



**RFP Procurement Document
FOR VIRTUAL PLATFORM
MALANKARA ASSOCIATION 2022
TECHNICAL DETAILS**

20th January 2022

Disclaimer: This document is intended to the use of any prospective Bidders for the online Virtual Platform development project.



Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of The Malankara Orthodox Syrian Church, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer by Church. This RFP is to invite proposals from the applicants who are qualified to submit the bids ("bidders"). The purpose of this RFP is to provide the bidder(s) with information to assist them in formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability, and completeness of the information in this RFP. Church makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision, and amendment. It does not purport to contain all the information that a Bidder may require. Church does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent. The Malankara Orthodox Syrian Church may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. The Malankara Orthodox Syrian Church reserves the right of discretion to change, modify, add to, or alter any or all the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated to all Bidders. Any information contained in this document will be superseded by any later written information on the same subject made available to all recipients by The Malankara Orthodox Syrian Church.

The Malankara Orthodox Syrian Church reserves the right to reject any or all proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of The Malankara Orthodox Syrian Church shall be final, conclusive, and binding on all the parties.

1. About The Malankara Orthodox Syrian Church

The Malankara Orthodox Syrian Church was founded by St. Thomas, one of the twelve apostles of Jesus Christ, who came to India in A.D. 52. At least from the fourth century, the Indian Church entered a close relationship with the Persian or East Syrian Church. From the Persians, the Indians inherited The East Syrian language and liturgies, and gradually came to be known as Syrian Christians. In the sixteenth century Roman Catholic missionaries came to Kerala.



They tried to unite the Syrian Christians to the Roman Catholic Church, and this led to a split in the community. The Church entered a new phase of its history by the establishment of the Catholicate in 1912.

At present, the Church is using the West Syrian liturgy. The faith of the Church is that which was established by the three Ecumenical Councils of Nicea (A.D. 325), Constantinople (A.D. 381) and Ephesus (A.D. 431). This Church now consists of about 2.5 million members, who are spread all over the world.

2. Purpose

This Request for Proposal (RFP) is to invite proposals from eligible Suppliers for procurement of Virtual Platform for The Malankara Orthodox Syrian Christian Association 2022 for DC and DR respectively. The shortlisted Suppliers will assist The Malankara Orthodox Syrian Church in supply, installation and support of Virtual Platform in the Cloud based Solution with DC & DR.

Church has state of art for Solution of Virtual Platform for Registering, Live Meeting and Voting for the Malankara Association 2022.

The Bidder should note that:

- i. The technical specifications specified in document are the minimum specifications for the mentioned solutions.
- ii. The purpose behind issuing this RFP is to invite pre-qualification, technical and commercial bids from the eligible bidders and selection of bidder(s) for the above purpose.

The selection process consists of the following three phases:

- 1) Pre-Qualification/Minimum Eligibility Criteria
- 2) Technical Evaluation
- 3) Commercial Evaluation

3. Scope of work

1. The Supplier shall be responsible for Development, Installation, Configuration, Integration, Operationalization of Cloud Solution for Malankara Association 2022 Virtual Platform.
2. The offered solution should be Comprehensive, Easy to use, Robust, Scalable, Secure, Reliable, zero latency, State of art & should be in high availability to achieve the highest uptime to ensure minimum disruption of services offered to association members & to meet the requirement of the Church.
3. The Bidder shall be responsible for Integration of the offered solution. Further the offered solution should also support smooth integration with customer requirement.



3.1. Warranty and support

The warranty shall be:

- a. On-site, comprehensive, back-to-back support for a period of one year. The warranty also includes all software subscriptions (critical hot fixes, service packs, and major upgrades).
- b. All critical or showstopper complaints while at the meeting would be attended within 10 minutes of the call and while at the non-meeting times would be attendee within 12 Hrs from the time call is lodged. The penalties for any non-compliances defined in SLA section.
- c. Software updates and upgrades during period of warranty should be at the cost of the Supplier.

3.2. Annual Maintenance Contract (AMC)

- a. Initially for six months and later can be discussed and mutually worked.

4. Expectations from Bidders

- a. Supplier is expected to examine all instructions, forms, terms, and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications.
- b. The bid should be precise, complete and in the prescribed format as per the requirement of this RFP.
- c. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in every respect will be at the Supplier's own risk and may result in rejection of the Bid and for which The Malankara Orthodox Syrian Church shall not be held responsible.
- d. The Supplier shall bear all costs and expenses associated with the preparation and submission of its Bid and The Malankara Orthodox Syrian Church shall in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process including cancellation or abandonment or annulment of the bidding process.
- e. No binding legal relationship will exist between any of the respondents and The Malankara Orthodox Syrian Church until execution of a contractual agreement.
- f. The recipient must conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.
- g. Each Recipient should notify The Malankara Orthodox Syrian Church of any error, omission, or discrepancy found in this RFP document.
- h. A Recipient will, by responding to The Malankara Orthodox Syrian Church for the RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.



5. Amendment of the RFP document

- a. The Malankara Orthodox Syrian Church reserves the right in its sole discretion of inclusion of any addendum to this entire Bid process. The Bidders shall not claim as a right for requiring The Malankara Orthodox Syrian Church to do the aforesaid.
- b. At any time before the deadline for submission of Bids / offers, The Malankara Orthodox Syrian Church may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify this RFP / Bid Document and all such modifications shall be binding on them.
- c. All prospective Bidders who have received this RFP shall be notified about the amendment in writing vide e-mail, and all such amendments shall be binding on them.
- d. If required in order to allow prospective Bidders reasonable time in which they need to take the amendment into account in preparing their Bids, The Malankara Orthodox Syrian Church at its sole discretion reserves the rights to extend the deadline for the submission of Bids. In no circumstance, the deadline for submission of Bids shall be extended beyond a period of 2 days. However, no request from the Bidder, shall be binding on The Malankara Orthodox Syrian Church for the same. The Malankara Orthodox Syrian Church's decision in this regard shall be final, conclusive, and binding on all the Bidders.
- e. Any attempt by the Bidders to visit or meet top management officials of The Malankara Orthodox Syrian Church in connection with or incidental to the Bid process, shall be construed by The Malankara Orthodox Syrian Church as an unlawful attempt by the prospective Bidder, to influence the RFP/ Bid process and may invite disqualification from bidding. Only one authorized representative of each bidder would be permitted to visit for submitting the RFP Response/ or when called by The Malankara Orthodox Syrian Church. The RFP Response can as well be submitted through an email: catholicos@mosc.in

6. Requests for Proposal

- a. Recipients are required to direct all communications related to this RFP, through the below nominated point of contact:

Contact: Adv. Biju Oommen

Position: Association Secretary

Email: catholicateoffice@mosc.in

Address: **The Malankara Orthodox Syrian Church Ltd,**
Malankara Orthodox Church Catholicate Palace,
Devalokam P.O., (Via.) Muttambalam,
Kottayam – 686 004
Kerala, India
Telephone # 0481-2578500, 2578499 Mobile: +91 94455 35004



- a. The Malankara Orthodox Syrian Church may, in its absolute discretion, seek additional information or material from any of the Bidders after the RFP closes and all such information and material provided must be taken to form part of that Bidder's response.
- b. Bidders should provide details of their contact person, telephone, email, and full address(s) to ensure that replies to RFP could be conveyed promptly.
- c. If The Malankara Orthodox Syrian Church, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then The Malankara Orthodox Syrian Church reserves the right to communicate such response to all Bidders.
- d. The Malankara Orthodox Syrian Church may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes to improve or clarify the response.
- e. The Malankara Orthodox Syrian Church will notify all short-listed Bidders in writing or by email as soon as practicable about the outcome of their RFP.

7. Minimum eligibility criteria

- a. Suppliers who wish to bid should confirm to the following criteria:
- b. A minimum annual turnover of not less than 1 Cr (INR) for the trailing two financial years.
- c. Bidder Should be either a PSU/PSE/ partnership firm or a limited Company under Indian Laws or /and an autonomous Institution approved by GOI/RBI promoted, Partnership Firm-Certified copy of Partnership Deed.
- d. Bidder should be in the business of development, installation, configuration, maintenance, supply and support of software development and deployment.
- e. The solution must be working for commercial organizations as on the date of the RFP. Satisfactory performance certificate along with Purchase Orders to be submitted as proof of document.
- f. The Bidder should have all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out its business.
- g. The firm should not be blacklisted / barred by Government of India or any regulatory body in India.

8. Instruction to Bidders

8.1 Clarification of Bids

- a. The bidder or its official representative is invited to attend pre-bid meeting to be held on **23-Jan-22 at 11:00 hours** through video conferencing. Zoom meeting details will be provided once the Bidder confirms the receipt of this RFP and their willingness to participate in the bid process. It would be the responsibility of the Bidders to be present at the meeting.
- b. Clarification sought by bidder should be emailed latest by 5pm (IST) on 22-Jan-22. Church has discretion to consider any other queries, as applicable; raised by the bidder's representative during the pre-bid meeting.

8.2 Amendment to the bidding document



- a. At any time prior to the date of submission of Bids, the Church, for any reason, may modify the Bidding Document, by amendment. The amendment will be informed via telephone and email.
- b. All Bidders must ensure that such clarifications have been considered by them before submitting the bid. Church will not have any responsibility in case some omission is done by any bidder.

8.3 Language of Bid

The bid prepared by the Bidders as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Church and supporting documents and printed literature shall be written in English.

8.4 Documents comprising the Bid

The bid shall consist of minimum eligibility criteria, proposed solution architecture, component level blueprint, overall solution, and associated cost for the labor and for any licensing. We expect an all-inclusive fixed bid (with break-up).

8.6 Bid Currency

Bids should be quoted in Indian Rupee (INR) only.

9 Delivery and Installation schedule

- a. The Bidder should deliver the cloud service on 17th February 2022 from the date of purchase order.
- b. Total Solutions would be tested and demonstrated on or before 17th February 2022.
- c. Final deployment mechanism can be mutually agreed during the course by the Supplier & by The Church.
 - i. Web site: www.mosc22.in (This will be procured and made available by The Church)
- d. The liquidation damages represent an estimate of the loss or damage that the Church may have suffered due to delay in performance of the obligations (relating to **delivery, installation, operationalization**, implementation, training, acceptance, warranty, maintenance etc. of the deliverables) by the Bidder.
- e. The Church shall, without prejudice to its other remedies under the Contract, **deduct from the Contract Price, as liquidated damages, a sum as specified in General Terms and Conditions**

10 Period of validity of Bids

- a. Church, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

11 Deadline for submission of Bids

- a. The bids must be received by the Church at the specified mail id (catholicateoffice@mosc.in) **not later than 26-Jan-22, 2pm IST.**
 - a. **Kindly submit the technical proposition and commercial proposition as two different documents. Commercial proposal shall be a password protected document. Only when the Church asks for the password please provide the password.**



b. Only technically qualified proposals will be proceeded to the next step evaluation and opening of commercial proposal will be done.

- b. The Church may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Church and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

11.1 Receival of Bids by the Church

On the scheduled date and time, bids will be analysed and verified in detail by the Church Committee.

11.2 Preliminary examination

- a. The Church will examine the Bids to determine whether they are complete, the documents have been submitted in full; supporting papers/documents attached and the bids are generally in order.
- b. The Church may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- c. The bidder should satisfy the pre-qualification criteria as specified in the tender.

11.3 Technical evaluation

- a. Pursuant to the evaluation of pre-qualification/ minimum eligibility criterion mentioned above, bidders will be short-listed for technical evaluation. Technical evaluation will be carried out only for the bidders who succeed the pre-qualification criterion.
- b. The Malankara Orthodox Syrian Church will review the RFP responses of the short-listed bidders [who qualify the minimum eligibility criteria] to determine whether the technical bids are substantially responsive. Bids those are not substantially responsive are liable to be disqualified at The Malankara Orthodox Syrian Church's discretion.
- c. During Technical evaluation the Church at its discretion can ask the bidders for the demonstration of all or some components/ features and components quoted by them. However, The Malankara Orthodox Syrian Church will not pay/ reimburse any expenditure incurred by the Supplier for arranging the demonstration.
- d. Church may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder
- e. Technical evaluation would be carried out and all bidders who qualify the technical evaluation will be short listed for commercial evaluation.
- f. There will be an evaluation discussion meeting with all short-listed Bidders on 27-Jan-22. Details of time and mode of meeting will be communicated in due course.

11.4 Commercial evaluation

- a. All the bidders who qualify in technical evaluation as per the criteria mentioned above would be short listed



for commercial evaluation.

- b. Disqualified bidders from technical evaluation shall not be considered for commercial evaluation.
- c. The Malankara Orthodox Syrian Church will award the contract to the successful bidder(s) whose bid has been determined to be substantially responsive.

11.5 Contacting the Church

- a. Bidder shall NOT contact the Church on any matter relating to its Bid, from the time of opening of Bid to the time a communication in writing about its qualification or otherwise received from the Church.
- b. Any effort by the Bidder to influence the Church in its decisions on Bid evaluation, bid comparison may result in the rejection of the Bidder's Bid.

11.6 Issuance of Contract

- a. The Church will announce final Bid winner on 28-Jan-22 at 9am IST.
- b. The Church will award the contract to the successful Bidder, out of the Bidders who have responded to Church's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive and is the lowest commercial Bid.

11.7 Payment terms

- a. Church will release the payment within 4 weeks of receiving the undisputed invoice, after deduction of applicable taxes at source of the agreed price to the selected Supplier.



Sl.No.	Deliverable	Due Date	Percentage of Total Contract Value (TCV)	Linked with Deliverable (Y/N)	Payment Details
1	Mobilization Amount	Start of the Project	10%	No	Payment along with Work Order
2	Requirements Understanding Document	2-Feb-22	10%	Yes	Upon successful & satisfactory completion
3	Infrastructure Provisioning & Mockup Screens (with Dummy code)	7-Feb-22	10%	Yes	Upon successful & satisfactory completion 4
4	System Integration Testing report (with >95% Pass Rate)	14-Feb-22	20%	Yes	Upon successful & satisfactory completion
5	Deployment & Trial Run (for UAT)	15-Feb-22	25%	Yes	Upon successful & satisfactory completion
6	Final Deliverables & Defect Fixes	17-Feb-22	10%	Yes	Upon successful & satisfactory completion
7	Successful completion of the Event	27-Feb-22	15%	Yes	

11.8 Single point of contact

a. Supplier must provide details of single point of contact viz. name, designation, address, e-mail address, telephone/mobile no. etc.

11.9 Applicable law and jurisdiction of court

a. The Contract with Supplier shall be governed in accordance with the laws of India for the time being in force and will be subject to the exclusive jurisdiction of courts at Kottayam, Kerala.



11.10 Confidentiality

- a. The Bidder shall treat all documents, information, data, and communication of and with The Church as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement, draft of which is given in. The Bidder shall sign and execute this Non-Disclosure Agreement before the execution of this Contract.
- b. The Bidder shall not, without The Church's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of The Church in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in utmost confidence and shall extend only so far as may be necessary and relevant for purpose of such performance and shall be subject to the terms and conditions of the Non-Disclosure Agreement.
- c. The Bidder shall not, without The Church's prior written consent, make use of any document, data, or information etc., enumerated in this Bid Documents save and except for due performance and observance of the Contract.
- d. Any document, other than the Contract itself, enumerated in this Bid Documents shall remain the property of The Church and shall be returned (in all copies) to The Church on completion of the Bidder's performance under and in accordance with the Contract, if so, required by The Church.

11.11 Ownership of Intellectual Property (IP)

- a. The sole ownership of the IP and all software artifacts and components/ modules/ systems developed by the Supplier with regard to this contract shall remain with The Malankara Orthodox Syrian Church. Full or partial use of any of these work products by the Supplier without taking a written approval from The Church shall follow legal proceedings.
- b.

11.12 Support and Training

- a. The bidder should provide three professional manpower in church premises (in this case at Kolenchery, Kerala) at the time of the meeting. Exact time and date will be intimated later.
- b. Sufficient training to be provided by the Supplier to handle the system.
- c. Support should be available 24/7 according to follow the sun principle.
- e. Supplier training for Church Officials



Technical Document

MALANKARA ASSOCIATION 2022 VIRTUAL PLATFORM



Proposed Solution

1. SMS/ Email Alert to all Members of the Association all over the world
2. Two factor authentication using OTP by SMS & Email for Registration and Voting
3. Solution for Members of the Association
4. Members Registration cum Member Welcome Page
 - a. Clergy
 - b. Laity
 - i. Elected Association & MC members who can vote
 - ii. Nominated MC member (who can't vote)
5. Live Meeting (optional)
6. Members Voting Page

1. SMS Alert to all Members of the Association

1. Each Member of the Association all over the world must enter the country code before they enter the mobile number where they would be receiving the SMS Alert.
2. An SMS alert would be sent to each member of the association prior to 24 hours of the start of the meeting/voting.
3. A second verification SMS Alert would be forwarded to all members, 5 hours prior to the start of the meeting to all the members of the Association all over the world.
4. While registering the Members would be asked to enter the SMS OTP Alert for the confirmation.
5. Once the Member is Registered on the Virtual Platform an SMS alert would be forwarded with a thanking SMS Alert acknowledged by the Association Secretary.
6. Before starting the Vote, each member will receive again with the SMS alert stating the Voting is Started.
7. Once Vote is done each member would be sent a SMS alert mentioning the vote is accepted and a Thankyou Message.



2. Solution for Members of the Association

- a. The solutions on the Virtual Platform which we are providing can be attended by 4100 association members at a time for Registering, Attend the Meeting as well Vote too.
- b. The member shall have the option to select the language during the initial access to the web page. The members can select Malayalam or English as their language. Once the Language is set by a member at the time of Registration this remain constant throughout the logging time and every time you login.

3. In Scope Functionalities

3.1 Roles

System shall have the following 5 roles:

- Admin
 - This is to configure the total number of all eligible voters as per the dioceses. Total there are 30 dioceses. This will be done one time before the actual polling. This can be a backend activity through an Excel upload functionality.
 - After uploading the base data, any edit/ update option must be given based on a search of a key-word like ID or Name combination.
 - Edit option is limited to Admin only.
- Volunteers (exclusively for registration)
 - We need 35 explicit logins for this role. One for each diocese, one for all Bishops and another 4 for any landed resources across other dioceses.
Note: We may have to increase the number of volunteers to 100, based on the pandemic scenario.
- Chief Returning Officer
 - To see the progress of the polling across the demography. This can be though a downloadable data extract through CSV format. No sophisticated dashboards are expected.
 - To verify and report the final tally to decide the result.
- Clergy Member



- Option to register by themselves using OTP option. Details explained later.
- To cast their vote. (Number of Clergies: Approx. 1300)
- Laity Member
 - Option to register by themselves using OTP option. Details explained later.
 - To cast their vote. (Number of Laities: Approx. 2800)

3.2 Pre-poll Functionalities

Pre-poll activities shall be mainly completed by Admin and Volunteer roles.

- Admin shall be able to:
 - Create a new Polling session (eg: MA-2022-1, MA-2022-2, MA-2023-1 etc.)
 - Each polling session can have some attributes like Year, Date, Location, Brief Agenda, Kal-pana archive etc.
 - Configure all eligible members' details to the system through an Excel upload functionality. Ability to add/ update/ delete any specific entry.
 - Mobile number is must for all members to generate an OTP to login, if needed
 - Details of members are: (Laity or Clergy, Unique Id, Name etc. will be provided in an excel template)
 - Need the following specific attributes for each Member:
 - Registered: Yes or No (Default will be 'No')
 - An attribute to indicate whether the Member proceeded to the Voting Panel. (More details to follow)
 - View the overall demography (as table) at diocesan level and a download option to an Excel file.
- Volunteer (at Registration Counter) shall be able to:
 - Search the system after the creation of Polling session for any specific Member
 - Upon verification of credentials (verification is a manual process), update the registration status to 'Yes' for all eligible Members
 - Consecutive logins of all Volunteers (35 numbers) should be possible. (It is very unlikely that search of same Member will happen by two different Volunteers.)



- Admin should have a facility to **Initiate** a polling session, which will be further routed to Polling Officer. Polling officer shall **Approve** the polling session so that the voting process can start.
- Other configuration parameters required for each polling session:
 - Total number of registered Members
 - Total number of registered Members, **proceeded to Voting Panel**
 - Total number of candidates (Eg: 11 in current session)
 - Maximum number of votes to be casted per member (Eg: 7 in current session)
 - Etc...

NOTE:

There may be multiple means to conduct the voting process:

- 1) Members physically assembling at Kolenchery. In this case, the Volunteers assigned at the site will complete the registration for each Member. After the Voting is declared by the Returning Officer, there will be counters with Laptops (designated Booths) to enable the voting process for each registered member.
- 2) If the crowd is limited at Kolenchery, then a sub-group or cluster of Voting centers will be designed at each Diocesan center or at any regional level. There will be volunteers assigned at each center and the voting will happen on Laptops at designated Booths.
- 3) Self-Registration & Voting: For a remotely operated member, explicitly in remote areas who cannot travel to a nearest center; they will do a self-registration (using SMS OTP) and will direct to the Voting page by themselves (after declaration of the voting). Due to pandemic situation, if there is a complete lockdown, then the all the 4100 members may have to exercise their votes in this form itself. So, the system should take care of this worst-case scenario.
- 4) Postal Voting: This is exclusively for senior citizens or people who have difficulty to travel to the nearest center or the people who don't have IT infrastructure to vote. This process will be mostly in physical ballot form and the online system may not be used. (To be confirmed)

4. Members Panel – Registration

1. OTP Verification
 - a. The members can register, participate and Vote for the association meeting from the members website section (**www.mosc22.in**).



- b. To enter the virtual platform to attend the meeting members must provide their mobile number in the text box area and can select the 'receive OTP' link. The members must provide the country code while entering the Phone Number.
 - i. Members will receive the registration OTP code on the members phone number via SMS for verification.
 - ii. If the member didn't receive OTP after a certain time the member can select the Resent OTP option.



- c. Members will be prompted to enter the registration OTP code sent via SMS to confirm that the member is registered to the phone number, members can move forward to the Live meeting (optional) and Voting page by verifying the phone number with a registration code received.
 - i. The OTP verification is done automatically if the member has provided access to messages. Members can also enter the verification code manually.
- d. Due to technical or any specific reason if the member is logged out of the Virtual Platform, for re-entering platform the member will have to be verified again with OTP.
- e. Implement CAPTCHA mechanism to avoid any robotic processing. This can be all-in lower-case a to z 5 characters in random in normal font. (No complication)
- f. If a member at any time logged out

5. Member Welcome Page

- a. Once the member has completed the verification process by entering the OTP, the member is directed to the Welcome page. On the welcome page the member can view the following fields:



- i. Member - Text Box (Clergy or Laity)
 - ii. Member Name - Text Box
 - iii. Member Parish - Text Box
 - iv. Member Diocese - Text Box
 - v. Declaration – Checkbox (2 lines of text with a default check box selected)
 - vi. Register Button
-
- All registered Members will be able to login to the system using OTP.
 - Login page needs to have a captcha or verification code, dynamically generated, and displayed on the login panel. Member should type that also in addition to the login and password.
 - Store the geography details and IP address of the machine (Desktop/ Laptop/ Tablet) from where the login is happening.
 - Upon successful login, a Member will be directed to the Welcome Panel (after language selection option – English or Malayalam) as follows:



Malankara Association 2022

Welcome!

ID : _____ (Eg: AK-01/01)

Name : _____ (Eg: Smith John)

Parish : _____ (Eg: St. George, Bangalore)

Diocese : _____ (Eg: Bangalore)

I hereby declare that I am an elected member of Malankara Association as per 1934 constitution. ☒ Yes

Proceed

NOTE:

The registration can start 24 hours before the actual association meeting. But the declaration to start the voting will happen only after the meeting starts and as per the proceedings. So, the above indicated 'Proceed' button shall not be made enabled until there is a declaration to vote. When the Member try to login to the page again after the registration (at the time of voting) there will be another round of verification using OTP.

- Upon clicking on the 'Proceed' button, the Member will be directed to the Voting Panel. Please note that, if the Member clicks the 'Proceed' button again (after logout and login), then it shall continue to be in the same state and will be counted as polled vote **only once**.



- Click on this 'Proceed' button by each Member will be counted as "polled vote". (This need to be captured explicitly in the data base.)
 - **Count of Polled votes for Clergy & Laity to be stored separately**
 - Background color of the Voting Panel will be different for Clergy & Laity.

6. Live Meeting (Optional)

The member can view the Zoom Conferencing button (optional) in the profile area of the member. On selecting the Zoom conferencing button, the member can view the link of the video conference call. The video call link is updated by the admin for each video call from the Admin area.

OPTIONAL:

- a. Zoom SDKs provide a rich-set of Zoom client-side functionality that can be integrated into your native apps. Currently, with our SDKs, we offer video-conferencing features that mirror the meeting experience in the Zoom Client. We offer SDKs that are compatible with various languages, platforms, and frameworks.
- b. Zoom SDKs, software development kits, are app development libraries which enable you to power your own application with Zoom Meetings and build new video experiences.
- c. The Web Meeting SDK enables the development of video applications powered by Zoom's core framework inside an HTML5 web client through a highly optimized Web Assembly module.
- d. Choose a Video SDK Plan - Use of the SDK Service will be measured based on the total number of meeting session minutes in a month attributable to the meeting sessions launched by Customer and/or member of Customer's application "Meeting Session Minutes"). For example, if five (5) end member participate in a 10-minute meeting session through Customer's application, then fifty (50) total Meeting Session Minutes will be used. Partial minutes used are rounded up.
- e. For any Technical or any non-specific reason if the member is logged out of the Virtual Platform for re-entering platform the member will have to be verified again with OTP.

7. Members Voting Page



a. After declaration of voting process, member can enter the Voting page using OTP (SMS & Email for all references of OTP). (The member is identified based on the mobile number identity)

b. On the Voting page, the member can vote for the required candidate from the provided list. The member can also view the following details in the voting section.

i. Voting Position - The member can view the voting position in this section (Eg: Bishop). The Voting Position can be set by the admin from the admin panel. (The voting position is currently Bishops)

ii. Voting Date:

1. The member can view the voting Date based on the date set by the administrator from the admin panel.

iii. Voting Time:

1. The member can view the voting Time based on the time set by the administrator from the admin panel. (The Voting time for the members is from 10 AM- 5 PM)

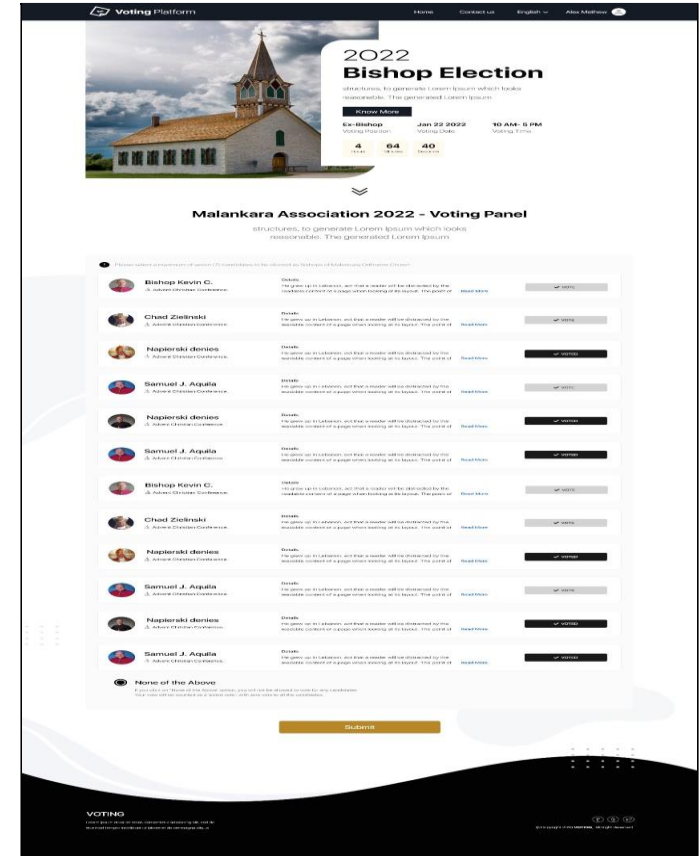
iv. Voting Time Remaining

v. Voting Description:

1. The member can view the voting Description based on the description details provided by the administrator from the admin panel. Below the Voting description, the member can view the voting Candidate list. From which the member can select a maximum of 7 candidates.

2. In the Candidate list, the member can view and checkmark (Vote) the required candidates.

- i. Candidate Name 1 - Vote Button
- ii. Candidate Name 2 - Vote Button
- iii. Candidate Name 3 - Vote Button
- iv. Candidate Name 4 - Vote Button
- v. Candidate Name 5- Vote Button
- vi. Candidate Name 6 - Vote Button

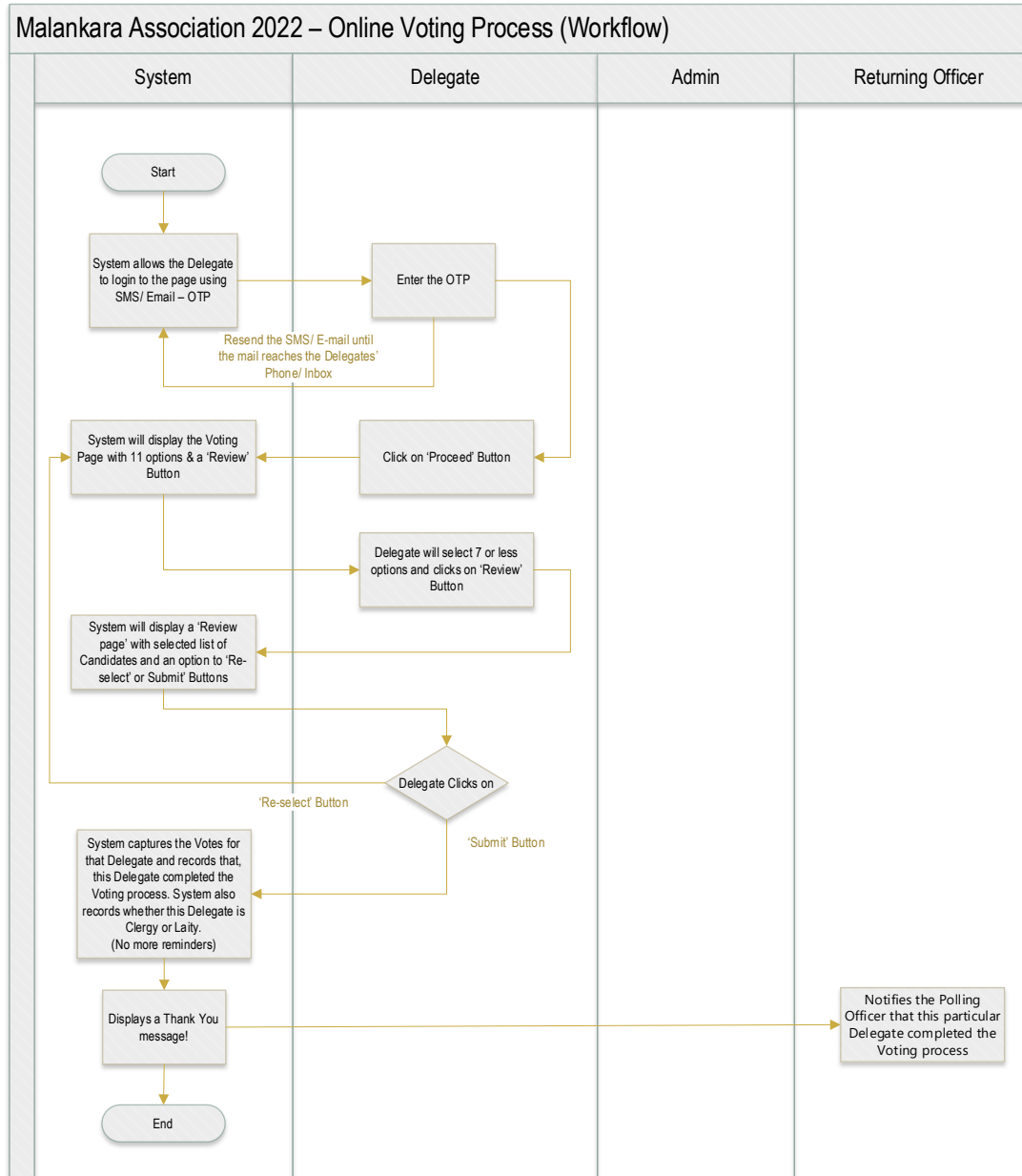




- vii. Candidate Name 7- Vote Button
- viii. Candidate Name 8 - Vote Button
- ix. Candidate Name 9- Vote Button
- x. Candidate Name 10 -Vote Button
- xi. Candidate Name 11- Vote Button

(Once the voter selects the Vote button, it changes as Voted)

3. If the member has selected 7 candidates from the voter's list. The member will get a popup message "Max Vote Limit Reached".
4. The member can uncheck (Unvote) and check (Vote) the selected candidate before clicking the submit button.
5. Upon successful selection of the Votes, then the Member should have the provision to 'Review' the voting selection. There must be options to 'Re-select' and 'Submit' button.





vi. Submit Vote Button

1. On selecting the 'Submit' Button the member will receive a thank you message and the polling process will be completed for the member. ('Back' button in the browser should be disabled after this.)

a. Once the member receives the "Thank You" message after submitting a vote, the member cannot make another vote of the same member through the application.

d. The member can view the 'Report Issue' link in the bottom view section of the voting page.

i. On selecting this link, the member can view the following field:

1. Contact No - The member can view the contact details of the administrator to report the issue by a call.

a. Phone number will be answered by the Member Admin/Administrator.

2. Email - The member can view the email address of the administrator to report the issue by Email.

e. The member can only submit the vote between the specified date and time mentioned on the voting page. The Date and Time are provided by the admin from the admin Panel.

~~d. There need to be a 'Proceed' button or something similar so that a member can get into the Voting Page. This is like a Voter entering into a Polling Booth. We need to get the count of members who have clicked on 'Proceed' button against the total registered count. This need to be reported separately for Clergy & Laity.~~

e. Important: Due to some technical reason, if the member closes the Browser page after clicking on 'Proceed' button and if they login again and click on 'Proceed' button, this should not be counted twice.

f. If Voting period (eg: 10am to 5pm IST) indicated on the Voting panel, then that time must be converted to the local time from where the member is accessing the page. Eg: 10 am to 5 pm IST to be converted to EST/ CST or any destination time zone.

~~g. If anyone clicks on 'None of the Above' option, then no selection of candidates will be allowed. (Latest decision: No such option will be made available on the Voting Page and hence no such issue.)~~

h. When the member clicks on 'Submit' button after the selection, there has to be a confirmation message "Are you sure you want to proceed with the current selection? Yes/No". Based on the response route the next page.



- i. If there is no response by the Member on selection of candidates, then after 5 minutes, there will be a warning message indicating "You have not casted your votes yet... kindly do so"
- j. Even after the warning message, if no votes are casted by the Member, then the system will logout of the Voting Panel and display the following message "Sorry, you have been logged out. Kindly login once again to cast the vote."
- k. After submission of vote click on 'Back' button in the browser should not take the Member back to the voting panel. Only once a member can cast the vote.
- l. Anytime during the voting period, the System shall provide a report on how many people registered and how many have casted the vote. However, there is not identification or traces of a member to whom the vote is casted.

Timer option for Voting Panel:

- If there is no response by the Member on selection of candidates, then after 5 minutes, there will be a warning message indicating "You have not casted your votes yet... kindly do so"
- Even after the warning message, if no votes are casted by the Member, then the system will log-out of the Voting Panel and display the following message "Sorry, you have been logged out. Kindly login once again to cast the vote."

8. Post-poll Functionalities

- Returning Offer shall be able to extract a report like this:

Candidates	Total Votes	
	Clergy	Laity
Name 1		
Name 2		
.		
..		
...		
Name 11		



None of the Above		
Number of Polled Votes - Clergy:		_____
Number of Polled Votes - Laity:		_____

- Detailed reporting at diocesan level should be made available through an excel download.
- Finally, Returning Officer shall **Close** the current polling session.
- All election statistics and related reports should still be accessible to Polling Officer even after closing of the polling session.
- No concurrent polling sessions shall be allowed. Only after the closure of the previous polling session, Admin will be allowed to create a new polling session.

9. Non-functional Requirements

1. Number of concurrent users logged in as Member shall be 4000 without any performance degradation.
2. OWASP Top 10 security compliance.
3. Response time shall be within 3 seconds.

10. List of Deliverables (to be submitted by the Supplier/ Supplier)

Sl.No.	Deliverable	Due Date	Payment Linked to Deliverable	Remark
1	Detailed Requirements Understanding Document	2-Feb-22	Yes	
2	Wireframe Designs & Overall Architecture	4-Feb-22	No	
3	Infrastructure Provisioning & Mockup Screens (with Dummy code)	7-Feb-22	Yes	
4	Detailed Code Base (for security and performance scanning)	10-Feb-22	No	Supplier shall make the code base available on a specific whitelisted IP so that MOSC



				can scan and validate the code quality. Code should meet OWASP Top 10 compliance
5	System Integration Testing report with >95% Pass Rate	14-Feb-22	Yes	
6	Performance Testing Report & Security Scan Report	14-Feb-22	No	4000 concurrent users + 100% code quality as per OWASP Top 10
7	Deployment & Trial Run (for UAT)	15-Feb-22	Yes	
8	Final Deliverable & Defect Fixes	17-Feb-22		

**11. Acceptance Criteria**

Quality of a deliverable will be assessed based on any logical or operational mistakes in the deliverable. If there are more than 2 (two) such critical mistakes in a deliverable, then the deliverable will not be accepted. Supplier shall provide a corrected version of the document within 24 hours' time of reporting of such critical issues.

12. SLAs

Sl.No.	SLA	Expected Value	Penalty on TCV upon Deviation
1	Schedule Deviation	$\leq 0\%$	10%
2	Defect Slippage to UAT	Not more than 1 critical and 2 high priority defects	5%
3	Defect Slippage to Production	0 (Zero) critical & high priority defects	20%

13. Admin Website Area**1. Administration Area Overview**

- A web-based administration area will be provided for the administrator to control the primary functions of the website and access data as required.
- Once the administrator has successfully logged in to the platform, they will be presented with the primary administration page.
- The administrator console will not be responsive on mobile devices.

2. Content Management Area

- A content management system will be provided to the administrator so they may manage the static content and other applicable areas of the platform.
- Static content areas including the terms and conditions, privacy policy, about us will be editable from this section of the console.

3. Data Extract for Dashboard

- In the admin panel, the admin can view the options to download the following data extracts:
 - Total Number of Voters & Number of Voters registered (Clergy & Laity separately)
 - Total Number of Submitted Votes (for each Candidate) – by Clergy & Laity separately

4. Add Voting Detail Section

- In the add voting details section, the admin can add the details of the Election. The add voting detail page can be accessed from the Voters section. The admin can view and edit the following details from this



page. The voting details added by the admin can be viewed by the member in the top view section of the Voting page:

- i. Voting Position - Text Box
- ii. Voting Date - Date Picker
- iii. Voting Time - Time Picker
- iv. Voting Description - Text Box
- v. Save Button

b. The admin can edit and manage the Maximum number of votes for each member from this section. (The member can vote for only 7 candidates currently.)

5. Add Voters Page

a. This can be a backend Excel upload option for the Admin to submit all the list in one shot to the system.

See more in Admin role explanation.

6. View Voters List Page

a. This can be a back-end download option of the complete list from the system at any point of time.

There must be a search option to view and verify the details of any specific Voter.

7. Add Candidate Page

a. This can be a back-end option through Admin login. We can define an Excel template and use that for Candidate list. Number of candidates will be as per the rows in the upload sheet.

8. Polling Details Page

a. Though Returning Office login, the system should provide the total number of registered voters and the # of votes casted by Clergy & Laity separately.

9. Admin User/Support Area

1. Dashboard



- a. The admin support panel can provide support to the member in case of issues with voting. If the members are unable to vote via the website link the members can call the Toll-free number provided on the voting page (Report Issue Section). The call will be attended by the Admin User.
- b. The admin user can check the following voter's status from this section:
 - i. Voter Name
 - ii. Voter Parish
 - iii. Voter Mobile Number
 - iv. Voter Mobile Number Status - Registered/Registered
 - 1. The admin user can check if the mobile number of the voter is registered within the platform.
 - 2. The registration is completed only if the voter has selected the proceed button on the welcome page of the member.
- c. A search button is provided on this page. The member can search for the required voter by typing the voter's name in the search text box which can be accessed from the Top View section.

*** End of Document ***