**REQUEST FOR PROPOSAL**

**Scope of Work**

**Vol – II**

**For**

**Selection of Software Solution Provider**

**for**

**Development of**

**State Resident Data Hub**

**Application Framework**

**Unique Identification Authority of India**

**<Insert Name of Registrar>**

**Volume ii – Scope of Work**

**Selection of Enrolment Agency**

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# Request for Proposal – Build and Deployment of State Resident Data Hub

## Program Overview

Govt. of India has envisioned Aadhaar program to assign a 12 digit unique number to every resident of India in order to improve the efficiency of delivery of services.

As part of this program, Govt. of India has already put in place the infrastructure and processes to roll out the UIDs to residents and authenticate residents whenever need arises during service delivery. However, the true potential of Aadhaar can be realised by service providers including government agencies only upon use of the Aadhaar infrastructure as one source of identification of residents during service delivery by means of Aadhaar enabling their applications.

As a first step, it is essential that the resident data with states is updated with the resident data collected during Aadhaar enrolment, owned by UIDAI, in order to weed out the duplicate and fake records – ultimate aim is to deliver services and benefits only to genuine people/beneficiaries. Given the context, need arises for development of an application framework at state level which contains authentic resident data and can be used as reference for correcting and enriching department databases.

UIDAI shares resident data (Aadhaar Enrollment Data) with the registrars who enroll residents. UIDAI Registrars are required to follow the Data Protection and Security Guidelines, published by UIDAI (URL for Security Guidelines included below).

<http://uidai.gov.in/images/FrontPageUpdates/data_protection_and_security_guidelines_for_registrar.pdf>.

This RFP aims at selecting a Software Solution Provider (called SSP here onwards) to undertake Development, Test, Deployment and Pilot of **State Resident Data Hub (SRDH) Application Framework** (called SRDH here onwards). SSP will also be responsible for providing support during the warranty period. UIDAI, as purchaser, in association with external consultants on the project will define requirements and monitor the progress of development of SRDH Application Framework during all phases of the project and ensure in-time completion of the agreed scope of work. Bidder is advised to read whole of the document. Section 1.5 and 1.7 contain the detailed scope of work.

The key entities involved in this project are as follows:

* **SSP :** Provides software development and IT Support Services, across the complete Software Development Life Cycle (SDLC)
* **Consultant:** Works under the direction of Purchaser to conduct as-is study, provide recommendations to come up with to-be requirements, prepare FRS (Functional Requirement Specification) and provide quality related oversight during build 🡪 end of warranty period.
* **Purchaser** : UIDAI

## Key Definitions

Before we proceed, it is essential that the bidder understands the terms that frequently appear in the Aadhaar related documents. It is expected that the proposal contains the same terminologies.

1. **KYR (Know Your Resident):** refers to basic resident data based on which UID is issued. These fields are populated during the Aadhaar enrolment Process.
   1. Name of the Resident
   2. Date of Birth (Age in case Date of Birth is not known)
   3. Complete Address including Village/Town/City, District, State, Pincode
   4. Gender (M/F/T)
   5. Email (Optional field in Aadhaar Enrolment Process)
   6. Phone Number (Optional field in Aadhaar Enrolment Process)
   7. Name of Parent/ Guardian (Optional for those above 5 years of age)
   8. Relationship (Optional for those above 5 years of age)
   9. EID/UID of Relative (Optional for those above 5 years of age)
   10. TIN Number (Optional field)
   11. Data Sharing Consent (Yes/No)
2. **KYR+:** refers to additional fields, which states may collect as a part of enrolment process. These may be collected later also for states to enrich their resident database. These may include identifiers from state-run programs such as Ration Card Number, MNREGA Job Card Number, RSBY number, Voter ID Card Number, Welfare Pensions etc. These may also include socio-economic parameters such as Income, Occupation, BPL Status (BPL/APL, AAY) etc.
3. **EID:**is a temporary ID given to residents at the time of enrolment, against which a UID (Aadhaar) is generated
4. **UID:** refers to the 12 digit number assigned to the resident
5. **CIDR:**Central ID Repository where all the resident records with KYR information are stored by UIDAI.

## Overview of Enrolment Process

It is also essential that the bidder understands the enrolment process as an input to the preliminary design considerations and effort estimation.

1. **Aadhaar Enrolment Software Client (KYR):** PAN India Software Application developed by UIDAI used to capture demographic (KYR) and biometric data of residents and enrol them through UID (Aadhaar) Enrolment Process.
2. **KYR+ Application:** Software Application developed by the State Registrar Department to capture KYR+ fields of residents. (a) and (b) are both software applications, and typically reside on one computer during Aadhaar enrolments.
3. **kyrplus.dat:** Temporary name-value pair files with KYR information and EID of one resident. Exposed by KYR application (a) and consumed by KYR+ Application (b).
4. **kyrplus.jpg:** Temporary image file with photograph of one resident. Exposed by KYR application (a) and consumed by KYR+ Application (b).
5. **UIDAI Packet:** Data packet sent by Enrolment Agencies to UIDAI for de-duplication and UID (Aadhaar) generation.
6. **Registrar Packet:** A copy of UIDAI packet created for the Registrar, which is encrypted with the public key of Registrar. This packet is handed over by the Enrolment Agency to the Registrar.
7. **KYR+ Database files**: Database files which are created by KYR+ Applications. These contain the KYR+ (including KYR) data of residents. These files are handed over by the Enrolment Agency to the Registrar.
8. **EID-UID Mapping XML:** File(s) which are generated by UIDAI and contain the UID (Aadhaar number) of a resident against his/her Enrolment ID (EID). For the SRDH project, encrypted EID-UID mapping files will be made available with KYR information and photograph, so that the same may be used to populate the SRDH. This is made available to the Registrar by UIDAI on its admin portal. ([portal.uidai.gov.in](https://mail.nic.in/uwc/webmail/attach/portal.uidai.gov.in))

## SRDH Concept

UIDAI maintains KYR data of all residents of the country in CIDR centrally for authentication purposes only. Responses to authentication requests are only “Yes” and “No” and KYR data and biometric data are not shared with any one. However, KYR data has a major potential use at state level where resident data is not always updated, contains duplicates and fake records. Owing to low quality of resident data, service delivery gets affected leading to leakages and frauds. This issuesets platform for development of state resident data hub which will always contain resident data which is free of duplicate and fake records. Various departments in the state will then use SRDH resident data for cleaning and necessary update of their department specific databases. Security of resident data within SRDH will be ensured and no unauthorized access will be allowed.

Primary objectives of creating such a framework are as following:

1. Manage complete Resident Data in a **Digitized**, **Centralized**, and **Secure** manner.
2. Enhance **Aadhaar Data Security**.
3. Leverage Resident Data in **Service Delivery Applications.**
4. Easily incorporate **Aadhaar Authentication** into various applications

SRDH Application Framework may be used by States/UTs to collate the Aadhaar enrolment data into a database at a central location(could be State Data Centre), and expose API’s which would allow State/UT Departments to access SRDH data in a regulated and controlled manner, which may be used for individual department database enrichment, cleaning etc.

SRDH Application Framework would also allow States/UTs to store data, which may not be required in immediate future, to a central vault provided by UIDAI, thus making the data more secure and less prone to theft and abuse. States/UTs may access the same data, as and when required, since State Nodal department would be able to access their data which has been uploaded in the central vault.

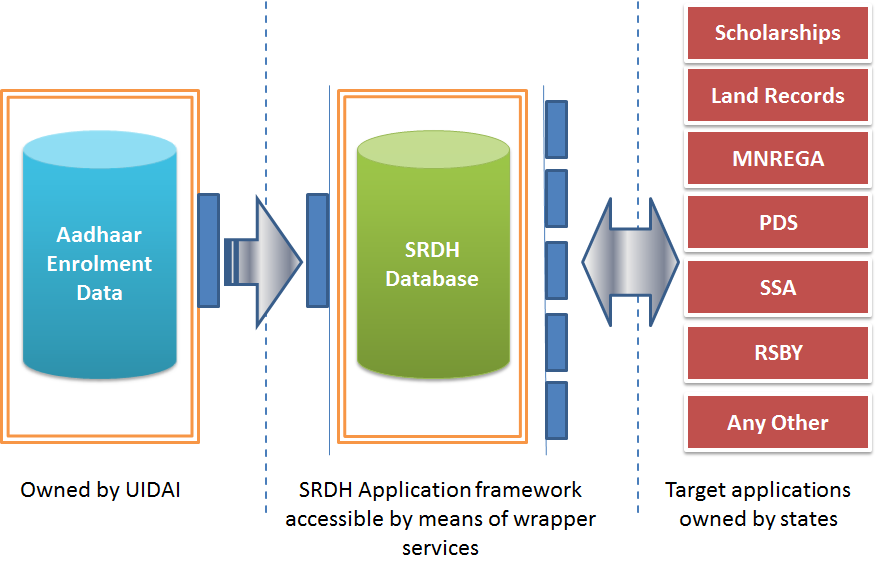
## Functional Specifications of SRDH

Below are the attributes that are expected in the SRDH Application framework which will ensure that the end objectives are met.

1. Web Application, which is compatible with latest browser versions ofIE 7 and above, Mozilla Firefox and Google Chrome.
2. Application Framework to be used to populate (and manage) authenticated resident data in a database that will be used for correction and enrichment of all other department databases at state level. Authentication of data may not be required during first-time-insert of a record, as the data is provided by UIDAI.
3. Contains KYR data but not the biometrics data of residents
4. Developed using open and non-proprietary standards
5. Built on a scalable RDBMS popularly used in the industry
6. Provide high level of data security in line with the security guidelines issued by UIDAI to all stakeholders in the ecosystem that includes Registrars, Enrolment Agencies, and Authentication User Agencies.
7. Decrypt EID-UID mapping files with KYR information and photograph, and parse the same to populate SRDH. Reconciliation mechanism should be built such that only new records are populated, and user gets information on the new records inserted, and existing records rejected.
8. Provide secure wrapper services for accessing the information stored within. Direct database console access is not allowed except in the case of database administrators. These wrapper services will enable search and update of resident records by exact/ partial matching.
9. Access to data and services should only be role based. Leverage Identity Management tools wherever necessary in order to avoid unauthorized access.
10. State may choose to have core database of their choice therefore the wrapper services should be designed in such a way that any industry standard RDBMS can be plugged in as the core. Supported databases should include but not limited to latest releases of MySQL, Oracle, Sybase, MS Access and DB2.
11. Provide Add/ Modify/ Delete/ Deactivate/ Reactivate functionality at record level but only through secure wrapper services. Any organic (record-by-record basis) addition and updation should happen after Authentication with CIDR.
12. Provide audit functionality for traceability for every transaction.
13. Provide Report(s) on 11 metrics and have capability to build custom reports using query builders. It should be possible to save custom queries, display the reports on screen and export the reports in CSV, Excel and PDF formats. Necessary queries need to be built for reporting on 11 metrics as mentioned below, however this list may change as more clarity into the reporting requirement is obtained
    1. Total Number of Records
    2. Total Number of Records with EID
    3. Total Number of Records with UID
    4. New Records in last 24 hours
    5. New Records in last 30 days.
    6. Number of Records with Resident Image
    7. Total Number of EID-UID XML Files read
    8. Total Number of records read from EID-UID XML files
    9. Total Number of UID’s written from EID-UID XML Files
    10. Total Number of Packets sent to Vault
    11. Total Number of KYR+ Database files sent to vault
14. Ability to push KYR+ database files and Registrar packets to Vault Service (secure FTP location). SRDH should also allow pushing UID-EID XML file to the vault server after populating the SRDH, as shown in the next figure.
15. Provide a basic view of resident data (typically the KYR data with photograph). Based on a query, example - Aadhaar number, or combination of other KYR fields, resident data should come up upon match.
16. Ability to connect to department databases for providing unified resident view. E.g. In the resident view apart from KYR fields it should be possible to display PDS and MNREGA related information at the same time. This will call for bundling SRDH with database connector adapters (standard databases like MySQL, DB2, Oracle, Sybase and MS Access). It should be noted that SSP should only bundle these adapters that state teams will use to create unified views. Connections to target databases and creation of unified views isnot in scope of SRDH.
17. Ability to seed Aadhaar numbers into department databases, by creating a webutility which allows capture of Aadhaar Number, KYR(configurable), key identifier such as Ration Card, Job Card etc. (name and data type configurable), and upon authentication, saves records in a pre-defined CSV file. The CSV file may be used thereafter by States to enrich department databases, as required.
18. SRDH should support Aadhaar Authentication (both demographic and biometric) by consuming Aadhaar Authentication API (API details available on UIDAI website). Authentication feature should be used before adding a new record, or before updating existing record.
19. State nodal agency managing SRDH may become Authentication User Agency(AUA) in future, therefore SRDH should allow external department databases and systems in the state to route Authentication requests through SRDH. The design of SRDH should be in line with AUA requirements.
20. User friendly UI to facilitate usage by user with basic computer awareness.
21. All KYR records would be available in local language also. Hence, it is necessary that storage and display of records should support all Indian languages. While display of KYR in local language, appropriate labels should also be in the local language. It is suggested that Unicode 6.0 is used.
22. Scalable enough to store and retrieve upto 30Crores records.
23. Architecture should be modular and framework should be highly configurable so that state specific changes can be incorporated without undertaking major modifications and without impacting all users
24. Under no circumstance residents’ data should be lost during a system failure. Necessary backup/ mirroring mechanisms should be incorporated.

## Data Flow and Integration

SRDH will be periodically fed with KYR data from UIDAI in the form of Aadhaar enrollment data (EID-UID mapping files with KYR information and photograph.)



## General Terms

1. Deliverables of SSP will include:
   1. Functional Requirement Specification (FRS)
   2. Detailed Software Requirement Specification (SRS)
   3. Architecture Document
   4. Unit Test Cases
   5. Unit Test Results
   6. System Test Cases
   7. System Test Results
   8. User Acceptance Test Cases
   9. User Acceptance Test Results
   10. 100% tested Source Code after end of UAT
   11. System Administration Manual (must include system requirements, step-by-step approach to database setup and framework deployment, backup and recovery)
   12. Detailed Work Plandeveloped using MS Project. It is expected that whenever an update takes place to the plan, latest version will be shared with the UIDAI
   13. Weekly project status report. It is expected that all risks and issues are clearly indicated
2. Pilot of SRDH will be done in 3 states post completion of UAT. SSP is expected to make SRDH operational in the candidate states as part of this contract.
3. SSP is required to get acquainted with the UID enrolment process, the roles and responsibilities of Registrar and Enrolment Agencies.
4. Before the start of code build, SSP will conduct Conference Room Pilot of the technical solution for select audience from UIDAI. Only upon approvalof CRP that code- build will commence.
5. It is expected that the SSP brings to table best practices of design and code-build

## Schedule of Requirements

1. The contract with SSP shall be applicable initially for a **period of 12 months**. Refer the section on project milestones for more details.
2. The following is a list of activities that the SSP is expected to carry out.
   1. Prepare SRS (Software Requirement Specifications). These technical design documents will be based on FRS (Functional Requirement Specifications)
   2. UI Prototype
   3. Application Framework development
   4. Unit, System and User Acceptance Testing
   5. Application Framework Deployment and Pilot in three states
   6. Performance measurement and tuning
   7. Documentation of System administration guide and User Manuals
   8. Configuration Management
   9. Transition of SRDH to state by the end of warranty support

The list of activities above is illustrative and SSP is expected to own the complete lifecycle management of the Application Framework.

1. In addition to the above-mentioned scope of work components, the SSP is free to add any additional components that are deemed necessary for providing the services as a whole. The SSP must state the same explicitly in the RFP response.
2. All deliverables whether draft or final must be delivered after due quality verification. In case any of the deliverables is found to be deficient in quality, purchaser has a right to summarily reject the deliverable and ask for the second draft of the same deliverable and the second draft document shall be treated as a fresh delivery for approval. Purchaser will not be liable to pay for the rework
3. UIDAI will own IPR of the solution and under no circumstance SSP is allowed to share project source code, design documents and other artifacts with a third party. However, SSP may use it for other Government projectsafter taking a written permission from UIDAI.

## Assistanceduring Pilot

SSP is expected to roll out SRDH in 3 states as pilot. The scope of the pilot would be to demonstrate the ability of the framework as listed in the functional specifications section.

## Development Methodology

It is advised that the SSP selects an industry standard or proprietary methodology that is modeled after ‘Agile’ methodology. A detailed description of the methodology should be submitted along with the RFP response under FORM Tech-3, Section 4, Vol-I of RFP. Additionally, it is expected that no cost arising out of the use of a proprietary methodology is levied – it should be clearly indicated in the breakup of the estimate.

## Change Management Process

For Change Management process SSP is expected to provide System Administration Manual and other User Manuals that will be used as job aids during change management.

## Software Testing

1. SSP is expected to prepare test plan, test cases and collate test results pertaining to Unit Testing, System Testing and User Acceptance Testing
2. SSP is expected to conduct Unit Testing and System Testing while assist UIDAI appointed users during User Acceptance Testing
3. SSP will fix all defects identified during testing
4. Change requests, if any, need to be incorporated only after an explicit approval from the concerned authority in UIDAI is obtained.
5. SSP is free to choose a Test tool (test workbench) and defect management tool which needs to be indicated in the RFP response. Any cost arising out of the use of the tools should also be indicated.
6. Purchaser prefers automated testing therefore SSP needs to explore the possibility of the same.
7. 100% test coverage is expected
8. Before moving to next phase of SDLC, SSP is expected to fix all high and medium severity defects
9. On a weekly basis, as part of weekly status report, test progress status along with related metrics should be submitted with UIDAI. Any risk or issue needs to be clearly mentioned
10. SSP will create test data for Unit Test but UIDAI will provide test data during system test and UAT
11. SSP will describe in the RFP response documentsas to how data security will be ensured. SSP will ensure that there is no data leakage. It is also required that every member in the team signs a Non-Disclosure Agreement given the sensitive nature of the data. Additionally SSP will allow data security experts, appointed by UIDAI, to inspect its servers from time to time

## Setting up and Maintenance of Development and QA Environments

1. SSP will procure and operationalize necessary hardware and software at the Software Development sitewithin the stipulated time schedule so that there is no hold up in the project activities mentioned in this document.
2. SSP shall be responsible for co-ordination with the OEM / OSSV for support related to any problem with software & hardware during the development phase.
3. Any delay in the project due to non-cooperation / support from the OEM during the development phase shall not be the responsibility of Purchaser.

## Transition Management post Warranty period

It is likely that Application Maintenance, after the completion of warranty period,will be carried out by another vendor or state IT team. In order to complete the transition effectively, it is expected from the SSP that:

1. Baselined version of deployed code is made available
2. All design documents are updated and baselined
3. All user manuals and training documents are updated and baselined
4. Knowledge transfer to the new team is completed in a reasonable time-frame
5. All defects and change requests have been incorporated in the baselined version of the code
6. After transition is complete, SSP decommissions the servers and returns test data to UIDAI safely or destroys the same permanently. Any process that SSP had employed in the past should be indicated in the proposal

## Performance Tuning and Benchmarking

1. Maximum number of residents’ records envisaged in the database is 30 crores. SSP is expected to conduct performance tuning and benchmarking of performance and ensure that data fetch/update/insert/deactivate/reactivate is completed in a reasonable time
2. Use of tools and best practices is preferred therefore it is expected that a section is dedicated in the RFP response to Performance Tuning under FORM Tech-3, Section 4, Vol-I of RFP.
3. UIDAI will expect that the SSP deploys a performance tuning expert at an appropriate time so that during pilot phase performance related issues are not encountered
4. Any change to code or design arising out of performance tuning exercise will not be termed change request even if UIDAI had signed off a deliverable in the past owing to lack of foresight and knowledge/ experience around performance tuning.

## Configuration Management

1. SSP will be responsible for configuration management
2. All project related documentsand the source code will come under configuration management
3. A detailed note needs to be included in the RFP response indicating the process and tools used. Also, cost arising out of the use of the tools needs to be clearly mentioned
4. SSP should allow UIDAI appointed auditors periodic inspection of the CM process as followed on ground and also the repository

## Release Management

Release management procedure shall be defined in conjunction with the Purchaser. As part of the release management, the SSP shall perform the following activities:

1. Release calendar will be jointly prepared by the SSP and UIDAI
2. It is expected that final version of code base is released in production environment after successful completion of UAT
3. No high and medium severity bugs should slip into the production
4. If a showstopper bug is found in the production environment then SSP will fix the same at no extra cost
5. Before deploying a release in production, SSP should submit with UIDAI the release note and scope document pertaining to every release

## Rollout Plan

SSP and Purchaser would jointly prepare a plan for phased rollout of each release.

## Security Audit

UIDAI may engage a 3rd party audit agency to study the Application framework, server infrastructure deployment and specifically the access controls. The selected bidder is required to provide the documentation pertaining to all aspects related to software implementation and hardware deployment. The audit agency will study the documentation as against the security guidelines (developed based on best practices) and identify the remediation points. The remedies pertaining to the software and hardware deployment shall be implemented by the selected bidder, and the revised implementation will be reviewed and a final security audit report will be provided by the security audit agency.

## Responsibilities of each Party

**Responsibility of SSP**

1. Design, Develop, Test, Deploy and Roll out the SRDH solution in 3 states
2. Provide personnel adequately qualified to perform the requisite tasks. In case performance related issues are observed that
3. Procure all necessary hardware and software to design, build, test and deploy SRDH
4. Allow inspection of development facility, audit of processes followed on ground, security measures employed and interview of people in order to ensure that high quality solution is developed by the best people and in the most secure environment
5. No Unlicensed/trial version/Beta Version tools are used to develop the solution
6. Maintain high degree of communication and high level of transparency so that issues are solved mutually and amicably
7. Leverage best practices of software development followed in the industry
8. Encourage use of reusable assets provided necessary approvals from the owners of those assets have been obtained
9. Implement relevant QA processes and ensure 100% review of deliverables
10. High degree of data security should be maintained until the end of the contract.
11. Share project status by means of weekly status report formally with the purchaser. It is also advised that weekly telephone calls are also set up for project review

**Responsibility of Purchaser**

1. Assign named persons for the different roles assumed by the Purchaser
2. Participate in design phase so that all requirements are captured
3. Review deliverables of SSP within agreed timelines
4. Identify and deploy representatives for User Acceptance Tests (UAT)
5. Identification of trainers and staff that need to be trained
6. Take decisions wherever appropriate and provide direction to the progress of the project.
7. Review the project progress along with the SSP. Take necessary actions on the risks and issues

## Service Level Agreements and Penalties

UIDAI aspurchaser will continuously monitor the progress of the project by means of weekly status reports, sent by SSP and also have weekly interaction with concerned people in SSP project management team. One of the key areas that will be monitored is risks, issues, expected date of completion and ETC (estimate to complete). SSP may choose to share other metrics as well for further clarity into the status.

It is assumed that with continuous monitoring of the project, regular updates to the plan, wherever necessary, will be made as a result no milestones will be missed. Despite the monitoring if deadlines are missed and the reason is attributed to SSP then penalty, as shown below, will be imposed on SSP

**Milestone based penalty chart**

| **Sl.no.** | **Description** | **Metric** | **Penalties** | **Remarks** |
| --- | --- | --- | --- | --- |
| 1 | Completion of design phase | Delay up to 2 weeks | Rs. 1,00,000 per week |  |
| 3 – 4 weeks | Rs. 2,00,000 per week |  |
| > 4 weeks | Rs. 40,000 per day | Purchaser may decide to terminate the contract |
| 2 | Completion of Build Phase | Delay up to 2 weeks | Rs. 2,00,000 per week |  |
| 3 – 4 weeks | Rs. 2,50,000 per week |  |
| > 4 weeks | Rs. 50,000 per day | Purchaser may decide to terminate the contract |
| 3 | Completion of System Test | Delay up to 1 week | Rs 3,00,000 per weeks |  |
| 1 – 2 weeks | Rs 4,00,000 per week | Purchaser may decide to terminate the contract |
| >3 weeks | Rs 70,000 per day | Purchaser may decide to terminate the contract |
| 4 | Closure of all High and Medium severity defects by end of UAT | Per day | Rs 70,000 per day | If start of Pilot is delayed by more than 1 week then purchaser may decide to terminate the contract |
| 5 | Completion of Pilot | Per week | Rs 10,00,000 per week | Purchaser may decide to terminate the contract if delay exceeds 2 weeks |

**Deployment of Named Resources**

SSP will provide resumes of Key Professional Staff members along with the proposal. Key Staff members will include Technology Advisor/ Sr. Solution Architect, Solution Architect, Project Manager, Software Designer, Tech lead/Sr. Developer. It is expected that these resources are made available to the project by the committed date.

**1. Key resources**

If the SSP fails to bring the resource onboard by the committed date then penalty will be levied as quality of deliverables and the project timelines will be impacted. In such a case, additional penalty of Rs 50,000 per week of delay will be imposed on the SSP.

**2. Non-Key resources**

UIDAI expects that the SSP does not replace resources during the course of the project. In case a non-key resource is replaced then sufficient overlap with the incumbent resource should be provided so that quality of deliverables does not get impacted and no milestone is missed

**Capping of Penalties**

|  |  |  |
| --- | --- | --- |
| **S.no.** | **Description** | **Penalty Capping Value** |
| 1 | All penalties | 10% of the project value |

## Milestone Calendar

Below is the project milestone calendar. It is an indicative plan and the bidders may submit their own plan based on their understanding of complexity of the work. It is expected that UAT will complete at the end of 17 weeks after which pilot will commence. If additional time is sought in the proposal then supporting reasons should be clearly mentioned



\*\*\*\* **END of Document** \*\*\*\*