manual and automation testing combined • Should be proficient in testing both Web applications and Native mobile applications • Should have knowledge on performance (Load) testing • Should have a good understanding of modern development practices and the code workflow from development to production.	Basic Qualification: Any degree/Post graduates from a recognized University or Institution Experience: • Minimum 1 year of experience in testing of software applications. •
5	Sr. Business Analyst	Domain	3-5	• Plans and determines the strategies to analyze the business elements • Analyze the existing business model, checking where the system is lacking. • Design the processes they need to introduce into the system to make necessary improvements	Basic Qualification: Any degree/Post graduates from a recognized University or Institution. Experience • Minimum 3 years of experience as Business Analyst

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
				• Technical analysis to ensure the feasibility of the change	
6	Jr. Business Analyst	Domain	1-3	• Requirements Gathering • Requirements Elicitation • GAP Analysis • Provide solutions to the requirement • Documentation • Getting Signoff from the stakeholders • Knowledge transfer to the Developers • Functional Testing • Support after implementation • Track the requirements	Basic Qualification: Any degree graduates from a recognized University or Institution. Experience • Minimum 1 year of experience as Business Analyst.
7	Web Designer (UI)	UI Designer	3-5	• Designing visually appealing and user-friendly website layouts. • Creating graphic elements, such as logos, icons, and images, that align with the website's branding. • Selecting suitable typography, color schemes, and visual styles to enhance the overall design. • Ensuring responsive and mobile-friendly designs that provide a positive user experience across different devices and screen sizes. • Ability to communicate the final UI/ UX designs to the	Basic Qualification: • Any degree graduates from a recognized University or Institution. Experience • Minimum 3 years of experience in UI Designing. • Solid experience in creating wireframes, storyboards, user flows, process flows and site maps • Proficiency in Photoshop, Illustrator or other visual design and wire-framing tools • Proficiency in HTML, CSS and JavaScript for rapid prototyping

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
					• Experience working in an Agile/Scrum development process
8	Infrastructure	System Engineer	3-5	• Servers' regular health monitoring, application performance issues, configuration and trouble shooting. • Application and database critical data backup jobs monitoring, log analysis, and review. • Coordinating with State Data Center team on servers. • Management of active directory users and computers along with group policies configured. • Whitelisting of web services as requested by concerned team/department. • Resolving server VPN / Connectivity issues of Developers. • Providing access to developers to respective servers and giving rights based on his/her role. • Monitoring IIS logs and servers disk utilization. • Moving database backups to NAS Drives as provided by APSDC team. • Performance tweaks on server to improve performance.	Basic Qualification: • Any degree graduates from a recognized University or Institution. <u>Experience</u> Minimum 3 years' experience in infrastructure handling.

S No	Designation	Role/ Technology	Experience (Years)	Nature of duties/ Roles	Academic qualifications and experiences
				• Application and development tools related troubleshooting. • Diagnosing and fixing common issues with Visual studio or IIS.	
9	Tech Support	Support Engineer	1-3	• Having experience in field operations, knowledge on web based and mobile (android) applications. Troubleshooting field level issues, escalation of critical issues and field management.	Basic Qualification: • Any Degree Experience: Minimum 1 year of experience in onsite or field level support in a call center environment.