Qolaris
Unifying Thoughts

Reference: QDIPL/ATSPL/EL/09-2022/00021

Dated: 02-Sept-2022

To,
The Director,
Awzpact Technologies & Services Pvt. Ltd.
S-10, Radha Krishna Complex, Zone 2, M.P. Nagar, Bhopal

Subject: Engagement letter for development of Citizen Service Delivery Platform.

Dear Sir,

Please refer our discussions on the subject matter, in this regard M/s Qolaris Data India Pvt. Ltd. (Referred as **"Qolaris"**) is engaging M/s Awzpact Technologies & Services Pvt. Ltd. Referred as **"Awzpact"**) for designing and development a citizen service delivery platform based on the functional and non-functional requirements as per Annexure-1

Following would be the timelines and payment terms for the development and maintenance.

S. No.	Milestone	Duration	Amount (INR)
1.	Successful User Acceptance Testing with all the required features of Citizen Service Delivery Platform	4 months or earlier from the issue of this engagement letter	1,00,00,000/- (One Crore)
2.	Live on the production server with all the services of Citizen Service Delivery Platform and handover of source code	6 month or earlier from the issue of this engagement letter	80,00,000/- (Eighty Lakhs)
3.	Operation and Maintenance support of Citizen Service Delivery Platform for 1 year	Post Live on Production server	60,00,000/- (Sixty Lakhs)
	TOTAL		**2,40,00,000/- (Two Crore Forty Lakhs)**

In total, INR **2,40,00,000/-** (Two Crore Forty Lakhs Only) will be paid for the entire scope of the work to be delivered and managed by Awzpact.

Please note: All the above-mentioned amount are exclusive of any applicable taxes and subject of TDS as per the applicable law. Any applicable taxes will be added in all the invoices on top of the above-mentioned amounts.

For Qolaris Data India Pvt. Ltd.

Ashish Jaiswal, Director

QOLARIS DATA INDIA PRIVATE LIMITED | CIN: U74110TG2018PTC127659
Registered Office: Registered Office: H.No. 3-6-182/1,Street No. 17, Urdu-hall Lane Himayathnagar Hyderabad-500029
Kolkata Branch Office: #1001, 10th Floor, Ergo Tower, Plot-A1-4 Block EP &GP, 804, Street Number 23, GP Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091
Phone: +918447759482 / +91 9051458080 / +91 9434019083/+ 91 9830444030 | Mail: info@qolarisdata.com | Web: www.qolarisdata.com

Annexure-1-

Agreed requirements by both Qolaris and Awzpact

Functional Requirements

1. User Registration & Authentication

- Citizens and Common Service Centres must be able to register using Aadhaar, mobile number, or email.
- Support for two-factor authentication (OTP via SMS/Email).
- Integration with national identity systems (e.g., DigiLocker, e-KYC).

2. Service Catalogue

- Display a categorized list of all government services available.
- Search and filter services by department, state/region, eligibility, etc.
- Provide detailed service descriptions, timelines, and required documents.

3. Online Application Submission

- Enable users to apply for services through a digital form and through Common Service Centre
- Auto-fill basic citizen information from profile or linked databases.
- Upload supporting documents (PDF, JPEG, etc.).
- Integration with digital signature or eSign for digital certificates to be issued through this platform.
- The generic workflow engine for easy creation of workflow for new services with drag and drop feature and minimum technical programming support.

4. Application Tracking

- Allow users to track real-time status of submitted applications.
- Notifications/alerts via SMS, email, or portal inbox for status changes.

5. Payment Gateway Integration

- Support online payments for fee-based services (credit/debit cards, UPI, net banking).
- Generate payment receipts and track transaction history.

6. Grievance Redressal

- Citizens can lodge grievances or complaints related to service delivery.
- Ticketing system for grievance management with tracking and escalation levels.
- Feedback/rating option after service completion.
-

QOLARIS DATA INDIA PRIVATE LIMITED | CIN: U74110TG2018PTC127659
Registered Office: Registered Office: H.No. 3-6-182/1,Street No. 17, Urdu-hall Lane Himayathnagar Hyderabad-500029
Kolkata Branch Office: #1001, 10th Floor, Ergo Tower, Plot-A1-4 Block EP &GP, 804, Street Number 23, GP Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091
Phone: +918447759482 / +91 9051458080 / +91 9434019083/+ 91 9830444030 | Mail: info@qolarisdata.com | Web: www.qolarisdata.com

7. Dashboard for Users and Administrators

- Citizens: View application history, pending services, payment status.
- Administrators: View service requests, manage approvals, and monitor performance.
- Ensure mechanisms to monitor the operations of Common Service Centres

8. Multilingual Support

- Interface and services should be available in multiple Indian languages- English and Hindi to be precise.

9. Mobile Compatibility

- Fully responsive web portal.
- Optional native mobile apps (Android/iOS) for wider accessibility.

10. Integration with Backend Departments

- APIs to fetch or validate data from departments (Education, Food & Civil Supplies, Health, Pension, RTO, Revenue, UIDAI, etc.).
- Workflow automation for interdepartmental service processing.

11. Document Management System

- Secure storage of uploaded documents.
- Enable document sharing with other government systems upon citizen consent.

12. Role-Based Access Control (RBAC)

- Define roles (citizen, officer, supervisor, admin).
- Control access to services and actions based on roles.

13. Notification System

- Automated notifications on application status, deadlines, and reminders.
- Support for SMS, email, and push notifications.

14. Service Level Agreement (SLA) Management

- Define SLAs for each service type.
- Track adherence to SLA timelines and trigger escalations if delayed.

15. Analytics and Reporting

- Generate reports on service usage, citizen feedback, turnaround time.
- Real-time insights for decision-making and performance monitoring.

QOLARIS DATA INDIA PRIVATE LIMITED | CIN: U74110TG2018PTC127659
Registered Office: Registered Office: H.No. 3-6-182/1,Street No. 17, Urdu-hall Lane Himayathnagar Hyderabad-500029
Kolkata Branch Office: #1001, 10th Floor, Ergo Tower, Plot-A1-4 Block EP &GP, 804, Street Number 23, GP Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091
Phone: +918447759482 / +91 9051458080 / +91 9434019083/+ 91 9830444030 | Mail: info@qolarisdata.com | Web: www.qolarisdata.com

Non-Functional Requirements

1. Security

- **Data Encryption:** All citizen data must be encrypted in transit (TLS 1.2/1.3) and at rest (AES-256).
- **Authentication & Authorization:**
    - Multi-factor authentication (MFA) for users and administrators.
    - Role-based access control (RBAC) to restrict system privileges.
- **Data Privacy Compliance:**
    - Adhere to data protection laws.
    - Obtain user consent before data sharing.
- **Audit Logging:**
    - Maintain logs for all user/system actions (e.g., logins, data changes, approvals).
    - Logs must be immutable and regularly reviewed.
- **Vulnerability Management:**
    - Periodic security assessments, penetration testing, and patching.

2. Performance

- **Response Time:** Portal and API responses should occur within 2 seconds under normal load.
- **Concurrent Users:** System must support at least 5000 concurrent users with load balancing.
- **Application Throughput:** Ability to process thousands of applications per hour without degradation.
- **Resource Optimization:** Efficient use of server, storage, and bandwidth resources.

3. Scalability

- **Horizontal Scaling:** Platform should support adding servers dynamically to handle increased load.
- **Micro-services Architecture:** Modular architecture for independent service scaling and updates.
- **Cloud-Native:** Designed to run on public or hybrid cloud environments (MeitY-empaneled CSP).
- **Elastic Storage:** Support for dynamic increase in document storage capacity (e.g., scanned records, certificates).

4. Availability & Reliability

- **Uptime:** Ensure 99.9% uptime annually.
- **Failover Mechanism:** Auto-switch to backup servers in case of system failure.
- **Disaster Recovery (DR):**
    - Real-time or near-real-time replication to DR site.
    - Recovery Time Objective (RTO): < 1 hour.
    - Recovery Point Objective (RPO): < 15 minutes.

QOLARIS DATA INDIA PRIVATE LIMITED | CIN: U74110TG2018PTC127659
Registered Office: Registered Office: H.No. 3-6-182/1,Street No. 17, Urdu-hall Lane Himayathnagar Hyderabad-500029
Kolkata Branch Office: #1001, 10th Floor, Ergo Tower, Plot-A1-4 Block EP &GP, 804, Street Number 23, GP Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091
Phone: +918447759482 / +91 9051458080 / +91 9434019083/+ 91 9830444030 | Mail: info@qolarisdata.com | Web: www.qolarisdata.com

5. Maintainability

- **Modular Codebase:** Easy to update individual components without affecting the entire system.
- **Automated Testing:** Support for unit, integration, and regression testing pipelines.
- **Monitoring Tools:** Integration with monitoring tools for proactive issue detection.

6. Interoperability

- **Standard APIs:** Open API standards (RESTful/JSON) for integration with government databases (e.g., UIDAI, DigiLocker).
- **Support for e-Governance Standards:** Comply with NeGP, MeitY service design guidelines (e.g., e-Pramaan, e-Sign).

7. Usability & Accessibility

- **UI/UX Design:** Intuitive and accessible interface for all users including rural citizens and differently-abled persons.
- **Accessibility Standards:** Comply with WCAG 2.1 AA and GIGW (Guidelines for Indian Government Websites).
- **Multi-Device Support:** Fully responsive on desktops, tablets, and smartphones.
- **Language Support:** Platform must support Indian languages with a language toggle option.

8. Portability & Compatibility

- **Browser Compatibility:** Support for latest versions of major browsers (Chrome, Firefox etc.).
- **Cross-Platform Support:** Should work on Windows, Linux, Android, and iOS devices.
- **Easy Deployment:** Use containerized deployment for portability across environments.

9. Legal & Compliance

- **Right to Service Act Integration:** Ensure services comply with time-bound delivery mandates.
- **RTI Compliance:** System must log and provide records for Right to Information requests.
- **Archival & Retention:** Maintain records as per legal retention schedules.

Terms and Conditions agreed by both Qolaris and Awzpact:

1. Any 3rd party license required during the development, Implementation and Maintenance will be part of Awzpact with no additional cost.

2. Scope of work shall be design and development of software with similar kind of requirements mentioned at Annexure-1. Qolaris shall support for the requirement gathering and testing of the application.

3. Awzpact shall provide support for the hosting of the application on the Qolaris identified cloud.

4. Awzpact shall hand over the source code to Qolaris after the application is live on production server only after receiving the payment in accordance with the payment milestone mentioned against this delivery

5. Qolaris shall make the payments to Awzpact as per the payment term mentioned in the engagement letter. Awpact has the right to discontinue the service at any point of time in the event of not receiving the payment/payments against respective delivery milestone/milestones from Qolaris within one month of completion of such delivery milestone/milestones mentioned in the engagement letter.

6. Awzpact shall provide the hand-holding to Qolaris identified resources after the completion of Development of the software or after any extension in the engagement terms on mutual agreement. The O&M for this project is subjected to the mutual agreement between Awzpact and Qolaris.

7. Awzpact shall not provide any onsite resources for the project during the engagement period.

8. Awzpact shall not be liable for any delay in acceptance of delivery for the reasons not pertaining to Awzpact. Every milestone mentioned in the engagement letter shall be treated as completed and due for payment once Qolaris provides the final acceptance.

9. Awzpact will not be liable for any penalty for the reasons not pertaining to Awzpact and after acceptance of the milestone/milestones by Qolaris.

10. Awzpact shall keep confidential, any information related to this scope of work, with the same degree of care as it would treat its own confidential information. Awzpact shall note that the confidential information will be used only for the purposes of this scope of work and shall not be disclosed to any third party for any reason what-so-ever.

For Qolaris Data India Pvt. Ltd.

Ashish Jaiswal

Director

Date: 02-Sept-2022

For Awzpact Technologies & Services Pvt. Ltd.

Priyanka Chaurasia

Dy. Director- Business Development & Admin

Date: 02-Sept-2022

QOLARIS DATA INDIA PRIVATE LIMITED | CIN: U74110TG2018PTC127659
Registered Office: Registered Office: H.No. 3-6-182/1,Street No. 17, Urdu-hall Lane Himayathnagar Hyderabad-500029
Kolkata Branch Office: #1001, 10th Floor, Ergo Tower, Plot-A1-4 Block EP &GP, 804, Street Number 23, GP Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091
Phone: +918447759482 / +91 9051458080 / +91 9434019083/+ 91 9830444030 | Mail: info@qolarisdata.com | Web: www.qolarisdata.com