

Annexure 9: Commercial Bid Form

A) Roles and Job Description

| S No | Role | Job description | Head Count |
|------|-------------------------------------|--|------------|
| 1 | Project Manger | <ul style="list-style-type: none"> • 12+ Years of Experience in software development projects with at least 5 years of project management experience U • Understanding the assigned project requirements and expectations • Project estimation, planning, executing and tracking, taking responsibility towards meeting the timelines and quality thresholds for the scope of work assigned to the IT services vendor team • Tracking all Project metrics and presenting in weekly/monthly review calls with IIITB team • Assessing the risk and taking mitigation and contingency plans • Orchestrating all meetings as per Agile standards • Ensuring right mix of team-members in terms of experience and skill-set in line with project requirements • Allocation of work among team members, tracking the progress on a day-to-day basis • Identifying any issues needing attention and resolving those, leveraging senior management of organization as appropriate • Publishing status report to IIITB leadership team on a regular basis | 1 |
| 2 | Senior Technology Lead (Full Stack) | <ul style="list-style-type: none"> • 10+ Years of experience in Full stack development • Understanding the overall technical architecture of the Tele-MANAS platform and its interfaces • Understanding the assigned project requirements and expectations • Taking responsibility for architecture and design related deliverables from the IT services vendor • Guiding the team and reviewing team deliverables • Leveraging all other technical roles of the programme towards execution of devised strategies with respect to technical architecture and design • Ownership in delivering LLDs and HLDs to IIITB for review and approval • Taking ownership to deliver PoCs • Baselining the technology stack to be used and the frameworks to be used as a part of the implementation | 1 |

| S No | Role | Job description | Head Count |
|------|--------------------------|---|------------|
| | | <ul style="list-style-type: none"> Suggesting tools and 3rd party software's required to improve the performance of Tele-MANAS platform Outlining the design for the interfaces of Tele-MANAS needed for integration with ABDM, E-Manas, video services, IVR systems and other systems Reviewing and baselining the design for key solution components to be created as a part of the platform across teams Establishing best practices towards ease of maintenance and deployments, flexibility Ensuring Security and privacy best practices and compliance. | |
| 3 | Technology Lead Frontend | <ul style="list-style-type: none"> 8 to 10 Years of Experience in frontend and development. Along with the JD mentioned for Developer Frontend, He should be Experience in writing LLD, HLD and API documentation etc as necessary for implementation Providing inputs for the estimation and planning Understanding the scope and requirements of modules, overall platform architecture, frameworks and guidelines defined for the project Putting down detailed design for the modules and flows. Getting design reviewed by team's architect for critical components Giving a design walkthrough to the team's developers Overseeing development work and doing code review Coming up with deployment scripts and new releases Doing proof of concepts, trying new technology solutions, utilities etc. | 1 |
| 4 | Technology Lead Backend | <ul style="list-style-type: none"> 8 to 10 Years of Experience in Backend development Along with the JD mentioned for Developer Backend, He should be Experience in writing LLD, HLD and API documentation etc as necessary for implementation Providing inputs for the estimation and planning Understanding the scope and requirements of modules, overall platform architecture, frameworks and guidelines defined for the project Putting down detailed design for the modules and flows. Getting design reviewed by team's architect for critical components | 1 |

| S No | Role | Job description | Head Count |
|------|--------------------|---|------------|
| | | <ul style="list-style-type: none"> Giving a design walkthrough to the team's developers Overseeing development work and doing code review Coming up with deployment scripts and new releases Doing proof of concepts, trying new technology solutions, utilities etc. | |
| 5 | Developer Frontend | <ul style="list-style-type: none"> Experience Range - 3 to 7 Years Develop, enhance, and maintain responsive user interfaces for web and mobile applications using Angular, React, Ionic, or React Native. Convert UI/UX designs into high-quality, pixel-perfect frontend code. Build reusable components and libraries for future use. Optimize applications for maximum performance, speed, and scalability. Integrate frontend components with backend APIs and ensure seamless data flow. Troubleshoot, debug, and upgrade existing applications and Work closely with designers, backend developers, testers, and product teams to deliver end-to-end solutions. Write clean, modular, and maintainable code following best practices and coding standards. Participate in code reviews, provide feedback, and ensure code quality. Improve UI/UX based on user feedback and analytics insights. Stay updated with the latest frontend technologies and best practices. Proficiency in Angular (v8+), React.js, and JavaScript (ES6+). Excellent knowledge of HTML5, CSS3, SASS/SCSS, and responsive design principles. Solid experience with RESTful APIs, JSON, and state management (Redux, NgRx, Context API, etc.) Knowledge of Git and version control best practices. Experience with unit testing frameworks like Jest, Jasmine, Karma, etc. is a plus. Understanding of UI/UX principles and design tools (Figma, Adobe XD) is desirable. | 3 |

| S No | Role | Job description | Head Count |
|------|-------------------|---|------------|
| 6 | Developer Backend | <ul style="list-style-type: none"> • Resource should be between 3 to 7 years of experience • Design, develop, and maintain backend services using Java, Spring Boot, and related frameworks. • Implement RESTful APIs, business logic, and database interactions using Hibernate. • Develop scalable microservices and ensure seamless integration across modules. • Deploy and manage backend services on Tomcat, Nginx, and containerized environments using Docker. • Optimize application performance for high availability, reliability, and scalability. • Implement secure coding practices, authentication, and authorization mechanisms. • Collaborate with frontend developers, QA teams, and product managers for end-to-end solution delivery. • Troubleshoot production issues and apply timely fixes. • Write clean, reusable, and well-documented code following best practices. • Participate in code reviews and contribute to continuous improvements. • Integrate backend services with various databases and third-party APIs. • Contribute to architectural decisions and solution design discussions • Strong programming experience with Java (8+). • Deep understanding of Spring Boot, Spring MVC, Spring Security, and related modules. • Solid hands-on experience with Hibernate/JPA for ORM and database operations. • Strong knowledge of Tomcat and experience managing Java application deployments. • Working knowledge of Nginx as a reverse proxy and load balancer. • Hands-on experience in building and deploying applications using Docker and containerized environments. • Experience with relational databases such as PostgreSQL, MySQL, Oracle, etc. • Strong experience in RESTful API design, versioning, and documentation. • Understanding of microservices architecture and inter-service communication. | 3 |

| S No | Role | Job description | Head Count |
|------|-----------------------|---|------------|
| | | <ul style="list-style-type: none"> • Experience with caching mechanisms (Redis, Ehcache) is a plus. • Knowledge of CI/CD pipelines (Jenkins, GitLab CI, Azure DevOps) is desirable. • Familiarity with logging, monitoring, and alerting tools (ELK, Prometheus, Grafana) is an advantage. | |
| 7 | Jr Developer frontend | <ul style="list-style-type: none"> • Resource should be between 2 to 3 years of experience range • Defining, developing, testing, analysing, and maintaining applications in support of the achievement of business requirements. • Analysing, programming, testing, and debugging programs and applications along with ensuring implementation of guidelines w.r.t data privacy, data security and stability and continued availability of the software/hardware system • Applying best practices and industry specific standards for implementing, testing and maintaining the application • Review and maintain documentation for development and testing of various layers (UI, functional, back-end) • Supporting and collaborating with various teams for the integration testing • Executing other tasks related to migration, enhancements and software/hardware upgrade | 1 |
| 8 | Jr Developer Backend | <ul style="list-style-type: none"> • Resource should be between 2 to 3 years of experience range • Defining, developing, testing, analysing, and maintaining applications in support of the achievement of business requirements. • Analysing, programming, testing, and debugging programs and applications along with ensuring implementation of guidelines w.r.t data privacy, data security and stability and continued availability of the software/hardware system • Applying best practices and industry specific standards for implementing, testing and maintaining the application • Review and maintain documentation for development and testing of various layers (UI, functional, back-end) • Supporting and collaborating with various teams for the integration testing • Executing other tasks related to migration, enhancements and software/hardware upgrade | 1 |

| S No | Role | Job description | Head Count |
|------|--|--|------------|
| 9 | Mobile App Developer (IOS and Android) | <ul style="list-style-type: none"> • Design, develop, and maintain high-quality iOS and Android mobile applications. • Translate UI/UX wireframes into functional, high-performance mobile interfaces. • Develop clean, reusable, and maintainable code following mobile best practices. • Integrate mobile apps with backend RESTful APIs and third-party services. • Manage local storage, caching, offline capabilities, and state management. • Ensure app reliability, responsiveness, and security across both platforms. • Manage the full mobile release lifecycle on: Apple App Store (iOS) and Google Play Store (Android) • Identify and troubleshoot issues, optimize performance, and improve the overall user experience. • Work collaboratively with backend, UI/UX, and QA teams to deliver features end-to-end. • Participate in code reviews and follow coding standards. • Strong proficiency in Ionic • Stay updated with the latest trends and advancements in mobile technologies. | 1 |
| 10 | Dev-Ops Engineer | <ul style="list-style-type: none"> • Should have minimum 5 Years of experience in Dev-Ops • Configuring and managing cloud infrastructure • Maintaining self-hosted tools/application • Implementing backup policy • Planning, managing and performing the technical releases leveraging Level 3 support team members and in coordination with IIITB coordinator for releases • Communicating with stakeholders and platform users to keep them apprised for releases • Documenting release notes and known issues • Closely monitoring the platform and cloud infrastructure performance subsequent to the releases to avert any impact on operations and usage • Documenting and reporting on issues observed during roll-out • Working with developers for creating deployment scripts for smoother and more automated deployments • Setting up CICD pipe line | 1 |

B) Resource Rate Card:

| S No | Role | A Head Count | B Hourly Rate (INR/Hour/Head) | C Total Rate (INR/Month) (C=160*A*B) | D Applicable Tax | E Total Cost (INR with Tax) (E=C+D) |
|------|--|--------------|-------------------------------|--------------------------------------|------------------|-------------------------------------|
| 1 | Project Manager | 1 | | | | |
| 2 | Senior Technology Lead (Full Stack) | 1 | | | | |
| 3 | Technology Lead Frontend | 1 | | | | |
| 4 | Technology Lead Backend | 1 | | | | |
| 5 | Developer Frontend | 3 | | | | |
| 6 | Developer Backend | 3 | | | | |
| 7 | Jr Developer frontend | 1 | | | | |
| 8 | Jr Developer Backend | 1 | | | | |
| 9 | Mobile App Developer (IOS and Android) | 1 | | | | |
| 10 | Dev-Ops Engineer | 1 | | | | |
| | Total | 14 | | | | |

Total Cost (E) in Words:

Note:

- Total cost including tax (E) will be considered for commercial bid evaluation
- Any mistake done in calculations to derive Total cost including tax (E) will be considered as disqualified
- Total number of billable hours per resource per month is capped to 160 hours
- Monthly Invoice will be processed subject to approval of time sheet and SLA deviations

Blank cells of the above table highlighted in green need to be filled in by the Bidder.

C) Any Other Cost

| Ser | Cost Head (License fee, any other costs) | Cost Description | Total cost over 3 years (in INR) | Total cost over 3 years (in INR) (in words) |
|-----|--|------------------|----------------------------------|---|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

Blank cells of the above table highlighted in green need to be filled in by the Bidder. If no other costs are to be considered, then please specify "Not Applicable"