



**Request for Proposal
for
Empanelment of
Software & Product Development
Agencies**

GOODS AND SERVICES TAX NETWORK

Registered & Corporate Office: "East wing, 4th floor, World Mark -1,
Aerocity, New Delhi - 110037

Tel: 49111200, Ext- 241, Web: www.gstn.org

CIN: U72200DL2013NP249988

Table of Contents

Acronyms	3
SECTION – I.....	4
NOTICE INVITING TENDER/PROPOSAL	4
KEY DETAILS	6
SECTION – II	8
GENERAL CONDITIONS OF CONTRACT	8
SECTION – III	12
PART-I (SCOPE OF WORK/SERVICES)	12
2. Eligibility Criteria-.....	14
2.1 Preliminary Examination of Bids:.....	14
2.2 Prequalification Criteria:.....	14
2.3 Technical Evaluation:	15
SECTION – IV	18
PART-II (PROJECT PLAN & PAYMENT SCHEDULE).....	18
2. Process of Bidding:.....	18
3. Project Flow:	18
3.1 Project Initiation Process:.....	18
3.2 SDA Selection:.....	20
3.3 On Boarding SDA Resources:	21
3.4 Post On-boarding:.....	23
3.5 Completion of Assignment:	24
3.6 Off boarding:.....	25
4. Special Terms and Conditions:	25
5. Operations and Maintenance Phase:	26
6. Resource Profiles of SDAs:.....	27
7. Resource Qualifications:.....	27
8. Skills required by the Resources:.....	30
9. Payment Schedule:.....	32
10. Liquidated Damages:.....	33
Annexure A - Organization And Experience	34
Annexure B - Schedule of Rates	35
Annexure C – Project Design Proposal Evaluation Criteria	36

Annexure D – Performance Report of SDAs on Task Completion38
Annexure E – Request for Clarification Format39
Annexure F – Non-Blacklisting Declaration40

Acronyms

<u>Acronym</u>	<u>Description</u>
AMC	Annual Management Contract
ABG	Advance Bank Guarantee
ASP	Application Service Provider
BG	Bank Guarantee
BRD	Business Requirement Document
ESD	Empanelment Security Deposit
GCC	General Conditions of Contract
GIB	General Instructions to Bidders
GST	Goods And Services Tax
GSTN	Goods And Services Tax Network
IS	Information Security
KPI	Key Performance Indicators
MIS	Management Information System
NDA	Non-Disclosure Agreement
OTA	Over the Air
PBG	Performance Bank Guarantee
PQ	Pre-Qualification Criteria
QCBS	Quality and Cost Base Selection
RFP	Request for Proposal
SCC	Special Conditions of Contract
SD	Security Deposit
SDA	Software Development Agencies
SIB	Special Instructions to Bidders
SLA	Service Level Agreement
SP	Service Provider
T&M	Time & Material

SECTION – I

NOTICE INVITING TENDER/PROPOSAL

RFP No: GSTN/P&C/SDA/06-2019/P-08

Date: 18/06/2019

To,

Subject: Invitation of proposals for ‘Empanelment of Software & Product Development Agencies’

1. Goods and Services Tax Network (GSTN) is a Section 8 company (under The Companies Act 2013). The Company has been set up primarily to provide IT infrastructure and services to the Central and State Governments, tax payers and other stakeholders for implementation of the Goods and Services Tax (GST). For more details, please visit our website- <http://www.gstn.org>
2. Goods and Services Tax Network (GSTN) invites sealed proposals, from eligible agencies for “**Empanelment of Software & Product Development Agencies**”. This RFP aims to identify and engage agency (ies) to provide Software and Product Development services for the GST System. The agencies shall work in close collaboration with GSTN Technology Team. GSTN is in a constant state of evolution with upcoming software requirements based on the needs of the GST project. Hence, it is necessary to have a set of more than one software agencies to meet such requirements and get the work done.
3. Bidder may download the RFP enquiry documents from the web site www.gstn.org and submit its RFP by utilizing the downloaded document.
4. Bidders shall ensure that their proposals, complete in all respects, are submitted on or before the closing date and time indicated in the key details, failing which the bids will be treated as late and rejected.
5. In the event of any of the above mentioned dates being declared as a holiday /closed day for the purchase organisation, the proposals will be received/opened on the next working day at the appointed time.

6. GSTN takes no responsibility for delay, loss or non-receipt of proposal documents sent by post.
7. GSTN reserves the right to accept or reject any or all of the proposals in full or in part including the lowest bid without assigning any reasons or incurring any liability thereof.
8. This RFP is not an Agreement and is neither the offer of empanelment by GSTN to the interested Agencies or any other person. The information in RFP is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

For Goods and Services Tax Network

**Dr. Abhishek Gupta
Executive Vice President (Support)**

KEY DETAILS

RFP Reference No.	GSTN/P&C/SDA/06-2019/P-08
Name of Work/Services	<p>RFP for Empanelment of Software & Product Development Agencies</p> <p>This RFP consists of two parts:</p> <p>Part I (SECTION III):- Requirements and Eligibility Criteria - This part explains the process of empanelment of SDA's and the relevant eligibility criteria for selection.</p> <p>Part II (SECTION IV):- Assignment of work/Project Plan/Flow and Delivery/Payment Schedule - This part explains the process of selection of SDA's for each project or technical assignment that is given by GSTN.</p>
Place of availability of RFP document	<p>Web site of GSTN: http://www.gstn.org</p> <p>Any further amendment to RFP will be placed on website only</p>
Pre-Proposal Submission Meeting details	<p>03rd July, 2019 at 11:00 hrs. at Goods and Services Tax Network "East wing, 4th floor, World Mark -1, Aerocity, New Delhi – 110037 Clarifications to be submitted as per format at Annexure-E and minimum two days in advance of pre-proposal meeting.</p>
Last date, time & place for submission of proposal	<p>11th July, 2019 at 15:00 hrs. Goods and Services Tax Network 4th floor, East wing, World Mark -1, Aerocity, Delhi – 110037</p>
Proposal opening details	<p>Proposal shall be opened on 11th July, 2019 at 15:30 hours.</p> <p><i>Note: The representative of bidders are requested to carry their company I-card/Authorization letter (on Company's letter head) for attending the bid opening meeting. Without Company I-Card/ Authorization letter, no bidder will be allowed to attend the proposal opening meeting.</i></p>

Envelope & Dispatch	<p>Single envelope bid system will be followed for this RFP. Only Paper based proposal submission shall be allowed with no online submission.</p> <p>The envelope should clearly indicate the RFP Reference No., Name of the Bidder and Address.</p> <p>The agency has the option of sending the bid by Speed/Registered Post, in person only. GSTN takes no responsibility for delay, loss or non-receipt of bids within the stipulated date & time. Bids submitted by any other mode shall not be accepted.</p>
Address for communication	<p>The SVP (Procurement & Contracts) Goods and Services Tax Network 4th floor, East wing, World Mark -1, Aerocity, Delhi – 110037 Email: pramod.somnathe@gstn.org.in tilak.negi@gstn.org.in</p> <p>Tel: 011-49111200, Ext: 367</p>

SECTION – II

GENERAL CONDITIONS OF CONTRACT

1. Proposal shall remain valid for 180 days after last date of submission of RFP.
2. Not more than one proposal shall be submitted by one interested agency (ies) having business relationship.
3. All documents that will be submitted along with bid shall be signed by authorised signatory.
4. All pages of the proposal being submitted must be legible, signed and sequentially numbered by the interested firms before submitting.
5. The empanelment contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws of India.
6. The Agencies and their Personnel shall pay such indirect taxes, duties, fees, and other impositions levied under the Applicable Laws of India. If there is any reduction or increase in duties and taxes due to any reason whatsoever, after submission of proposal by the interested firm, the same shall be passed on to the Purchaser/Agency.
7. Participating firm shall observe the highest standard of ethics during the selection & execution of contract.
8. Except in case of gross negligence or willful misconduct on the part of the Empaneled Agency or on the part of any person acting on behalf of the Empaneled Agency in carrying out the services, the Empaneled Agency, shall not be liable to Purchaser for any indirect or consequential loss or damage and for any direct loss or damage that exceeds the Contract Value. This limitation of liability shall not affect the Empaneled Agency's liability, if any, for damage to Third Parties caused by the Empaneled Agency/ Empaneled Agency's Team or any person or firm/ company acting on behalf of the Empaneled Agency in executing the work or in carrying out the services.
9. The empaneled firm shall disclose to the Purchaser in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Empaneled Agency or the Empaneled Agency's Team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.
10. In case, GSTN does not find the work of the agency up to its satisfaction, GSTN reserves the right to get it done from any other agency/agencies for which the agency hereby gives its written consent and undertake not to raise any dispute in this context, at any point of time.

11. Mere empanelment with GSTN does not guarantee allocation of work. GSTN shall have full rights to choose the best fit firm among the empaneled agencies for a specific work based on the experience and expertise of the firms. GSTN may empanel more firms at its discretion or requirement in future.
12. GSTN may by written notice sent to the empaneled firm, terminate the Contract, in whole or in part, with 30 days' notice, at its convenience.
13. The Purchaser may terminate this Contract in case of the failure of performance of empaneled firm/Agency obligations under the Contract, insolvency of the agency, corrupt or fraudulent practices adopted by the Agency, Force Majeure or non-declaration of conflict of interest of the Agency with the assignment under the contract, with 30 days' notice period.
14. The contract with empaneled firm shall be applicable initially for a period of **2 years (two years)** from date of signing of contract which may be extended by 1 year (one year). After every year of the contract the man month rate for all categories shall be increased by 5%.
15. Except with prior written consent of GSTN, empaneled firm or its Personnel shall not communicate to any person or entity any confidential information acquired in the course of services.
16. All plans, drawings, specifications, designs, reports, source code and other documents submitted developed or customized by the empaneled Agencies under this Contract shall become and remain the property of the Purchaser, and the empaneled Agencies shall not later than upon termination or expiration of this Contract, deliver all such documents to the Purchaser.
17. The intellectual property rights to all the deliverables under this contract shall remain sole and absolute property of the "Purchaser" i.e GSTN.
18. The intellectual property rights of all the tools, processes, utilities, and methodology used in the provision of Services hereunder and/or development of any deliverables hereunder which were existing with empaneled Agencies prior to this Contract and all new ideas, inventions, innovations, or developments conceived, developed or made by empaneled Agencies or its employees shall remain the property of the empaneled Agencies.
19. The total cost of the services to be provided under the respective assignment payable to the empaneled firm shall be derived on the basis of staff man month rates as provided in Schedule of rates in **Annexure B**, for all the personnel and the time period as per the Purchase Order (PO)/Work Order (WO)/ Letter of Award (LOA). Payment shall be made monthly on the Time and material basis. The biometric attendance will be done by GSTN (if

applicable) for the manpower and it will form the basis of payments to be made to agency. Also working hours will be from 0930 hrs. till 1800 hrs from Monday to Friday. However, as and when necessary based on criticality, it is expected that the deployed resource will work extra hours including weekdays or weekend without any additional payment. The local holiday schedule of GSTN will be followed and no paid leaves will be provided.

- 20.** At times empaneled agencies shall be asked to deploy resources on partial monthly basis also with minimum of 25% man month as billing. However, this is applicable only for very senior resources/Technology specific resources under the categories of Principal Architect, Product Manager, Back End Architect, Front End Architect and Security Architect. However, the association of these resources should be longer like minimum of two years.
- 21.** The business division, while finalizing the project may ask for availability of certain resources for maintenance and bug-fixing after project closure. These resources could be utilized as per its discretion and may not be liable to pay for these unless consumed. The payments for these would be on prorate basis for each type. The estimation of such requirements and time engagement would be proposed by business division before SDA on-boarding itself.
- 22.** GSTN may ask SDAs to submit documentary proof regarding payments being made to resources and meeting of all statutory regulations in their employment.
- 23.** The Arbitration proceedings, if required, shall be governed by the Arbitration and Conciliation Act, 1996. The Arbitration proceedings shall be held in Delhi, India.
- 24.** The empaneled firm shall at all times indemnify and keep indemnified the Purchaser against all claims /damages etc. including any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project.
- 25.** All shortlisted firms and resources being deployed shall sign a Non-Declaration Agreement (NDA) with GSTN and shall adhere to the Information Security (IS) Policies of GSTN.
- 26.** Empaneled agencies shall ensure that required resources shall be on-boarded with GSTN within 30 days of receipt of WO/PO/LOA. In case of agency is not in a position to onboard the resource, it shall intimate within 15 days, else LD @1% per day of the monthly cost of resource shall be levied for delay beyond 30 days (delay in on-boarding)/15 days (delay in intimation of inability of on-boarding). The maximum LD will be 5% of the WO/PO/LOA. The LD will be deducted from the monthly payment to vendor. The maximum extension of 21 days shall be provided.

- 27.** The agency shall submit **Performance Bank Guarantee (PBG)** of 5% of WO/PO/LOA value which is issued having validity of 30 days beyond the duration mentioned in the order. This PBG shall be submitted within 10 days after receiving order. Separate PBG shall be submitted for every WO/PO/LOA issued to the agency.
- 28.** GSTN may enhance scope of the work during execution of a project, if required, based on mutual agreement. However, this enhancement will be limited to a maximum of 25% in terms of cost of the original work order.

SECTION - III

PART-I (SCOPE OF WORK/SERVICES)

1. Scope of Work:

- A. This RFP aims to empanel software and product development agency (ies) for specific requirements of GSTN on GST system.
- B. The agency (ies) once empanelled by GSTN shall provide high quality technical resources for Software development. Scope of the technical projects shall mainly include the software system development and maintenance (entire GST System software application modules or any module or sub-module or components). However, GSTN shall provide the details at the time of finalisation of development requirement. Indicative list of software requirements visualized by GSTN for which the empanelled agencies would be expected to perform through their manpower is provided in this RFP. This list is indicative and not exhaustive, and subject to change as per the needs and requirements of GSTN.
- C. Some of the projects that are being considered for the Software Development Agencies are:
- Connected ANX tool which looks for nay new invoice uploaded by supplier and uploads any new invoice raised by the taxpayer. This will be like Outlook email Client. (GSTN has developed a mechanism called Over the air (OTA) software update of 60,000 enrolment machines.)
 - Messaging platform between buyer and seller. Platform to enable buyer and seller exchange information on wrongly posted invoices or having incorrect data etc. In order to exchange invoices (outside GST System to enable seller and buyer exchange messages on faulty invoice, missing invoice etc.)
 - Creation of Platform for sharing of live data on Commercial vehicles based on e-way bill data. (more than 20 lakh e-way bills are generated everyday on e-way bill system which not only contain data on goods being transported but also on vehicles such as:
 - Starting point (at PIN Code level)
 - Destination (at PIN Code level)
 - Estimated time of arrival (this can be further improved after we put in place a system by which the driver notifies completion of journey by sending SMS with e-way bill number or by using an App which has button for completion of journey showing availability of truck thereafter.
 - Availability can also be intimated to this platform a day in advance when driver is close to destination. (This could also be thru the same App).
 - The information on vehicles and their availability or likely availability in a day at a place could be the platform which

could then be used by multiple developers (like GSPs) who could provide services to users who want to book a truck for a certain destination etc. In short this platform could be like Google Map on which multiple applications could be built. The pulling of information could be priced.

- AI based Chatbot using open source tools.
- Unified GST Application for Mobiles – dashboard for multiple GSTIN, enhanced ver. of IRIS Peridot.
- Mobile based App to check Registration certificate details.
 - Details of taxpayer can be searched as it is available on GST web portal (e.g. – Search Taxpayer facility) along with returns status. This facility will enable the taxpayer to report any misuse to the appropriate authorities.
- Fraud detection model using AI tools
- Creation of invoice and its upload on IRN system for generating IRN including capability of creation through SMS as well.
- Mobile based apps for filing of simple returns like SAHAJ, SUGAM etc.
 - In order to make the returns process more user-friendly and simple to use, SAHAJ and SUGAM return forms can be made available over mobile app for the taxpayers.
- NIL Filing for RET-1 /GSTR3B/GSTR 4 or CMP 08. Mob and SMS based nil return filing.
- SuoMoto registration: SuoMoto registration can be initiated by Tax Officials working in enforcement wings of their respective State/Central Tax Department for allotment of ID through this process, which can again be initiated by mobile apps.
- HSN Code finder
 - HSN code is mandatory in the ANX-1 return form, hence providing a utility for searching the HSN code via mobile app is suggested.
- To add/delete additional place of business for an existing GST registered taxpayer.
- Offline tool :
 - A comprehensive offline tool for all returns, having facility to download and install only relevant “Return Tool”. Currently we have 17 offline tools to download using Excel as well as Nodejs.
- Web applications development:-
 - Improving the design of GST Common Portal. The visual design of the GST common portal needs to be improved to enhance the visual appeal and ease the manoeuvrability for taxpayers.
 - Improving the design and developing the GSTN Portal
 - Internal portal for GSTN, landing page, info page for all internal matters, links for internal employees, self-service for all internal activities
- Chat client/messenger and system for GSTN internal employees
- Chatbot for GST Home Page

- Chatbot for taxpayers can to be enabled on the GST portal in order for the taxpayer to enquire about simple processes and queries pertaining to GST system.
- GSTN Internal Systems like Leave Application/Expense Submission and Approval etc.
 - Use of chatbot in order to streamline the regular/simple processes / queries can be added onto the GSTN portal for internal employee usage, e.g., HR queries / Leave queries etc.
 - Automating the internal processes needs to be developed in order to minimise human intervention and delays.
- Analytics and Reporting or Business Intelligence.
 - Usage of BI and other tools needs to be enabled to customise and enhance the reporting / MIS structure apart from doing fraud / risk analysis across GST system.
 - Risk and statistical model development.
- Fraud Detection
- MIS and BI

2. Eligibility Criteria-

2.1 Preliminary Examination of Bids:

GSTN will examine the proposals to determine whether they are complete, whether the documents have been properly signed, and whether the proposals are generally in order. Any proposals found to be non-responsive for any reason or not meeting any criteria specified in the RFP, will be rejected by GSTN and shall not be included for further consideration.

Initial proposal scrutiny will be held and proposals will be treated as non-responsive, if proposals are:

- Not submitted in format as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney) of Authorized Signatory
- Found with suppression of details
- With incomplete information, subjective, conditional offers, and partial offers submitted
- Submitted without the documents requested
- With lesser validity period

2.2 Prequalification Criteria:

#	Parameter	Pre-qualification criteria Description	Evidence required
a)	Legal Entity/Registration of Company	Interested firms should be <ul style="list-style-type: none"> ▪ A company incorporated in India under the Companies Act, 1956 and subsequent amendments thereto. 	a) Copy of Certificate of Incorporation b) Copy of

#	Parameter	Pre-qualification criteria Description	Evidence required
		<p>Or</p> <ul style="list-style-type: none"> ▪ A partnership registered under the India Partnership Act 1932 or Limited Liability Partnership Firm registered under the Limited Liability Partnership Act 2008 with their registered office in India. ▪ Registered with the Tax Authorities 	Registration Certificates
b)	Minimum period of being in existence.	Should be providing innovative software products as well as development services in India for at least one year from the last date of RFP submission	<p>a) Copy of Certificate of Incorporation</p> <p>b) Self certification</p>
c)	Blacklisting	Interested firms should not be debarred or blacklisted from carrying out business with the GSTN or the entire Central Government at the time of the submission of the proposals. A similar ban subsequent to the submission of the proposal but before the Notification of the empanelment shall also disqualify the firm.	Undertaking to this effect by company's authorized signatory as per format- Annexure F.
d)	Manpower availability	The interested firm should have at least 10 full time Software Developers/ Software Engineers on its payroll for the past one year from last date of RFP submission.	Certificate from the HR head of the bidder.

2.3 Technical Evaluation:

The evaluation committee shall evaluate the proposals of the agencies who qualify in the prequalification criterion as per following parameters:

#	Evaluation Criteria
A	<p>Previous experience in Software projects</p> <p>A maximum of 5-page write-up in Calibri 12 fonts + citations should be furnished as part of Technical bid. This should include the following:</p> <p>Interested Agency should demonstrate experience and innovativeness in Software and Product Development domain. Interested Agency (ies) shall submit details of 3 innovative projects which they have undertaken in the technical proposal. All the projects should have gone live or should have been executed in last 5 years ending on the last date of month prior to bid submission month. Interested agency (ies) should demonstrate the capability to deliver complex projects using open source stack to address large scalability, advanced security, high reliability, large traffic volume / concurrent users and 24x7 availability. The projects as mentioned by bidder should demonstrate some of the aspects such as complex system design, uniqueness of the solution, architecture, use of open source, use of advanced algorithms, scalability, mobile and web innovations, security, big data analytics, automated DevOPs, automated testing, etc. Evaluation of the projects will be based on the above factors. Projects that are live in production will carry higher weightage during evaluation. Agencies specializing in areas such as testing, DevOPs, etc. may also show case projects done by them. Agencies with resources who have experience in open source stack like Java, Nodejs, Android, json, Kafka, Storm, HBase, HDFS, Hive, Redis, big data analysis machine learning, etc. will be given consideration in the evaluation.</p>
B	<p>Agencies shall be shortlisted based on the relevance of citations. Shortlisted firms shall be asked to give a presentation to the evaluation committee and officers to be appointed by GSTN along with demonstration of the projects and its capabilities with regards to technical manpower. Marking shall be done based on citations and the presentation. Total marks will be 100. Details of technical evaluation is as below:</p>

S No.	Details	Maximum Marks
1	Project No. 1 Description	25
2	Project No. 2 Description	25
3	Project No. 3 Description	25
4	Presentation	25

All three projects shall be evaluated on their impact/footprint/adoption/scalability/success and time of completion. The minimum technical score for agency (ies) to be considered for empanelment is **70 points**.

(Documents as mentioned at clause 2.2 & 2.3 above and Annexure A duly filled to be submitted along with proposal/bid)

- a. GSTN shall issue Notification of the empanelment for the selected firms along with the empanelment contract.
- b. Within 15 days of receipt of the Empanelment Contract Form to be provided along with Work Order (WO)/Purchase Order (PO)/ Letter of Award (LOA) from GSTN, the successful Agency (ies) shall sign and date the Contract and return it to the GSTN.
- c. GSTN reserves the right, not to accept any proposal and to annul the RFP process or reject all proposals at any time prior to award of Contract, without thereby incurring any liability to the affected Agency (ies).
- d. Within 14 days of the receipt of Notification of empanelment from GSTN, but before the signing of the contract, the successful Agencies shall furnish the Empanelment security deposit of **Rs. 2 lakhs** in form of irrevocable Bank Guarantee valid for the period of empanelment.
- e. The individual signing the proposal or other documents in connection with the RFP must submit a certificate of authority as Power of Attorney or Board Resolution on behalf of the company.
- f. At any time prior to the last time and date for receipt of RFP, GSTN may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Agencies, modify the RFP Document by an amendment.
- g. All prospective Agencies requiring any clarification of the RFP Document may notify GSTN in writing at the GSTN's mail address indicated in the RFP.
- h. Any sub-bidders, contractors, sub-contractors or consortiums shall not be allowed.
- i. Project assignment by GSTN shall be executed by full time on-roll employees of the bidder entity only.

SECTION – IV

PART-II (PROJECT PLAN & PAYMENT SCHEDULE)

1. This section details out the project plan and payment schedule post empaneling of software/product development agency (ies). This section will explain the step by step process for assigning the technical projects /assignments to the agency (ies) by GSTN along with the required resources based on specific skill-sets.

2. Process of Bidding:

Post empanelment as per the process defined in PART-I of this RFP, the software/product development agency (ies) will follow the below process to accept, develop and deliver the technical assignment/project as per the requirement of GSTN.

The overall process, post empanelment, shall be:

- I. The GSTN business / services division shall provide the Business Requirement Document with complete details.
- II. Based on the BRD (business requirement document), SDA's interested in the project shall show their interest within a stipulated timeline.
- III. GSTN business division will have a detailed discussion with the interested SDA's to deliberate on the design, development, timelines, milestones, testing and acceptance criteria's.
- IV. The interested SDA's shall be submitting the design proposal, resource plan, project plan etc. to be evaluated by the GSTN Technical Committee, post which the project/technical assignment shall be awarded to the winning bid.
- V. The GSTN technical committee shall then evaluate the proposal and interview the resources to be deployed by the SDA for the project.
- VI. SDA shall be on-boarded, evaluated on performance parameters during the project and shall be off-boarded post the successful completion and acceptance of the final project outcome by GSTN.

3. Project Flow:

3.1 Project Initiation Process:

Following process will be followed by different business divisions of GSTN for identifying an SDA for their intended work:

Step	Responsibility	Role	Refer Annexure
1	Business Division	A brief 1-2-page document defining the goals of the project to be developed.	

Step	Responsibility	Role	Refer Annexure
		<p>The Business Division shall thereafter share the document with all empaneled SDAs (Time - T - Date of issue of Business Requirement to the empaneled agencies)</p>	
2	Empaneled SDAs	<p>Based on internal deliberations, SDAs must convey their interest in the project within one week (<i>Week means 7 days</i>) of the document being shared with them. (T + 1)</p>	
3	<p>Interested SDAs and committee formulated by Business Division for evaluation of SDAs as per metrics given in Annexure C.</p>	<p>Design Phase - Architect(s)/ Technical Lead(s)/ Business Analysts(s) from interested SDAs will hold deliberations/ discussions with the business division and evaluation committee about the scope and granular design details of the project, for facilitating SDAs in submission of Design proposal for the project.</p> <p>The discussion/deliberation must be completed within 2 weeks from the date of issue of business requirement by GSTN i.e., T + 2 weeks.</p> <p>Note: 2 weeks is the maximum duration. Respective SDAs, depending upon their capability and understanding of the scope of project, may complete the design proposal in lesser duration.</p>	
4	Interested SDAs	<p>Final Design Proposal Submission by interested SDAs to Business Division (within 3 weeks of issue of business requirement viz. T + 3 weeks max.) with the following details: i) Proposed Design based on deliberations & discussions as above</p>	

Step	Responsibility	Role	Refer Annexure
		ii) Proposed team along-with their CVs iii) Proposed Timelines. iv) Proposed go-live plan. v) Proposed support (operational, bug-fix, defect-fix) for 1 month. vi) Proposed Cost based on RFP rates. vii) Proposal for QC and security evaluations as per GSTN instructions before clearance for putting in production. viii) Proposed documentation in the beginning and on completion of the project. ix) Proposed plan for knowledge transfer to GSTN designated team before final sign off.	

The evaluation committee would be formulated by the Business Division with the following composition –

- i) Member Services (Business Requirements)
- ii) Member Technology (Software Design/Audit/Architect)
- iii) Member Technology (Software Development)
- iv) Member Technology (Infrastructure)
- v) Member Finance Division
- vi) Member from Procurement Division of GSTN
- vii) External Members (1 or more)

Important Note: *Technical evaluation stages may be more than one depending on the level of understanding of the requirements by GSTN and SDA. GSTN may refine the initial business requirement after technical evaluation.*

3.2 SDA Selection:

The business division shall select SDA as under:

Step	Responsibility	Role	Refer Annexure
1	Evaluation Committee formulated by Business Division, as detailed above	The Selection of the final SDA from amongst the bidding agencies will be based on the evaluation criteria as detailed in Annexure C . Based on this evaluation, the SDA securing the maximum points	Evaluation criteria as per Annexure C .

Step	Responsibility	Role	Refer Annexure
		would be assigned the project, OR In certain requirements, GSTN may have the design and its methodology and only needs resources for implementation of the project. Resources from multiple SDAs may also be selected for the project.	
2	Business division	Intimating the Technology Division, GSTN about the details of the resources finalized for deployment: i) Names of resources ii) Designation iii) Period of Deployment	
3	Technology / (P&C) Division	Placing of Work Order based on the details of resources to be deployed	

3.3 On Boarding SDA Resources:

Step	Responsibility	Role	Refer Annexure
1	Concerned SDA	On receipt of Work order, Software Development Agency (ies) will arrange interaction with the resources whose CVs were submitted as part of Design proposal submission. In case SDA is unable to provide resources, whose CVs were provided earlier or the Evaluation Committee finds them unsuitable after the interaction, SDA will submit equivalent or higher CVs. On-board the resources on receipt of final Go-ahead from business division. No resources to be deployed without formal work order from GSTN.	

Step	Responsibility	Role	Refer Annexure
2	Concerned SDA	<p>Before deployment background check (criminal, previous employer, credentials etc.) of selected i.e. 'Accepted' resource will be done and shared with GSTN. In case, background of the selected resource is found unsatisfactory, CV of equivalent or higher replacement shall be submitted for interview and approval by business division.</p> <p>SDA will submit the Background Check report before on-boarding.</p> <p>The final approved list of resources will be shared with GSTN.</p>	
3	Concerned SDA	<p>Non-Disclosure Agreement signed by the Selected resource (SDA employees) shall be submitted to GSTN within 2 days of joining.</p>	
4	Business division and/or Technology in GSTN	<p>GSTN Technology Team, as the case may be, shall arrange for Physical and logical/necessary access (e.g. KM Portal access, Firewall access, GSTN email ID etc.), IT hardware, IS clearances, email ID creation etc. for New joinees.</p> <p>Note: Resources may work from GSTN premises or from the SDA premises depending on the environment needed to develop and implement and/or the type and sensitive nature of project. This shall be intimated at time of calling for proposals for each project so that the SDA can cater for it in their proposal.</p>	

3.4 Post On-boarding:

Step	Responsibility	Role	Refer Annexure
1	Technology Team (GSTN) and Concerned SDA	<p>Attendance Management:</p> <ul style="list-style-type: none"> Attendance will be recorded using GSTN based attendance system Concerned SDA will provide list of resources for the previous month to GSTN Technology team. Technology team will fetch the attendance report of the resource GSTN (Project Owner/Officer In Charge from GSTN) will review and provide the approval/rejection on the attendance (i.e. No. of days approved for payment/ rejected for deduction) along with the monthly invoice to be raised by the SDA. <p>Note:</p> <ol style="list-style-type: none"> SDA will be responsible for providing the timesheets of attendance of the resources who are not on GSTN premises. The monthly invoice raised by the SDAs will be vetted by respective GSTN stakeholders. 	
2	Concerned SDA	<p>Leave Management:</p> <p>SDA resources shall follow the GSTN Holiday Calendar and no paid leaves shall be provided.</p>	
3	Concerned SDA	<p>Security:</p> <ul style="list-style-type: none"> <i>The on-boarded resources are required to wear their GSTN ID cards at all times.</i> <i>The security booklet provided by GSTN is to be signed by the selected resource.</i> 	
4	Business Division and/or Tech Division	<p>Task Assignment (In case of on-boarding only resources and not a deliverable</p>	Records of the induction will be maintained by

Step	Responsibility	Role	Refer Annexure
		based project) GSTN Technology team shall assign the Task to SDA resources after necessary induction (Do's and Don'ts) have been explained to the new joinees and necessary enablement on the access and resources (Desktop, permission to the premises etc.) has been done.	respective divisions
5	Business Division and/or Tech Division	Performance Management: The performance review of the 'Accepted' resources by concerned GSTN stakeholders. If the performance is unsatisfactory, the same will be communicated to concerned SDA, in writing so that de-boarding process is initiated by SDA. In case the performance is unsatisfactory, replacement of the resource will be provided and fresh on boarding process for that resource shall be initiated.	
6	Technology Division	Documentation: The SDA shall create and maintain detailed design and implementation documentation covering high level and low-level design. This documentation shall be submitted at various stages and also before closure of the project.	

3.5 Completion of Assignment:

Step	Responsibility	Role	Refer Annexure
1	Business Division	Completion of task to be certified	
2	Business Division	Performance review of the SDAs, as per format mentioned in Annexure D . The review shall be shared with all the Functional Divisions by the concerned GSTN stakeholders along with a copy to	As per format in Annexure D

Step	Responsibility	Role	Refer Annexure
		GSTN Committee for reference of evaluation committees formulated for subsequent projects.	

3.6 Off boarding:

Step	Responsibility	Role	Refer Annexure
1	Concerned SDA	If any of the resource/s has/have decided to exit project, a communication needs to be provided by SDA to GSTN. (A suitable replacement of resource with equivalent or higher CV shall be provided).	
2	Concerned SDA and Business Division and/or Tech Div.	Hand over- take over activities like knowledge transfer, discontinuation of access etc. are completed.	
3	Concerned SDA and Business Division and/or Tech Div.	The Exit form needs to be filled in for the resource and submitted to concern GSTN Stakeholders for initiating exit formalities.	

4. Special Terms and Conditions:

- a. In case, a situation arises wherein the selected SDA is not able to meet the requirements of GSTN as a single SDA, then the final work order for the respective resources can be given to multiple agencies based on the collective design/proposed solution that GSTN wishes to choose in order to meet the final requirement.
- b. GSTN may constitute a team of technical resources for a specific task which may be drawn from different empanelled agencies.
- c. GSTN may constitute a team of 3-8 developers/testers for a specific project by drawing resources from other empanelled agency (ies), if the finalised agency is not able to arrange the proposed resources.
- d. If selected agency is not able to provide specific roles in the contract, GSTN will have the right to source these roles from other empanelled Agencies and place them as part of the team for a specific task/project.
- e. The empanelled agency may choose to participate or not to participate in the selection process for any assignment after empanelment. However, in case it is seen that an empanelled agency has not participated even in one of the proposals with required seriousness for six months or for 3

- projects/assignments, GSTN may revoke its empanelment along with forfeiture of initial Empanelment security deposit and remove their name from the empanelled list.
- f. The empanelled agency shall obtain the prior approval from GSTN in writing before any change, replacement, withdrawal or addition to the Personnel selected and accepted by GSTN, as part of team for any assignment for which the empanelled Agencies has been given the purchase order.
 - g. Resources engaged under the empanelment from the empanelled agencies will be deployed at the GSTN office in Delhi. The resources may be required to travel to other partner locations in India as and when required for which GSTN would bear the cost for their travel and stay.
 - h. Resources placed under any assignment shall be evaluated every month for the performance and the monthly payment will be made as per rates mentioned in **Annexure B**.
 - i. Agency is obliged to replace low performing resources. For such purpose GSTN shall give **one month notice** to the respective Agency. During the notice period of one month Agency shall be paid only 75% of the respective man month rate on pro rata basis for the resources placed on notice. **No payment for the said resource shall be made in case he/she is not replaced even after notice period of one month.**
 - j. Empanelled Agencies which continue to perform and deliver shall be given preference during the assignment of the work for upcoming assignments or development projects.
 - k. GSTN shall publish a roadmap of potential projects/assignments every quarter to allow empanelled companies to make resource projection/planning.
 - l. The Empanelled Vendor shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, employ appropriate technology, safe and effective equipment, machinery, materials and methods.
 - m. The resources selected for the project will be required to carry out documentation of all the work that they perform as per the standard best practices.

5. Operations and Maintenance Phase:

The business division, while finalizing the project may ask for availability of certain resources for maintenance and bug-fixing beyond the support period mentioned in the project. After this 1 month of support which is part of project, GSTN may ask for additional operational support. The SDA would earmark and offer a resource (s) for this support.

The payments for these would be on prorata basis for each resource.

At times empaneled agencies shall be asked to deploy resources on partial monthly basis also with min of 25% man month as billing. However this is applicable only for very senior resources/Technology specific resources under the categories of Principal Architect, Product Manager, Back End Architect, Front End Architect and Security Architect.

6. Resource Profiles of SDAs:

For a project of such a large scale and complexity, it is imperative that SDA shall deploy experienced professionals to ensure successful execution of this project. The SDA's will in its proposal include the names and detailed curriculum vitae of their key personnel who will be working full time on this project.

7. Resource Qualifications:

Following table specifies the minimum qualification required for Key Positions identified for this project.

SR. No	Profile	Years of Exp.	Education	Experience
1	Principal Architect	Minimum 10 yrs	MS/ME/BE/ B.Tech degree in Computer Science or related field.	Responsible for architecture of the software system Responsible for architecture of all third party software solutions Responsible for identification and documentation of all software solution functionality required Shall lead a team of business analysts to identify functional and non-functional requirements and implement the same.
2	Product Manager	Minimum 8 yrs	BE/B.Tech/ BS degree in engineering, Computer science	Candidate should have Comprehensive knowledge of software engineering methodologies, principles, practices, consulting Process Improvement, Applications, project Management in the field of Information Technology, knowledge of product management practices, processes, and tools in software industry. Excellent communication and presentation skills.
3	Architect Front end/ Back end	Minimum 8 yrs	BE/B.Tech in Computers Sc.,/IS/ Electronics /MCA	Candidate should have specific hands-on experience as the Architect of a large scale software system using open source stack. The candidate must also have hands on experience in designing, developing, testing and deploying high performance and throughput systems. The candidate must have strong expertise in the core

				technologies for the profile. Experience with the specific tools in the technology stack (or equivalents) is preferred. Experience in automated builds, deployments, debugging, and other open source tools are required.
4	Security Architect	Minimum 8 years	BE/B. Tech in Computer Science/ IS/ Electronics /MCA	For Security Architect, Candidate should have specific hands-on experience as Security Architect of a large scale software system using open source stack. The candidate must also have hands on experience in IPS, TACACS, Content filtering, SSIM, SIEM, Firewalls, HIPS management. Ability to architect solution at application, system and Network levels and manage. Good understanding of OSI model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP, SNMP, FTP, TFTP), Windows/ Linus/Citrix (ADS, DNS, DHCP), Network security, VPN, Firewall, RSA, PKI, Digital certificate etc. Experience in development of technical strategy for handling various types of vulnerabilities, cyber-attack scenarios and security issues.
5	Technical lead	Minimum 6 years	BE/B. Tech in Computer Science/ Electronics /MCA	Candidate should have specific hands-on experience a tech lead in the software development large scale systems using open source stack. The candidate should have experience in developing, testing and deploying high performance and throughput systems. Strong expertise in the core technologies as mentioned against the profile. Experience with the specific tools in the technology stack (or equivalents) is preferred. Ability to build APIs, automation scripts, build, deployment, monitoring scripts, and debugging/troubleshooting is required.
6	Program/Project/Delivery Manager	Minimum 6 yrs	Bachelor in Engineering/ BCA/Equivalent Degree	Candidate should have experience in successfully coordinating similar IT projects with multiple stakeholders' involvement.

7	Database Admin	Minimum 4 yrs	BE/B.Tech / MCA/Equivalent Degree	Candidate should be an IT professional with experience in working with large databases and architecture which require knowledge of handling DBMS (e.g. MySQL), queuing infrastructure and associated functions.
8	Business Analyst	Minimum 3 yrs	BE/B. Tech with MBA	Excellence in designing solution, Expert understanding of SDLC process and Agile flavored development methodology. Liaise between business & Technical personnel to ensure a mutual understanding of processes & applications
9	Developer	Minimum 3 years	BE/B. Tech in Comp. Science/ Electronics /MCA	Candidate should have specific experience in the software development large scale systems using open source stack. Strong expertise in the core technologies as mentioned against the profile. Experience with the specific tools in the technology stack (or equivalents) is preferred.
10	UI/UX/ Graphics/ Creative Designer	Minimum 3 yrs	BE/B. Tech in Comp. / BCA/Design Equivalent Degree base preferred.	Should have good experience in building User Centered Designs relevant for iOS, Android, Web platforms involving multiple form-factors. Exposure to graphics tools and products with high usability and diverse user base.
11	Tester	Minimum 1 years	BE/B. Tech in Comp. Science/ Electronics /MCA	Candidate should have specific experience in the software development large scale systems using open source stack. Strong expertise in the core technologies as mentioned against the profile. Experience with the specific tools in the technology stack (or equivalents) is preferred.
12	Subject specialist for a particular role			Business division may specify a Specialist role with requisite number of years of experience & qualifications in a particular domain as per project requirement.

8. Skills required by the Resources:

SR No.	Profile	*Indicative Technical Skills (or subject to project requirements)	
1	Principal Architect	Java, Mule, Tomcat, Rabbit-MQ, MySQL, SOLR, HBase, Hive, Spark, Knowledge of Spring, Springboot, Hibernate framework, Micro-Services, Docker Service, DevOPs practices etc.	
2	Product Manager	Agile working, Java, Mule, Tomcat, Rabbit-MQ, MySQL, SOLR, Hbase, Hive, Spark, Android, EMS tools, Bug fixing & Maintenance etc.	
3	Delivery Manager	PMP, Java, Mule, Tomcat, Rabbit-MQ, MySQL, SOLR, Hbase, Hive, Spark, Android, EMS tools, Bug fixing & Maintenance, Agile concept etc.	
4	Architect	Back End Architect	DBMS, Java, Mule, Tomcat, RabbitMQ, MySQL, SOLR, Hbase, Hive, Spark etc.
		Front End Architect	Liferay, Android, Java Swing UI, HTML5, Knowledge of Spring, Springboot & Hibernate frameworks, Micro-Services, Docker-Service, DevOPs practices etc.
5	Security Architect	PKI Encryption, Encryption Algorithms, Vulnerability Assessment, Secure Code Review etc.	
6	Technical lead	Knowledge of Spring, Springboot & Hibernate frameworks, Micro-Services, Docker-Service, DevOPs practices	
		Technical lead-Enrolment/Update client	Java, Swing UI, Android, Liferay, Encryption(PKI, Symmetric, Hashing)
		Technical lead-Enrolment Backend	Java, Tomcat, mySQL, Hibernate, Mule, SOLR, RabbitMQ, Encryption (PKI, Symmetric, Hashing)
		Technical lead-API	Java, Tomcat, mySQL, Mule, Hibernate, Rabbit, Encryption (PKI, Symmetric, Hashing)
		Technical lead-Portals	Liferay, PHP, .NET, Java
		Technical lead-BI & analytics	Java, HIVE, MySQL, Pentaho, Spark* (*would be required in future)
		Technical lead-Mobile app	Android, Mobile Security
		Technical lead-Eco system	Java, Liferay, MySQL
		Technical lead-Build, testing & automation	DevOps, Continuous build, Open source test automation frameworks, Coverage tools
7	Database Admin	Knowledge of DBMS, RabbitMQ, Queue Infra, Intra DC mirroring, Network DB	

8	Business Analyst	IT software project management, Business Analysis, Data Integration	
9	Developer	Knowledge of Jenkins, Puppet, SVN, GIT	
		Developer – Enrolment/ Update client	Java, Swing UI, Android, Liferay, Encryption(PKI, Symmetric, Hashing)
		Developer – Enrolment Backend	Java, Tomcat, mySQL, Hibernate, Mule, SOLR, RabbitMQ, Encryption (PKI, Symmetric, Hashing), Servlets, Portlets
		Developer – API	Java, Tomcat, mySQL, Mule, Hibernate, RabbitMQ, Encryption (PKI, Symmetric, Hashing)
		Developer – Portals	Liferay, PHP, .NET, Java
		Developer – BI & analytics	Java, HIVE, MySQL, Pentaho, Spark* (*would be required in future)
		Developer – Mobile app	Android, Mobile Security
		Developer – Ecosystem	Java, Liferay, MySQL
		Developer – Build, testing & automation	DevOps, Continuous build, Open source test automation frameworks, Coverage tools
10	Tester	Tester-Test Automation lead	Test automation frameworks, Coverage tools, Performance Tools, Jenkins, Puppet, SSH, SVN, GIT, Maven, ANT, Artifactory, Chef, Tomcat, WebLogic, Linux, Unix, Shell Scripting, Build, Deploy, Testing, Configuration, Tracking and reporting.
		Tester-Build Automation lead	Java, DevOps , Jenkins, Puppet, SVN, GIT, Maven, ANT, Chef, Linux, Unix, Shell / Perl Scripting
11	UI/UX/Graphics/Creative Designer	Knowledge of indexing /Info. Mapping, Behavior/UX design, Style GSTN/Theme creation, User analysis: persona creation, Task analysis: Hierarchy designing, Workflow designing, Application Prototype creation: wire-framing(low-high fidelity), Knowledge of HTML and CSS, Usability Testing, A/B Testing, Design tools: Photoshop, Sketch, etc.	
12	Subject specialist for a particular role	Required job description will be specified as part of business requirement to all empaneled SDAs.	

Note: Above is indicative only, candidate may not have all the skills. Candidate's suitability shall be assessed based on interview.

9. **Payment Schedule:**

Total cost of project shall be as approved by GSTN and give in the Work Order to the SDA. This total cost shall be payable under two heads:

- A. 70% on T&M (Time & Material) basis.
- B. 30% on Deliverables.

A. T&M Payments:

Payment shall be made on a monthly basis to the SDA based on the below criteria:

- Monthly T&M Payment of the project to be calculated based on the below formula,
Monthly Cost = $0.7 * (\text{Total cost of the project} / \text{Total approved months of the project})$
- The monthly T&M payment shall be subject to attendance and performance parameters.

B. Deliverable based Payments:

- 30% of the monthly payments retained by GSTN shall be released to the SDA on successful completion and acceptance of project by GSTN within the stipulated timeline.
- This 30% may be paid in lump-sum or in parts based on milestones of the project that will be defined by the Project Owner/OIC (in the work order).
- For any delays in completion of the project/technical assignment beyond the agreed timelines, GSTN shall deduct the liquidity damages (LD) as per the provisions mentioned at clause 17 below.

Note: Payment will be made subject to submission of invoice along with Acceptance Certificate and **all supporting documents** duly certified by the Officer-in-Charge of GSTN.

- I. The agency shall get the acceptance certificate of the work/deliverables from GSTN Officer-in-charge/SPOC.
- II. After getting Acceptance Certificate from GSTN Officer-in-charge, the agency shall submit the invoice along with acceptance certificate(s) to Procurement & Contracts (P&C) Division of GSTN.
- III. Payment will be released through RTGS/NEFT within 30 working days subject to receipt of the invoice along with Acceptance Certificate (signed by GSTN Officer-in-charge) and all requisite documents subject to correctness and validation of the invoice and no objections / observations by GSTN. Format of Acceptance Certificate shall be provided to the successful agency along with LOA/PO.

10. Liquidated Damages:

GSTN will deduct the liquidity damages from the **30% dues** in case the SDA is not able to deliver the project/technical assignment within the agreed timelines. The LD will be deducted as per the table given below:

<u>Delay in Weeks</u>	<u>% Liquidity Damages to be deducted</u>	<u>Total Capping</u>
>3 & <= 4 Weeks	2.5 % of the 30% dues per week	Not to exceed 10% of the dues.
>4 & <= 8 Weeks	5% of the 30% dues per week	Not to exceed 15% of the dues
>8 & <= 12 Weeks	25% of the 30% dues	
Beyond 12 weeks	Remaining dues to be forfeited	

Kindly Note:

- a. **Day means Calendar day**
- b. **Week means 7 days**

Annexure A - Organization And Experience

A - ORGANIZATION DETAILS

[Provide here a brief description of the background and organization of your company/entity and each associate company for this assignment. Also provide a brief description on the ownership details, date and place of incorporation of the company, objectives of the company etc.]

Details of the Organization	
Name	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Address of the Registered Office in NCR, if any	
Area of expertise with respect to this projects given in Scope of Work (Section -IV)	
Contact details (name, address, phone no. and email)	

B -Company's Experience - Software Development Services

Assignment name:	Approx. Value of Contract: (Mandatory field) (Mention contract value in INR)
Country:	Duration of assignment (months):
Location within country:	
Name of Purchaser:	Total No. of staff-months of the assignment:
Address:	Approx. value of the services provided by your company under the contract (in INR):
Start date (month/year):	No. of professional staff-months provided by associated Agencies:
Completion date (month/year):	
Name of senior professional staff of your company involved & functions performed (indicate most significant profiles such as Project Director/Coordinator, Project Manager, Subject Matter Specialist):	
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Annexure B - Schedule of Rates

TABLE FIN-1: SUMMARY OF RESOURCES AND COST CATEGORY

S No	Profile	Years of Experience	Cost Category
1	Principal Architect	Min 10 years	A
2	Product Manager	Min 8 years	B
3	Back End Architect	Min 8 years	B
4	Front End Architect	Min 8 years	B
5	Security Architect	Min 8 years	B
8	Technical lead- API	Min 6 years	C
9	Technical lead- Portals	Min 6 years	C
11	Technical lead- BI & analytics	Min 6 years	C
12	Technical lead- Mobile app	Min 6 years	C
13	Technical lead- Eco system	Min 6 years	C
14	Technical lead- Build, testing & automation	Min 6 years	C
15	Program/Project/Delivery Manager	Min 6 years	C
16	Business Analyst	Min 4 years	D
17	Database Admin	Min 4 years	D
18	UI/UX/Graphics/Creative Designer	Min 3 years	D
21	Developer – API	Min 3 years	D
22	Developer – Portals	Min 3 years	D
24	Developer - BI & analytics	Min 3 years	D
25	Developer - Mobile app	Min 3 years	D
26	Developer - Eco system	Min 3 years	D
27	Developer - Build, testing & automation	Min 3 years	D
28	Tester	Min 1 years	E
29	Subject Specialist as per GSTN business requirement.	To be specified as part of Business requirement to all empaneled SDAs.	F

TABLE FIN2-2: SCHEDULE OF RATES UNDER COST CATEGORY

S No	Cost Categories	Cost per month (Excluding Tax)
	(i)	(ii)
1	A	3,78,000/-
2	B	2,88,750/-
3	C	2,55,150/-
4	D	2,21,550/-
5	E	1,38,600/-

GST to be applicable as per prevailing rates additionally.

Annexure C – Project Design Proposal Evaluation Criteria

Table 1 – Evaluation details

S No	Parameter	Weightage
1	Proposed Design	35 (Innovation in technology/idea – 15, Scalability/ Customization/ Modularity -10, Security, proposed tools etc.- 10)
2	Team Member evaluation – CVs based	35 (Resource Plan, duration technical team members, their educational qualification, skill set, experience of resources proposed– 20, Years of Experience - 05, Type of projects handled – 10)
3	Cost & Timeline	30 (Cost of Project will be determined by the number of resources multiplied by the time duration for Project. Project with least cost to be given full 30 marks and others on percentile basis in a descending order). Following process will be used in MS Excel for calculating respective marks of SDAs: 1. Enter cost figures in ascending order. 2. Use following formula for awarding marks to lowest cost SDA = $30+(30-30/X*Y)$, where 30 = Max marks X = Lowest amount quoted amongst all SDAs Y = Cell Number of the respective SDA cost 3. Drag for all others.
4	Past Performance -Delays	(Negative marking based on Table 2 & 3 below)

Note:

1. For the first project submission by SDAs under this empanelment contract, past performance metrics will be treated as NIL. For SDAs already empaneled under existing empanelment and who have undertaken projects, their past performance shall be considered for work carried out by them.
2. All SDAs who have submitted project proposal will then be ranked in descending order on the basis of total marks scored out of 100. SDA scoring highest marks will be awarded the contract.
3. In case finally selected SDA refuses to undertake the assignment due to any reasons, their empanelment will be cancelled along with forfeiture of empanelment security deposit of **Rs 2 lakhs**. All remaining shortlisted SDAs will then be given option to match the cost/time lines and to provide equivalent or higher caliber resources then of the highest bidder. In case there are more than one SDAs who have submitted willingness to revised terms, GSTN will award work to the SDA who was highest in order in the original rankings.

Table 2 – Past Performance Penalties for Delays

S No	Delay from Work Order time lines	Penalty
1	<25%	0
2	25-50%	-5
3	50-100%	-10
4	>100%	-15

Table 3 – Past Performance Penalties for Defects post go-live

S No	Severity of defects	Penalty
1	1 to 4 P1-P2 defects	-5
2	4 to 10 P1-P2 defects	-10
3	> 10 Higher defects	Ineligible for 6 months

Note – P1, P2 defects will be defined by business division and/or Technology based on project to project basis.

Annexure D – Performance Report of SDAs on Task Completion

S No	Parameter	Indicator
1	Team Member Evaluation	All resources to be scored on a scale of 40
2	Delays in adherence to timelines	Percentage of delays in timelines to be indicated
3	Defects post go-live in production	Number of P1/P2 defects

Annexure E – Request for Clarification Format

1. Company Name:
2. Name and Position of person submitting the request:
3. Full formal address of the bidder including phone, fax and email points of contact:

S. No.	RFP Document Reference(s) (section number / page)	Content of RFP requiring Clarification	Points on which clarification required
1			
2			
3			
4			
5			

Annexure F – Non-Blacklisting Declaration

(Original signed copy on company letterhead)

This is to notify that our company intends to submit a proposal in response to the tender/RFP for _____ (name of work/services).

It is hereby certified that, we are not blacklisted by any Central/ State Government/ agency of Central/ State Government /PSU / Autonomous Body/ any Regulatory Authority in India as on date.

(Authorised Signatory)

Signature:

Name:

Designation:

Seal:

Date: