

Request for Proposal

Development of Monitoring and Control Software For ISTRAC Ground segment

ISRO Telemetry Tracking and Command Network (ISTRAC)

**Plot No. 12 & 13, 3rd Main,
2nd phase Peenya Industrial Area
Bengaluru – 560 058**

TABLE OF CONTENTS

1. Introduction
 - 1.1. Keywords & References
2. Scope of Work
 - 2.1. Scope of Work for software Development
 - 2.2. Scope of Work for On-site Support Services
3. Qualification Criteria
 - 3.1. On-site Development Services Qualification
 - 3.2. On-site Support Services qualification
 - 3.3. Bidder Qualification
4. Scheduled timeline of activities
5. Responsibility matrix
6. General terms and conditions
 - 6.1. Terms and Conditions for On-site Development/ Support services
 - 6.2. Payment Terms and Conditions
 - 6.2.1. Payment Terms and Conditions of On-site Development Services
 - 6.2.2. Payment Terms and Conditions of On-site Support Services
 - 6.2.3. LD Terms and Conditions

1. Introduction

ISRO Telemetry Tracking and Command Network (ISTRAC) is the nodal agency of Indian Space Research Organization (ISRO) for providing Telemetry, Tracking & Command (TTC) support and spacecraft control operations for Low Earth Orbit (LEO) and Planetary Missions. ISTRAC/ISRO has multiple Ground stations for tracking and commanding of on-orbit satellites as well as launch vehicles. Schedule driven automatic configuration and status monitoring of the stations for any satellite tracking session is already in place for more than 15 years now. It is proposed to develop new Monitoring and Control software by adopting latest technologies with the development happening in ISTRAC premises.

ISTRAC ground stations comprise of multiple equipments towards receiving, processing and transfer of real-time data from Launch vehicle and satellite missions to the respective control centres. Also tele-command to the satellite is transmitted from these stations to the satellite whenever required. This includes but not limited to Antenna, RF systems, Receiver & Baseband systems, Data acquisition, processing & dissemination systems, modulation & transmission systems and station status monitoring and control systems. The stations are driven by a schedule that is generated periodically by ISTRAC scheduling team.

There are multiple ground stations in a given geographical location and single station in some locations. It is proposed to develop new Monitoring and Control software with latest technologies catering to remote automatic operations. The proposal is to get developed and deployed one operational version in one cluster typically comprising of three ground stations.

1.1 Keywords & References

1.1.1	ISRO	Indian Space Research Organization
1.1.2	ISTRAC	ISRO Telemetry Tracking And Command Network
1.1.3	TTC	Telemetry Tracking and Tele-command
1.1.4	LEO	Low Earth orbit
1.1.5	M&C	Monitoring and Control

2. Scope of work

The scope of RFP covers the requirement of on-site software development as well as subsequent on-site support.

2.1. Scope of work for on-site development services

The proposed software has backend as well as front end development requirement. The bidder has to develop the back end software as well as the front end software adhering to ISRO Software Process Document (ISPD) which is based on IEEE 12207 (ISPD shall be shared during development at ISTRAC premises). The software developed shall be tested in test environment and subsequently subjected to on-site test, evaluation and deployment.

The bidder, on receipt and acceptance of the order, shall deploy a team of qualified Engineers towards design, development, testing and deployment of the backend as well as frontend software in one cluster of ground stations. The bidder shall **deploy team of 2 on-site backend developers and 2 on-site frontend developers** to carry out development activities within ISTRAC premises. The number of developers deployed can be more than this number based on the need during every phase of the project.

The scope of work includes:

- 2.1.1. Understand ISRO Software Process and development standards.

- 2.1.2. Development of Software product to meet the requirements mentioned in the approved SRS provided by ISTRAC during pre-bid meeting.
- 2.1.3. Study of software requirements and operations scenario in a typical ground station.
- 2.1.4. Familiarization with already operational software and understanding the improvements that may be needed.
- 2.1.5. Bring out Software Requirements Analysis document.
- 2.1.6. Propose suitable software architecture, development life cycle & design of the entire software product in discussion with ISTRAC engineers for both backend and user-friendly GUI.
- 2.1.7. Propose the design to ISTRAC team for UI/UX (GUI) reviews & feedback, incorporate the changes and finalise the design for suitable development.
- 2.1.8. Bring out software design & Detailed Design documents, for both front-end and back-end software, prepared jointly with ISTRAC team.
- 2.1.9. Configuration of development environment with configuration of Continuous Integration (CI) & Continuous Deployment (CD).
- 2.1.10. Development of back-end software as per Software Requirement specifications and Detailed Design, under the guidance of ISTRAC Engineers.
- 2.1.11. Software Coding, implementation and validation for dynamic GUI as per detailed SRS/design/ coding instructions/ test plan.
- 2.1.12. Implementation of all cyber security features as per design and towards enabling secure user interface.
- 2.1.13. Carry out Unit testing, Integrated testing, Code Walk Through, Static analysis, and peer review throughout the software development cycle.
- 2.1.14. Testing with typical open-source software test tools.
- 2.1.15. Bring out software artefacts throughout the software development life cycle.
- 2.1.16. Generation of Deployment scenario test plan.
- 2.1.17. Configuration of software for Station & satellite specific requirements.
- 2.1.18. Deployment of the software with all necessary configuration files and making operational in one cluster.
- 2.1.19. Post deployment issue resolution and regression testing.
- 2.1.20. Version and Configuration Control of developed software at ISTRAC
- 2.1.21. Testing with typical security test tools to ensure secure User interactions, adhering to ISRO Software Security guidelines.
- 2.1.22. Preparation of test plan document.
- 2.1.23. Testing typical ground station equipment for M&C integration with the provisioned interface.
- 2.1.24. Shall maintain software repository in Source Code Management Software.
- 2.1.25. Unit testing, documentation, knowledge transfer of the implemented code along with ISTRAC Engineer.
- 2.1.26. Debugging and troubleshooting during every stage of coding, testing, post deployment scenarios and performing necessary code updates and testing as and when required
- 2.1.27. Deployment with all necessary packages and features in the deployment environment.
- 2.1.28. Updating of detailed design document based on the final software architecture and coding.

- 2.1.29. Software User Manual shall also be released in deployment phase.
- 2.1.30. Follow and adhere to secure coding guidelines and coding standards.
- 2.1.31. Shall adhere to project deadlines provided by ISTRAC engineers.
- 2.1.32. Brief requirements of the software are listed below. However SRS shall be shared with the bidder during pre-bid meeting.
 - 2.1.32.1. Typical ground station comprises of around 80 equipments of maximum 25 different types. Interface with each and every equipment of Ground station using the prescribed protocol for status monitoring & control specific to the equipment. Equipment details and interface description will be provided by ISTRAC.
 - 2.1.32.2. Schedule-driven automatic configuration of the station equipments within stipulated time for any upcoming session/satellite passes. It shall ensure the auto-verification and checks for each and every configuration parameters.
 - 2.1.32.3. Real-time status monitoring of station equipments during typical session as well as non-session periods.
 - 2.1.32.4. Real-time status sharing with spacecraft controllers and external agencies.
 - 2.1.32.5. Configuration of station equipment parameters as well as mission specific parameters with respect to each mission.
 - 2.1.32.6. Configuration of authentication servers, frontend applications & M&C databases (Mongo dB, MySQL) and hardening of the hardware in line with ISRO security policy.
 - 2.1.32.7. Error logging and logging of all transactions
 - 2.1.32.8. Planning and implementation of log retrieval mechanism.
 - 2.1.32.9. Generation of pass summary as per requirement document.
 - 2.1.32.10. Alert message generation & dissemination in the prescribed format and mode.
 - 2.1.32.11. User-friendly secure GUI with all session and status monitoring features in cluster level as well as from centralized console.

2.2. Scope of work for on-site support services (post deployment & commissioning)

- 2.2.1. The software development activity shall be followed by a maintenance phase for duration of three years that is extendable for 02 more years with the same terms and conditions.
- 2.2.2. The proposed activity shall commence post deployment & GO-LIVE phase.
- 2.2.3. The bidder shall deploy maintenance **team of 02 Nos of Engineers to carry out for on-site support & maintenance activities.**
- 2.2.4. The bidder shall ensure that the team deployed for on-site support services has complete knowledge of the handling operations & maintenance of developed M&C software.
- 2.2.5. Maintenance of all the M&C software packages deployed across various ground stations.
- 2.2.6. Configuration and testing of M&C software in a new ground station and making it operational in all respects
- 2.2.7. Supporting T&E activities of M&C software pertaining to new mission/station
- 2.2.8. Configuration control and version control maintenance

- 2.2.9. Configuration of all equipments in station network with appropriate network configuration
- 2.2.10. Maintenance of security features by means of system hardening and other stipulated norms
- 2.2.11. Any other activity as part of the maintenance and operation of M&C software to ensure seamless operations.
- 2.2.12. Regular Monitoring and troubleshooting of all operational issues, configuration issues, system environmental issues.
- 2.2.13. Maintaining records of issues, resolutions and carrying out root cause analysis.
- 2.2.14. Coordinating with various ground station teams and resolving day to day issues and maintaining the preventive maintenance records.
- 2.2.15. Integration of new/existing equipment in M&C software, testing and deployment in a given station or new station in the TTC network.
- 2.2.16. Periodic update of all software deployment environments with necessary changes / updates including but not limited to Antivirus update, IT security update & OS update as and when needed.
- 2.2.17. Maintenance of all software logs, associated system logs and daily report generation.
- 2.2.18. Any anomalies / non-compliance observed for the developed software are to be corrected.
- 2.2.19. Post deployment issue resolution and regression testing.
- 2.2.20. Any new system requirements towards improvement of functional and performance to be carried out.
- 2.2.21. Migration of existing software, OS and other related services to new hardware as and when ISTRAC plans hardware replacement.
- 2.2.22. New/Redeployment of applications/software as and when required.

3. Qualification criteria

3.1. On-site Development services

3.1.1. Backend Software Development

It is proposed to develop backend software in Python/NodeJS (ExpressJS) as per design and guidance by ISTRAC Engineers. The bidder shall deploy backend development team to carry out development activities within ISTRAC premises. The backend team shall comprise of a team of Engineers 2 on-site with the following qualifications & skillset.

- 3.1.1.1. The development team shall be well qualified (with min. B.Tech/MCA/M.Tech degree in Computer Science/Information Technology). Indicated qualifications will be treated at par without any difference in cost.
- 3.1.1.2. Minimum of two engineers shall be provisioned. However, bidder shall deploy more engineers based on requirements, progress of development activities to meet the project timeline, if needed.
- 3.1.1.3. Coding Proficiency in Python/NodeJS with strong OOPS concept and working knowledge of Pycharm/Visual Studio Code.
- 3.1.1.4. Expertise in Data Structures and Algorithms Design. Knowledge of Micro-services architecture and basics of Networking.
- 3.1.1.5. Knowledge of Database (Mongo dB, MySQL etc.), design, configuration and retrieval.

- 3.1.1.6. Minimum three years of experience in software development using Python/NodeJS.
- 3.1.1.7. The team strength may be increased by the bidder during the project, without any additional cost implications to ISTRAC, in case required, for meeting the delivery schedule.
- 3.1.1.8. Bidder shall assess the team size during pre-bid meeting based on the requirements, schedule and design projected by the ISTRAC team at different phases of the project.

3.1.2. Front End Software Development

It is proposed to develop GUI Interfaces of the entire M&C software in ReactJS (NextJS) as per SRS & design. The activity comprises of the following tasks:

The frontend team shall comprise of a team of 2 Engineers on-site with the following skillset:

- 3.1.2.1. The development team shall be well qualified (with min. B.Tech/MCA/M.Tech degree in Computer Science/Information Technology). Indicated qualifications will be treated at par without any difference in cost.
- 3.1.2.2. Bidder shall deploy more engineers based on requirements, progress of development activities to meet the project timeline, if needed.
- 3.1.2.3. Coding Proficiency in ReactJS, HTML and CSS and working knowledge of Visual Studio Code.
- 3.1.2.4. Expertise in JavaScript. Knowledge of web hosting platform.
- 3.1.2.5. Knowledge of Database (Mongo dB, MySQL etc.), design, configuration and retrieval.
- 3.1.2.6. Shall have expertise to implement software adhering to cyber security guidelines.
- 3.1.2.7. Minimum three years of experience in frontend software development using ReactJS.
- 3.1.2.8. The team strength may be increased by the bidder without any additional cost implications to ISTRAC, in case required, for meeting the delivery schedule.
- 3.1.2.9. Bidder shall assess the team size during pre-bid meeting based on the requirements, schedule and design projected by the ISTRAC team at different phases of the project.

3.2. On-site support services

The team shall comprise of 2 service Engineers with the following qualification and skill-set:

- 3.2.1. The development team shall be well qualified (with min. B.Tech/ MCA/M.Tech degree in Computer Science/Information Technology). Indicated qualifications will be treated at par without any difference in cost.
- 3.2.2. Shall have complete knowledge on the M&C software developed by the bidder in ISTRAC premises.
- 3.2.3. Proficiency in Python/NodeJS with strong OOPS concept and working knowledge of Pycharm.
- 3.2.4. Knowledge of Database Mongo dB, MySQL etc., design, configuration and retrieval.
- 3.2.5. Proficiency in ReactJS, HTML and CSS and working knowledge of Visual Studio Code. Expertise in JavaScript. Knowledge of web hosting platform.
- 3.2.6. Minimum three years of experience in software development and maintenance.

3.3. Bidder qualification

- 3.3.1. All the criteria given in table below are mandatory for qualification. Bids which are not meeting these parameters of the Qualification Criteria shall be liable for rejection.
- 3.3.2. The criteria shall be met by the entity bidding, and not by the sister/associate companies.
- 3.3.3. The bidder shall ensure that the requisite documents/details towards Qualification Criteria are submitted along with bid.
- 3.3.4. Bids which are not accompanied by all the required documents mentioned are liable for rejection.
- 3.3.5. However, ISRO reserves the right to seek clarifications from the bidders wherever considered necessary.

S No.	Qualification Criteria	Credentials to be provided
1.	The bidder shall be a Company registered within India for more than three years as on date of closing of tender.	Copy of certificate of registration with appropriate validity. Evidence for company's integrity, Copy of Articles of Association (In case of Registered firm), Bye Laws & Certificates of Registration (in case of registered cooperative society), Partnership Deed (in case of partnership firm) and Establishment Registration Certificate (in case of Proprietorship firm) should be attached.
2.	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government departments/ agencies/ ministries or PSUs and should not be blacklisted by any government departments/agency/Ministries or PSUs/ private company. The bidder must upload a self-certified declaration.	Self-declaration to be given by Bidder's authorized signatory declaring company's Status regarding banning at the time of submission of bid on Company's Letter Head.
3.	The bidder shall have executed/should be executing software development services related to the space-segment/mission-critical environment and related fields (Ground Segment/Spacecraft operations/Space Applications/Space Simulation etc.) during last 3 years.	Proof of document towards this shall be provided.
4.	The bidder shall have at least 30 software professionals on company including web developer, mobile application developer, and database administrator. Bidder shall have minimum of 10 developer/senior software developer/programmer with minimum 3 years of experience.	Proof of document towards this shall be provided with name, qualification & designation of the employees.

5.	The bidder shall have completed minimum 3 software products which are currently operational in mission-critical environment. The total PO value shall be at least 150 Lakhs. This shall comprise of the total value of the number of purchase orders.	Proof of bidder's past/on-going services towards software development along with end-user satisfactory completion certificate.
----	---	--

4. Scheduled timeline of activities

The bidder shall establish, maintain and control a detailed schedule that shows the order in which the works will take place, including identification of major events and milestones and shall cover the period from acceptance of RFP till the end of contract. The bidder shall identify all major software life cycle milestones with timelines and indicate the dates associated with the project deliverables. The bidder shall describe the estimating methodology and the methods employed to determine the effort associated with this project.

Sl.No	Activity	Timeline	Deliverables
1.	Purchase Order Release	T	
2.	Study of Software Requirements Specifications provided by ISTRAC Team	T + 2 Week	Requirements update and generation of corresponding test cases
3.	Exploration of Best Possible Architecture	T + 4 Week	Suitable Architecture for entire M&C System to be deployed across ground station.
4.	Architecture Review by ISTRAC committee	T + 5 Week	Final Architecture to be discussed and reviewed by ISTRAC committee
5.	ISTRAC to propose Software design based on the reviewed architecture	T + 2 months	Software design to be discussed, updated design to be reviewed by committee and release of final design document.
6.	Study of Software Design Document provided by ISTRAC Team	T + 3 months	Software Development Plan shall also be provided by the bidder, based on final design.
7.	Software Implementation (Coding) Phase with ISTRAC Design	T + 8 months	Software Code/ Executable and Configuration Files/Software Artifacts
8.	Software Validation and Verification using open source or ISTRAC provided software test tool	T + 5 to 9 Months	Parallel Process based on progress: Unit Testing, Integrated Testing and System Testing Reports
9.	Cyber Security Testing	T + 5 to 10 Months	Cyber Security Testing Certificate from Certification Agency
10.	Software Detailed Design Document Preparation	T + 11 Months	Software Detailed Design Document with updated Algorithm Flowcharts, Pseudo Codes etc.
11.	Go-LIVE: Software Deployment /Operationalization in one cluster of 2 or 3 stations	T + 12 Months	Operationalize it and share the Software User Manual to all Ground Stations and other Stakeholders.
12.	Commencement of On-site Support Services	Deployment + 3 years	

5. Responsibility Matrix

Sl.No	Activity	Responsible Agency
1.	Detailed SRS generation	ISTRAC
2.	SRS Disclosure to Bidders during Pre-Bid Meeting with appropriate NDA (Format Attached in Annexure-1)	ISTRAC
3.	Suitable Architecture Preparation	ISTRAC & BIDDER
4.	Architecture Review by ISTRAC committee	ISTRAC
5.	Design Proposal	ISTRAC & BIDDER
6.	Design Review by ISTRAC committee	ISTRAC
7.	Software Implementation	BIDDER
8.	Software Verification and Validation	BIDDER
9.	Cyber Security Testing	BIDDER
10.	Software Detailed Design Document Preparation	BIDDER
11.	Software Deployment & Operationalization in one cluster of 2 or 3 stations	BIDDER

6. Terms and Conditions

6.1. Terms and conditions for on-site development/support service

- 6.1.1. The deployed on-site development/support service by the bidder shall be in ISTRAC premises from Monday to Saturday from 08:30 hrs. To 17:30 hrs. except on Sundays and National holidays (Independence Day, Republic Day and Gandhi Jayanti).
- 6.1.2. The deployed on-site development/support service by the bidder may be permitted one day paid leave per month. This leave cannot be carried forward to the subsequent months.
- 6.1.3. The deployed on-site development/support service by the bidder may have to work extended hours or on holidays if the testing or other activities demand, with prior permission from ISTRAC.
- 6.1.4. The on-site development/support service by the bidder may have to visit IDSN/MOX campus other than ISTRAC SCC towards testing activities located in & around Bangalore.
- 6.1.5. The deployed on-site development/support service by the bidder needs to make their own logistic arrangement.
- 6.1.6. The deployed on-site development service by the bidder shall not be replaced with another staff by the bidder during the service period without prior notice of three months in advance.
- 6.1.7. The deployed on-site support service by the bidder shall be replaced with another staff by the bidder in case of absence of the deployed service for more than 2 consecutive days.
- 6.1.8. If the deployed on-site development/support service by the bidder leaves the company, a replacement staff by the bidder shall be deployed in advance in order to ensure knowledge transfer/on job training for uninterrupted development/support activity. New staff by the bidder shall be trained and updated with the appropriate domain knowledge by the bidder who has been already working.
- 6.1.9. The character and antecedents of the deployed on-site development/support service by the

bidder shall be verified through record check by the service provider from the concerned police authorities, and original police report shall be submitted to this office.

- 6.1.10. The deployed on-site development/support service by the bidder working in ISTRAC premises shall follow all the security requirements such as possessing a valid Pass/Id card while entering the campus, maintaining high order of discipline while on duty.
- 6.1.11. The deployed on-site development/support service by the bidder who is found unacceptable to ISRO because of security risks, incompetence, attendance, conflict of interest, improper conduct or any other reasons, shall be replaced immediately by the bidder upon receiving a written notice from ISTRAC.
- 6.1.12. The deployed on-site development/support service by the bidder shall not reveal any passwords, documents/work performed during the contract period or after completion of the same to any other person/outsider without the permission of ISTRAC. An NDA (Non-Disclosure Agreement) will be signed with the party. Legal action as deemed fit will be initiated by ISTRAC if this clause is violated by the bidder.
- 6.1.13. ISTRAC shall have full right on the intellectual property.
- 6.1.14. The entire code/design document etc. related to this development shall be handed over to ISTRAC and shall be treated as property of ISTRAC/ISRO.
- 6.1.15. The bidder/ deployed on-site development/support service by the bidder shall not take copy of any drawings/documents/software/softcopies, if any, provided by ISTRAC for the purpose of this activity. If found it will be treated as security breach.
- 6.1.16. Bidder shall submit the project management plan along with tender response.
- 6.1.17. Project management plan shall contain details about the team's experience, qualification and expertise of the team to be deployed.
- 6.1.18. The bidders, who executed the NDA during Pre-bid meeting and attendees of pre-bid meeting only will be eligible/ considered for project execution.
- 6.1.19. Bidder has to attach the profile of the proposed skill sets with all relevant experience certificate and skill evidences as mentioned in the specification along with the offer. If bidder submits bid without providing relevant skillset data such offer shall be rejected and will not be considered for further evaluation.
- 6.1.20. Bidder has to offer the same or better skill sets which are projected during evaluation process. In case, bidder is unable to offer the skills as per commitment after purchase order placement, the order will be cancelled.
- 6.1.21. ISTRAC shall have rights to evaluate the candidates whom bidder is projecting for placement for service. In case it is found that the skillset offered does not have required expertise, then the offer will be rejected. If ISTRAC opts to review the capability of the offered skillset, bidder must arrange for such interaction with-in seven days after intimation. Online mode of interaction will be accepted.
- 6.1.22. The contract shall stand cancelled with three months' notice at any time during the contract due to unsatisfactory performance.
- 6.1.23. In case of cancellation of the contract due to unsatisfactory performance, the bidder shall transfer all the software artefacts like architecture, design, code, libraries, etc., developed so far to ISTRAC. Completeness of the knowledge transfer shall be verified and approved by ISTRAC.
- 6.1.24. The bidder should not assign, sublet or delegate the contract or any part thereof without ISTRAC's consent.
- 6.1.25. During placement of the skill sets bidder has to ensure that each skillset shall sign the NDA who will be engaged in this service.
- 6.1.26. Bidder shall note that, in case bidder wish to replace any skill set engaged in the project due to internal reasons (like resignation); there shall be minimum 30 days overlap between the existing skill set and replacement for smooth handover of operation. Competency of the replacement skillset shall be evaluated and approved by ISTRAC technical experts.
- 6.1.27. The bidder should note that the safety and regulation requirement for onsite development/support personnel shall be bidders responsibility
- 6.1.28. Safe operation of the software/ equipment / systems under contract is sole responsibility of

the bidder/service providers.

6.1.29. Department shall not pay any compensation for any accident that may happen at site.

Bidder/Service providers are advised to take suitable insurance cover accordingly.

6.1.30. All the support personnel who deliver service onsite shall have insurance as per regulatory requirements.

6.1.31. The Bidder shall adhere to all regulations as per Ministry of Labour & Employment, Government of India & State of Karnataka and any other statutory / regulatory body.

6.2. Payment Terms & Conditions:

6.2.1. Payment Terms & Conditions for On-site Development Services

Payment shall be made quarterly post completion of each milestone/quarter with satisfactory certification from the end user. The bidder shall submit the invoice after completion of the quarter to Purchase Section of ISTRAC.

Milestone per Quarter	Scope
1.	Phase1: 1. Understanding software requirements 2. Requirements analysis and generation of software architecture 3. Software detailed design
2.	Phase2: 4. Review and Acceptance of Software Detailed Design (SDD) 5. Software Implementation for handling individual equipments configuration for a session 6. Software configuration and interface testing for individual equipment
3.	Phase3: 7. Software Implementation-for one complete cluster for remote schedule driven operations 8. Software integration for one cluster 9. Designer level test for one cluster equipment integration
4.	Phase4: 10. Software Verification & Validation by ISTRAC T&E Committee 11. Implementation and testing of T&E observations and software deployment 12. User manual and handing over of all software artifacts to ISTRAC.

6.2.2. Payment Terms & Conditions for On-site Support Services:

On-site Support Services shall be for 3 years with quarterly payment on certification by ISTRAC.

Payment shall be made quarterly based on satisfactory certification from the end user & assessment by ISTRAC team. The bidder shall submit the invoice after completion of the quarter to Purchase & Accounts Section of ISTRAC.

6.2.3. LD Terms & Conditions

LD shall be applicable with the following terms for on-site development services:

0.5% of the payment due shall be deducted on not meeting the milestone. For every slippage by a week, will accumulate additional 0.5% to a maximum of 10% of the quarterly payment. This shall be cumulative for every delay per milestone, to a maximum of 10% of quarterly payment.

LD shall be applicable with the following terms for on-site support services:

If deployed service takes leave on days other than permitted leaves and if bidder also fails to send a replacement for the deployed service, a penalty of 1% shall be deducted per day from quarterly payment.

7. Bidder shall provide a declaration as per following on company's letterhead –

DECLARATION TO ADHERENCE TO REGULATION OF STATUTORY BODIES

I/We hereby declare that I shall abide by all the rules & regulations of the local electricity board and Ministry of Law and Ministry of Labour & Employment and any other statutory body and shall also indemnify ISTRAC, Department of Space, and Government of India from any issues arising due to non-adherence of the regulations under these provision.

8. In the event of the bidder failing to provide the required services as defined in the RFP during the validity of this contract, ISTRAC reserves the right to cancel the contract or withhold the payment with one-month notice.