

**Request for Proposal for**

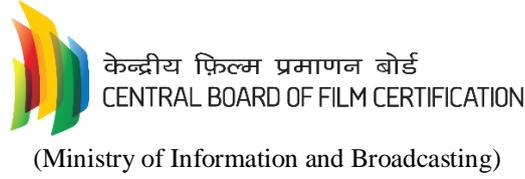
**“TAKEOVER, HOSTING AND MAINTENANCE OF CBFC’s  
APPLICATION AND WEBSITE, PROVISIONING AND  
MAINTENANCE OF CLOUD MANAGEMENT SYSTEM,  
REVAMPING OF WEBSITE,  
DESIGN, DEVELOPMENT AND MAINTENANCE OF MOBILE APP,  
PROVIDING DIFFERENT UTILITY TOOLS”**

**Volume I : Functional & Technical Specifications**

**3rd Phase of Computerization of CBFC  
R.O.P.**



**Central Board of Film Certification**



### NOTICE INVITING TENDER

Central Board of Film Certification (CBFC) invites proposals for **“Takeover, Hosting and Maintenance of E-CINEPRAMAAN Online Certification Application and Website, Provisioning and Maintenance of Cloud Management System, Revamping of Website, Design, Development and Maintenance of Mobile App, Providing Different Utility Tools”**

The Request for Proposal (RFP) document (in three volumes) can be downloaded from <http://cbfcindia.gov.in/> and can also be obtained from the office of CEO, Central Board of Film Certification, Films Division Complex, Phase-I Building, 24, Dr. G. Deshmukh Marg, Mumbai-400026 during working days against non-refundable RFP Documents fees of **Rs.10,000/-** in form of demand draft in favour of **“Pay and Accounts Officer, Films Division, Ministry of Information and Broadcasting, Mumbai”** payable at Mumbai.

The sealed bids in physical form should be submitted to the same address as mentioned above. Last date and time for submission of bids is **26th July 2021, 17:00 Hrs.**

*CBFC reserves the right to accept or reject any bid without assigning any reason.*

Email: ceo.cbfc@nic.in

Tel. 022-23510477

-sd-

Chief Executive Officer

Central Board of Film Certification

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**GOVERNMENT OF INDIA  
MINISTRY OF INFORMATION AND BROADCASTING  
CENTRAL BOARD OF FILM CERTIFICATION**

**REQUEST FOR PROPOSAL (RFP)  
FOR  
“TAKEOVER, HOSTING AND MAINTENANCE OF CBFC’s  
APPLICATION AND WEBSITE, PROVISIONING AND  
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**Disclaimer**

*Central Board of Film Certification (CBFC) has prepared this document to give interested parties the background information on the Project to be implemented. While the organization has taken due care in the preparation of information contained herein, the organization or any of its or agencies or any of its respective officers or employees do not give any warranty or make any representations or imply as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. The information is not intended to be exhaustive. CBFC reserves the right not to proceed with the Project or to change the configuration of the Project or to alter the time table reflected in this document or to change the process, the procedure to be applied. CBFC also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities requesting for proposal.*

**INVITATION**

Sealed bids are invited from eligible, reputed, qualified ‘IT/IT enabled e-Governance Service provider’ Firms with sound technical and financial capabilities for design, development, takeover and enhancements, maintenance and hosting of an end to end IT solution along with the establishment and operation of related outsourced process operating units as detailed out in this RFP Document. This invitation to bid is open to all Bidders who have qualified the eligibility criteria in the RFP.

The intent of this RFP is to invite proposals from Agencies/Firms/Companies (also referred to as ‘bidders’) to enable the Central Board of Film Certification (CBFC) to select a system implementation agency to take-over existing hardware and software, implement change requests as required to enhance the software, host the system and upgrade capacity, through provisioning of private dedicated cloud management system.

This RFP Document has three Volumes:

**RFP Volume I: Functional & Technical Specifications**

**RFP Volume II: General & Financial Specifications**

**RFP Volume III: Master Service Agreement**

## SCHEDULE FOR SUBMISSION OF PROPOSAL/BID

S. No.	Key Activities	Date
1.	Issuance of Request For Proposal (RFP)	25 <sup>th</sup> May 2021, 10:00 Hrs
2.	Last date of receiving queries from bidders	28 <sup>th</sup> June, 2021, 17:00 Hrs
3.	Pre-Bid Conference (if required)	29 <sup>th</sup> June, 2021, 15:00 Hrs
4.	Last date and time for submission of proposals	26 <sup>th</sup> July 2021, 17:00 Hrs
5.	Opening of Pre-Qualification bids	27 <sup>th</sup> July 2021, 11:00 Hrs
6.	Opening of the Technical Proposal	To be communicated
7.	Opening of the Financial (Commercial) Proposal	To be Communicated
8.	Award of tender	To be Communicated

RFP document containing the details regarding the scope of work, prescribed proforma, and qualification criteria can be downloaded from the website of CBFC. The completed Pre-qualification, Technical and Commercial bids are to be submitted before the date and time along with the prescribed EMD amount at the following address:

**The Chief Executive Officer,**  
 Central Board of Film Certification,  
 9<sup>th</sup> Floor, Films Division Complex,  
 Phase 1 Building, Dr. G. Deshmukh Marg,  
 Mumbai – 400026

**REQUEST FOR PROPOSAL**

This document adopts the following customized definitions:

1	A&M	Approach & Methodology
2	ATS	Annual Technical Support
3	BCA	Bachelor of Computer Applications
4	CCN	Change Control Notes
5	CD	Compact Disc
	CMMI	Capability Maturity Model Integration
6	COTS	Commercially Off The Shelf
7	CS	Computer Science
8	CV	Curriculum Vitae
9	CVC	Central Vigilance Commission
10	DD	Demand Draft
11	DFID	Department for International Development
12	DIT	Department of Information Technology
13	DR	Disaster Recovery
14	EMD	Earnest Money Deposit
15	EMS	Enterprise Management System
16	EOI	Expression of Interest
17	ESH	Extended Service Hours
18	GFR	General Financial Rules
19	GIS	Geographical Information System
20	GoI	Government of India
21	ICT	Information and Communication Technology
22	INR	Indian National Rupee
	iOS	i-phone Operating System
23	IP	Implementation Partner
24	IT	Information Technology
25	LD	Liquidated Damages
26	LLP	Limited Liability Partnership

27	Bid	a generic term covering “Proposal” or “Tender” submitted in response to this RFP.
28	Bidder	a generic term meaning a respondent to this RFP.
29	Contract	the agreement to be entered into between CBFC and a successful Bidder or Bidders as a result of this Request for Offer
33	CBFC	Central Board of Film Certification
34	Department	Central Board of Film Certification

## 1. Introduction

### 1.1 Overview of Central Board of Film Certification

Central Board of Film Certification (CBFC) is a content certifying statutory body for moving images in India. It functions under Ministry of Information and Broadcasting, and regulates the public exhibition of films under the provisions of the Cinematograph Act 1952. All films, music videos, and documentaries meant for public exhibition, irrespective of their length, and media type (Digital, video, DCP, CD, or DVD version) are subjected to certification by CBFC. Cinematograph (Certification) Rules were revised in 1983.

The Board functions with its headquarters at Mumbai. It has nine Regional offices at Mumbai, Kolkata, Chennai, Bangalore, Thiruvananthapuram, Hyderabad, New Delhi, Cuttack and Guwahati.

For further details about the Organization and its functions including the Certification process, please visit our website: [www.cbfcindia.gov.in](http://www.cbfcindia.gov.in)

## **1.2 Vision of CBFC**

To ensure the good and healthy entertainment in accordance with the provisions of the Cinematograph Act, 1952 and the Cinematograph (Certification) Rules 1983.

## **1.3 Mission of the CBFC**

- To ensure healthy entertainment, recreation and education to the public.
- To make the certification process transparent and responsible.
- To create awareness among advisory panel members, media and film makers about the guidelines for certification and current trend in films through workshops and meetings.
- To adopt modern technology for certification process through computerization of certification process and upgradation of infrastructure.
- To maintain transparency about Board's activities through voluntary disclosures, implementation of e-governance, prompt replies to RTI queries and publication of annual report.
- To develop CBFC as a Centre of Excellence

## **1.4 Objectives of Film Certification in India**

The Cinematograph Act, 1952 lays down that a film shall not be certified if any part of it is against the interest of the sovereignty and integrity of India, the security of the State, friendly relations with foreign States, public order, decency or involves defamation or contempt of court or is likely to incite commission of any offence.

The Act requires that any film is to be judged in its entirety from the point of view of its overall impact. It is to be examined in the light of the period depicted in the film and the contemporary standards of the country and the people to whom the film relates, provided that the film does not deprave the morality of the audience. Guidelines are applied to the titles of the films also.

*In this context, the overall objectives that the certification process aims to achieve are:*

- The medium of film remains responsible and sensitive to the values and standards of society
- Artistic expression and creative freedom are not unduly curbed
- Certification is responsible to social changes
- The medium of film provides clean and healthy entertainment
- As far as possible, the film is of aesthetic value and cinematically of a good standard.

In pursuance of the above objectives, the CBFC strives to ensure that:

- Anti-social activities such as violence are not glorified or justified
- The modus operandi of criminals, other visuals or words likely to incite the commission of any offence are not depicted
- *Scenes –*
  - Showing involvement of children in violence as victims or perpetrators or as forced witnesses to violence, or showing children as being subjected to any form of child abuse.
  - Showing abuse or ridicule of physically and differently abled persons; and
  - Showing cruelty to, or abuse of animals, are not presented needlessly
  - Pointless or avoidable scenes of violence, cruelty and horror, scenes of violence primarily intended to provide entertainment and such scenes as may have the effect of de-sensitizing or de-humanizing people are not shown
  - Scenes which have the effect of justifying or glorifying drinking are not shown
  - Scenes tending to encourage, justify or glamorize drug addiction are not shown
  - Scenes tending to encourage, justify or glamorize consumption of tobacco or smoking are not shown
  - Human sensibilities are not offended by vulgarity, obscenity or depravity
  - Such dual meaning words as obviously cater to baser instincts are not allowed

- Scenes degrading or denigrating women in any manner are not presented
- Scenes involving sexual violence against women like attempt to rape, rape or any form of molestation or scenes of a similar nature are avoided, and if any such incidence is germane to the theme, they shall be reduced to the minimum and no details are shown
- Scenes showing sexual perversions shall be avoided and if such matters are germane to the theme they shall be reduced to the minimum and no details are shown
- Visuals or words contemptuous of racial, religious or other groups are not presented
- Visuals or words which promote communal, obscurantist, anti-scientific and anti-national attitude are not presented
- The sovereignty and integrity of India is not called in question through the medium
- The security of the State is not jeopardized or endangered through the medium
- Friendly relations with foreign States are not strained
- Public order is not endangered
- Visuals or words involving defamation of an individual or a body of individuals, or contempt of court are not presented
- National symbols and emblems are not shown except in accordance with the provisions of the Emblems and Names (Prevention of Improper Use) Act, 1950 (12 of 1950)

## **1.5 Functions of the CBFC**

*In pursuance to the objectives stated above, the board seeks to:*

- ❖ Judge any film in its entirety from the point of view of its overall impact
- ❖ Examine the film in the light of the period depicted in the films and the contemporary standards of the country and the people to which the film relates provided that the film does not deprave the morality of the audience
- ❖ Scrutinize the titles of the films carefully and ensure that they are not provocative, vulgar, offensive or in violation of any of the guidelines as laid down by the Act.
- ❖ *Certify the films examined and classify them as per the conditions below:*

- If the film is found suitable for family viewing, that is to say, the film is such that all the members of the family, including children, can view it together, it is classified for unrestricted public exhibition
- If the Board, having regard to the nature, content and theme of the film is of the opinion that it is necessary to caution the parents/guardian to consider as to whether any child below the age of twelve years may be allowed to see such a film, the film shall be certified for unrestricted public exhibition with an endorsement to that effect.
- If the film meets the above-mentioned criteria but is considered unsuitable for exhibition to non-adults, it is certified for exhibition to adult audiences only.
- If the Board having regard to the nature, content and theme of the film, is of the opinion that the exhibition of the film should be restricted to members of any profession or any class of persons, the film shall be certified for public exhibition restricted to the specialized audiences to be specified by the Board in this behalf.

## 1.6 Organizational Structure of the CBFC

The organizational structure of the CBFC is based on the provisions of the Cinematograph Act, 1952 and the Cinematograph (Certification) Rules 1983. It is depicted in Figure below:

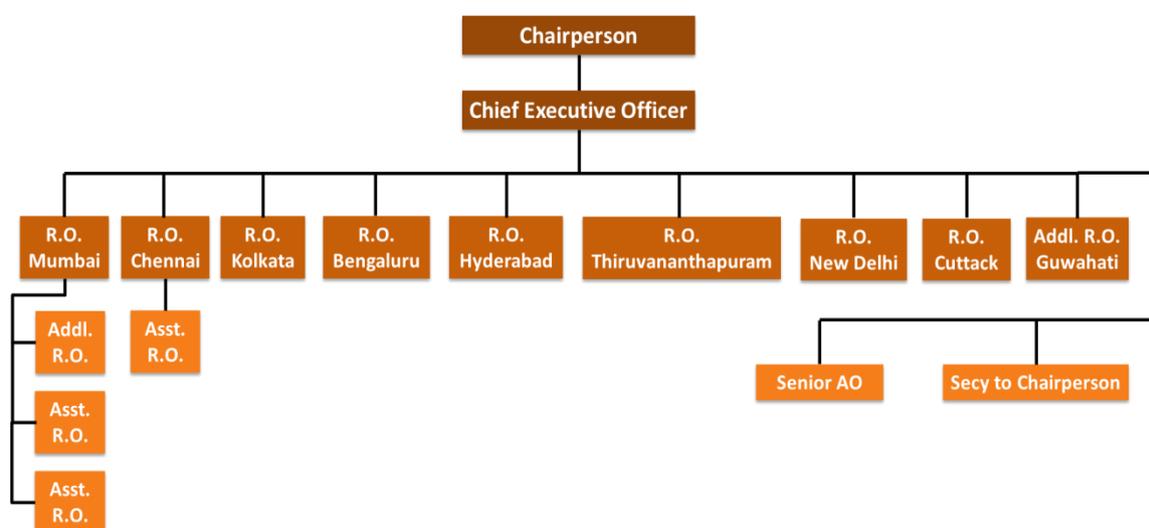


Figure 1: CBFC Structure

Central Board of Film Certification comprises of Chairperson and around 25 members. The Chairman and other members of the Board are appointed for a term of three years or till such time as the directives of the central government. They are appointed by the Government of India. All the appointed members are eminent personalities from different spheres of the society representing like education, art, film, social sciences, law, etc.

An Advisory Panel assists the Central Board of Film Certification in its various regional offices headed by Regional Officers. The members of these regional advisory panels also represent a cross-section of the social interests. These members are generally selected for two years or they hold office till such time as directed by the Central Government. However, the members can be reappointed.

## 1.7 Stakeholders

The broad stakeholder ecosystem and the roles and responsibilities of stakeholders related to the process of film certification are presented in this section.

### 1.7.1 Stakeholder Ecosystem

Governance	Stakeholder	Description
Policy Maker	Ministry of Information & Broadcasting (I&B)	I&B is a key Stakeholder as Central Board of Film Certification is a statutory body under it and certifying films for public exhibition in Indian. I&B is responsible to appoint its members.
Regulatory Body	CBFC board members	Their appointment is done by the Central Government.  They also participate in the Revision Committees.

	Chairperson	<p>Chairperson's appointment is done by the Central Government and functions with headquarters at Mumbai.</p> <p>He is responsible for review of examination reports and further needful actions.</p>
	Chief Executive Officer	Appointment is done by the Central Government.
	Regional Officers	<p>Regional Officers appointment is done by the Central Government. Regional officers receive and evaluate new application for CBFC certificate.</p> <p>They are responsible to form Examination committee.</p>
	Advisory Panels	<p>The Central Government may, after consultation with the Board, appoint any person whom it thinks fit to be a member of an advisory panel.</p> <p>They are the part of the examining or revising committee and based on their verdict, certificate is issued to the films.</p>
<b>Implementation Partner</b>	Film Producers	Producers play an integral role in the television, film and video industries. A producer oversees each project from conception to completion and may also be involved in the marketing and distribution processes. Producers work closely with the directors and other production staff on a shoot. Producer is responsible to apply for CBFC certificate.
<b>Beneficiary</b>	Viewers	Audience of the film.

## **1.7.2 Roles and Responsibilities of Officials of the CBFC**

### **1.7.2.1 Chairperson**

- I. To work as the Head of the Department
- II. Providing direction and guidance on behalf of CBFC to all Regional Officers in performing the statutory functions of film certifications.
- III. Satisfies himself/herself that the film has been examined in the prescribed manner which does not go against the interests of the security of the State, or against friendly relations with foreign states. He/She also ensures that such Films do not violate public order, decency or morality, or does not involve defamation or contempt of Court or is not likely to incite the commission of any offence and that the film has been examined in conformity with the rules/directions of the Central government.
- IV. Scrutinize the records of proceedings of the Examining Committee received from the Regional Officers.
- V. Sanction of the film in four categories i.e., “U”, “UA”, “A” and “S”.
- VI. Appoints and determines the time and place of the Revising Committee, presides over the Revising Committee for re-examination of the Certified Films.
- VII. Signs for and on behalf of the Board Certificate authorizing the public exhibition of films.
- VIII. Advises the Central Government about the composition of the CBFC and also of the Advisory panels by suggesting suitable names.
- IX. Acts as Public Grievance Officer for the redressal of grievance of the Citizen

### **1.7.2.2 Chief Executive Officer(CEO)**

- I. Advise the Chairperson, CBFC in all matters
- II. Implement various plan and non-plan schemes pertaining to CBFC, sanctioned by the Ministry
- III. Supervise the administrative work of CBFC headquarters and coordinate the work of all nine regional offices
- IV. Liaise with Ministry of Information and Broadcasting on financial and administrative issues.
- V. Examination of films in accordance with Cinematograph Act and the Rules made there under.
- VI. Appointing authority in respect of all the staff working in the CBFC headquarters and all

regional offices of the CBFC except the Regional Officers and Additional Regional Officers of CBFC.

- VII. Transfer of the staff working in the CBFC headquarters and all the regional offices of the CBFC except the Regional Officers and Additional Regional Officers of CBFC.
- VIII. Initiation of the Annual Performance Appraisal Report of all the Regional Officers and Administrative Officers, CBFC
- IX. Chief Vigilance Officer(CVO) for CBFC
- X. Appellate authority for hearing appeals under RTI Act against the CPIOs i.e. the nine regional Officers
- XI. To represent the CBFC in all court and CAT cases and authorized to file affidavits on behalf of CBFC
- XII. To appear before National Commissions viz National Commission for SCs/STs, NHRC, CIC etc. on behalf of CBFC.
- XIII. Appointing authority for Group “C” and Group “D” posts.

### 1.7.2.3 Regional Officers

- I. To supervise the work of scrutiny on behalf of the CBFC of applications from producers of Cinematograph films or their representatives in respect to all films.
- II. Appoints an Examining Committee in respect of each application.
- III. Associate himself as a member of the Committee for examining the film in accordance with the guiding principles laid down in the Cinematograph Act.
- IV. Participates if invited in any meeting of a Revising Committee constituted by Chairperson.
- V. Examination of cuts given to the film
- VI. Sign on behalf of the Chairperson the certificates authorizing the public exhibition
- VII. Maintain a record register indicating application received for certification.
- VIII. Participates in various Meetings/Workshops/Seminars
- IX. Exercise powers of Head of the Office
- X. Act as Public Information Officer

### 1.7.2.4 Senior Administrative Officer

- I. To act as Drawing and Disbursing Officer
- II. To advise the Chairperson on, Administrative, Accounts and Budgetary matters.
- III. To exercise control on Budget and expenditure for CBFC as a whole.
- IV. To process all cases relating to purchase and ensure that the purchases are made

according to the Govt. orders.

- V. To process the cases relating to the appointment/transfer/promotion matters
- VI. To settle personal claims including pension of all the officials working in CBFC.
- VII. To act as an officer of the CBFC and discharge the statutory duties attached to officer of the CBFC as outlined in the Cinematograph (Certification) Rules.
- VIII. To deal with the Court cases on administrative/financial matters.
- IX. To answer parliament questions.

#### 1.7.2.5 Secretary to Chairperson

- I. To assist the Chairperson
- II. Examination of film
- III. Replying for parliament questions
- IV. Correspondence regarding policy matters
- V. Preparation of Annual Report
- VI. Liaison with film producers in respect of their problems and work relating to film certification

#### 1.7.2.6 Additional Regional Officer and the Assistant Regional Officer

- I. To assist Regional Officer in the work of films certification.
- II. Examination of films.
- III. To attend the court cases relating to films.
- IV. Liaison with film producers in respect of their problems and work relating to film certification

#### 1.7.2.7 Office Superintendent

- I. Supervision of work relating to certification of films
- II. Counter checking of applications received for certification
- III. Preparing the draft for counter affidavits relating to court cases
- IV. Checking of establishment pay bills, GPF register, refund bills etc.

### 1.7.2.8 Librarian

- I. Providing information regarding Certified/uncertified Films in various matters
- II. Maintaining Indian and Imported Scripts and transferring them to National Film Archives of India (NFAI), Pune.
- III. Procurement of Books, Magazines and Newspapers.
- IV. Maintenance & issuing of Records of Feature and Short Film Files and counterfoils of CBFC Certificates.
- V. Weeding short Film files.
- VI. The Librarian also provides details sought by anyone seeking information

### 1.7.2.9 Film Editor/Equipment Operator

- I. Checking and acceptance of cuts portion submitted by the applicant
- II. Checking and acceptance of video cassettes of the films submitted by applicant
- III. Maintenance of cuts register
- IV. Operating the TV/Steinbeck editing machine for examination of films/and verification of cuts.
- V. Preparation and verification of cut length chart
- VI. Measurement of reel wise length of the film
- VII. Sending the cuts for preservation purpose to the National Film Archive of India (NFAI), Pune.

## 1.8 Overall Film Certification Process

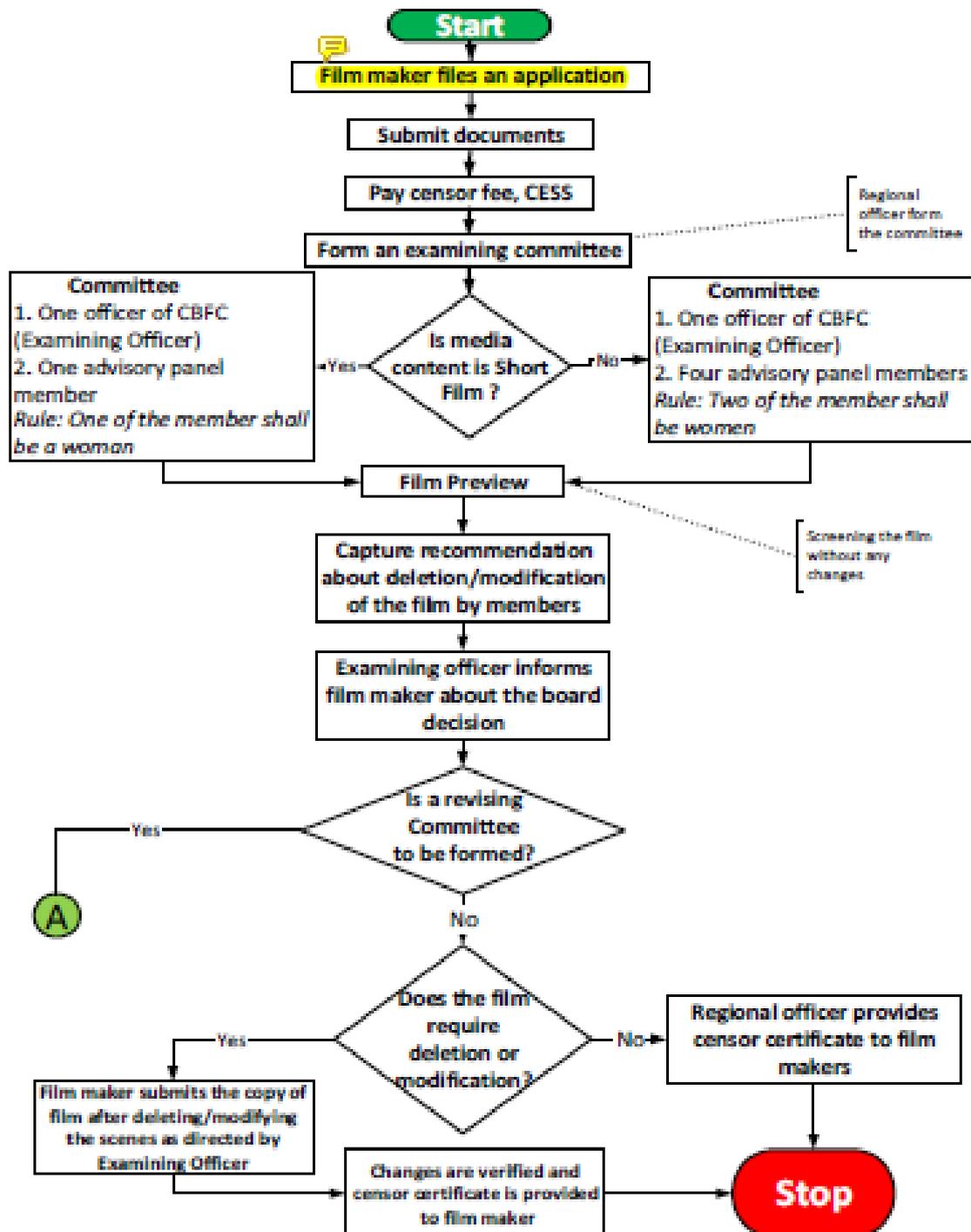
The Cinematograph (Certification) rules, 1983 have laid down the procedure that a producer must go through to get his film certified, explicitly stating the process and also the fees he has to pay and the materials he should submit. The overall process is summarized as follows:

- I. The material is required to be submitted to the regional officer of the concerned regional center.
- II. On receipt of all the film materials, requisite fees and written matter required under the rules, the regional officer will form an Examining Committee to view the film. The composition of this committee will be as follows:

- a. In the case of a short film, it will consist of an officer of the CBFC and one advisory panel member either of whom shall be a woman.
  - b. In the case of a long film/feature film, it will consist of an officer of the CBFC with four advisory panel members two of which shall be women.
- III. After the film has been previewed, the CBFC ensures that each member gives a report in writing about his recommendations about the deletions and/or modifications and the certificate of the film should be given.
  - IV. The report is then given to the Chairperson who will ask the regional officer to initiate further procedures.
  - V. If required, a revising committee may be formed to review the film again. It will consist of Chairperson, in his absence, a board member and not more than nine members, drawn from the advisory panel members, provided none of them was on the Examining Committee formed earlier.
  - VI. The Revising Committee will view the same film print shown to the Examining Committee without any changes.
  - VII. Each member will be required to record his verdict before leaving the theatre.
  - VIII. A re-revising committee may also be formed to review the film again.
  - IX. The quorum of the Revising Committee shall be five members of whom at least two persons shall be women, provided that the number of women members shall not be less than one-half of the total members of a committee.
  - X. After the applicant is appraised of the decision of the Board, he will delete any portions (if so directed) and submit them to the Regional Officer, along with one copy of the film as certified.
  - XI. Before any order prejudicially affecting the applicant of a film is passed by the Board, he is given an opportunity to represent his views in the matter before the EC/RC.
  - XII. If the matter goes in appeal under section 5C of the 1952 Act to the Film Certification Appellate Tribunal which is headed by a retired judge as Chairperson and not more than four other members, the FCAT may hear both the applicant and CBFC before coming to its judgment.

The overall process of the film certification is depicted in the figure below:

Figure 2: Film Certification Process



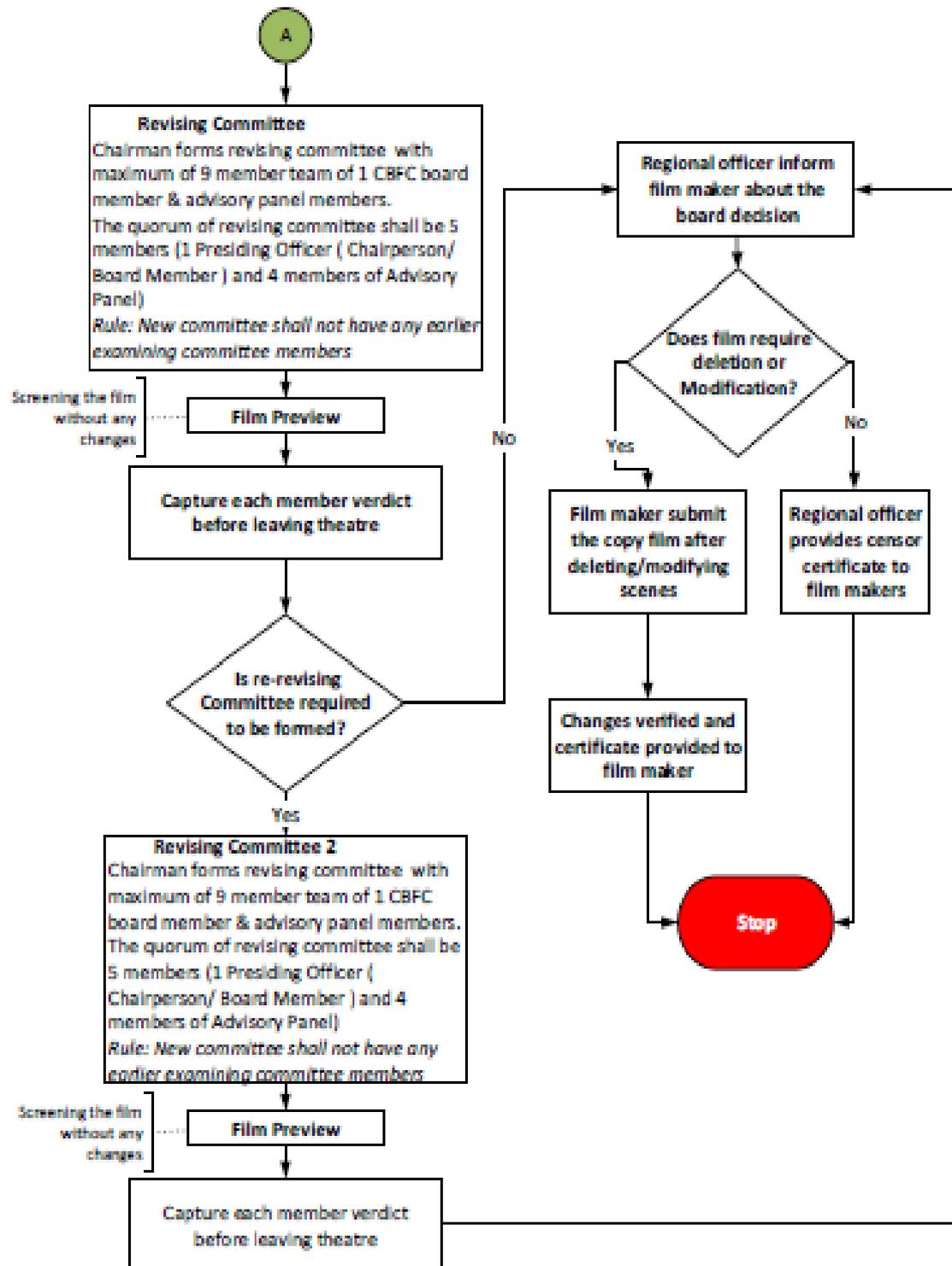
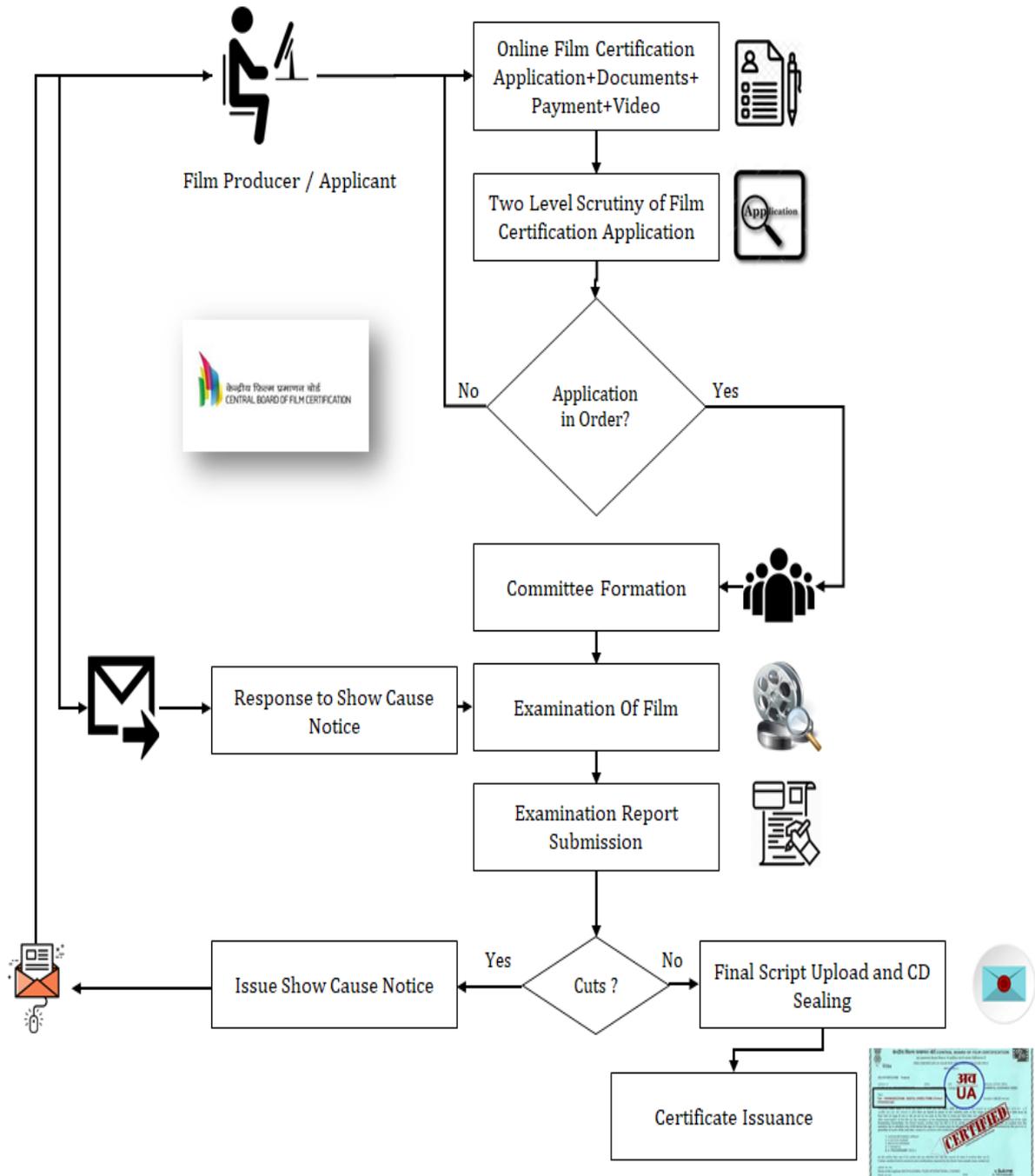


Figure 3: Certification process Summary



## 1.9 Present Status of Computerization in CBFC

CBFC has undertaken the task of IT- enablement of services. It has computerized the film certification-related activities. In its present form, the website of Organization and online film certification application ‘e-Cinepramaan’ ( [www.ecinepramaan.gov.in](http://www.ecinepramaan.gov.in) ) have been designed, developed implemented and being managed by M/s. NSDL e-Governance Infrastructure Limited (hereinafter, NSDL e-Gov.). It has designed and developed Internet-based applications using technology stack as described in following sections in order to allow for processing of online certification requests. The applications are presently hosted in the Data Centre of NSDL e-Gov.

Following have been completed/ accomplished as of now:

- I. Hardware installations, procurement of servers, internet connections with required bandwidth have been done.
- II. On-line submission of Applications and required documents including short videos with less than 10 minutes duration through Web interface and provision to watch the status of Application/details of Certification, receive and respond to notices by the registered Web users.
- III. Provision for CBFC officials to process the films application for certification and to access previous records of applications and certification.
- IV. Website of CBFC has been developed and deployed with necessary security features
- V. Historical Data has been digitized and migrated in the portal as well as in e-Cinepramaan
- VI. A Search Module on the Website has been provided to allow general public to search the details of Film Rating.

### 1.9.1 Existing Website:

Provides bilingual information on the organization in English and Hindi, Vision/Mission, various aspects with regard to film certification, FAQ, Act, Rules & Guidelines, Enforcement, Publications etc.. It also contains Important Correspondence, Tender Notice, Message Board, Collection, News, Search Module etc. The search module provides Rating recommended to the film.

Following are the salient features of CBFC website

- I. Interactive, user friendly, aesthetically designed
- II. Fast loading of website, easy navigation, search engine friendly
- III. Bilingual (English as well as Hindi). Marathi language version is under development.
- IV. Includes a picture gallery
- V. Includes the News and Events on CBFC portal
- VI. Provides more useful information/content. Necessary content management tools implemented
- VII. Differently abled friendly as per GIGW guidelines
- VIII. Facility to view certification related information to general public
- IX. Continuous and real-time Updating the content of website

### **1.9.2 Existing ON-LINE Application (Web interface for registered user and CBFC officials)**

Link of e-Cinepramaan online certification system:

<https://www.e-Cinepramaan.gov.in/>

#### **1.9.2.1 Features of e-Cinepramaan**

##### **1.9.2.1.1 Applicant**

- I. Provision to draft, view and submit their film certifications applications online
- II. Provides facility to upload online the script book, certificates, documents required to accompany the Application in least memory consuming tamper proof format
- III. Provision for Applicant to make payment of film certification application online on Bharatkosh.
- IV. Provision to view status of application from dashboard
- V. Provision to upload video for the films having duration less than or equal to 10 minutes
- VI. Provision to submit details of cuts suggested by CBFC officials.
- VII. Provides facility of receipt of intimations and notices to Users and facility to respond to these intimations and notices
- VIII. Provision to request for representation

- IX. Email/SMS alerts on various events like after approval of film certification, scheduling of screening, Report submission, CD sealing, etc.
- X. Applicant can escalate the matter in case of delay.
- XI. Provision to assign authorized representative to complete film certification application on behalf of applicant.

#### 1.9.2.1.2 CBFC officials

- I. CBFC official can scrutinize the film certification application, schedule screening, issue notice, generate certificate for film certification applications etc.
- II. Facility to form committees based on quorum logic, availability of Theatres, availability of committee members etc.
- III. Provision to view status of application from dashboard and take needful actions
- IV. Provision to view count of film certification applications pending at various stages of film certification process
- V. Provision to decide priority of applications depending on pendency. Applications will be displayed priority wise on the dashboard.
- VI. Provision to view video of films having duration less than or equal to 10 minutes online.
- VII. Provision to send intimation to the applicants via Email and SMS.
- VIII. Facility to generate, edit and issue template based show cause notices
- IX. Provision to send issued notice via Email.
- X. Provision to view manual and system generated escalations.
- XI. Detailed search option with various validations and access links for previous records
- XII. Email/SMS alerts on various events and pending actions for CBFC officers

#### 1.9.2.1.3 CBFC Admin

- I. User Management
- II. Master Management
- III. Configure templates of email, notice & SMS
- IV. Scheduling reminders for high-priority pending items

#### 1.9.2.1.4 Key Highlights of e-Cinepramaan

- I. Dashboard driven process flows
- II. Template based Notice generation with facility to edit
- III. Template based email/sms generation and issuance
- IV. Video upload with facility to view online
- V. User & Master Management
- VI. QR code based verification of film certificate
- VII. Facility for citizens to view Film Trailer, Cast & Credits, and, Synopsis, etc.
- VIII. Open Source Technology
- IX. Legacy data migrated
- X. **Integration with external interfaces**
  - E-Sign integration for digitally signing notices issued, applications submitted etc.
  - Integration with email and SMS gateway
  - Integration with Bharatkosh Payment Gateway

This comprehensive **on-line Software Application** module is protected using SSL Certificate, and has following features:

- I. Reports are made available depending upon rights assigned to the users.
- II. Facility with respect to the processing of their Application to all users
- III. Pendency at various stages of Application process regional office wise can be viewed and escalation matrix has also been configured
- IV. SMS/Email alerts to the Advisory Panel members about committees
- V. Digitalized and Archived Historic data of certification made available for general public to search the film details
- VI. Customized Information access to different types of Users
- VII. For status monitoring and action, The User dashboard, Regional Officers', Examining and Scrutiny officers' dash boards, CEO, Chairperson Dash boards, and such other Dashboards, Admin Panel etc. have been developed and maintained.

### **1.9.3 Ongoing changes in the System that will be completed by 31st August 2021:**

Apart from the above features of e-Cinepramaan system, there are some more changes that are currently underway and will be completed by 31st August 2021. These changed features will also be taken over by selected bidder agency from NSDL e-Gov. as part of this contract.

These ongoing changes are:

- i. Enabling online provision for submission and examination of modifications (cuts/replacements) up to 20 minutes duration.
- ii. Provision for Examining Officer to form Modifications verification committee and to approve final script. At present this provision is only given to Regional Officer.
- iii. Access to final scripts of all Certified Films to different CBFC users (Regional, examining officers, scrutiny and certification officials).
- iv. Improvement in online payment mechanism by making alternate payment gateway available
- v. Elimination of Cut Register and the provision for Examining Officer himself to enter the alteration in duration with each modification carried out by the Applicant in the Film.
- vi. Modification in application forms by doing away with Forms I and II since celluloid films are no longer in production, and to merge Forms IA and IIA in to a single unified Application Form for Film Certification, Elimination of redundant entries in Application Forms
- vii. Removal of FCAT related provisions pursuant to abolition of FCAT
- viii. Development of Marathi language version of the CBFC website

For details of functioning of e-Cinepramaan and online certification process, please read the User Manual for Applicants/Producers and User Manual for CBFC officials.

Links:

[https://www.cbfcindia.gov.in/main/CBFC\\_English/Attachments/CBFC\\_User\\_Manual.pdf](https://www.cbfcindia.gov.in/main/CBFC_English/Attachments/CBFC_User_Manual.pdf)

[https://www.cbfcindia.gov.in/main/CBFC\\_English/Attachments/CBFC\\_User\\_Manual\\_CBF\\_C\\_Officials\\_1.1.pdf](https://www.cbfcindia.gov.in/main/CBFC_English/Attachments/CBFC_User_Manual_CBF_C_Officials_1.1.pdf)

### 1.9.4 Volumes Handled

The system implemented by NSDL e-Gov. has fulfilled the requirements set by the Department and has handled significant volumes in last 3 years as given below:

Number of Registrations	Number of Applications submitted	Number of certificates Issued	Number of Video Uploaded	Number of Supporting documents Uploaded
15,118	71,953	68,587	59,797	5,92,880

Year wise transaction volumes handled by the system in last 3 years are as mentioned in the following table. Volumes have consistently crossed 18,000 certificates per annum as projected at the start of the project.

Year	Number of Registrations	Number of Applications submitted	Number of certificates Issued	Number of Videos Uploaded	Total Size of Videos Uploaded (In GB)	Number of Supporting documents Uploaded	Total Size of Supporting Documents Uploaded (In GB)
2017-18	6,029	18,793	17,775	15,116	340	1,64,684	170
2018-19	3,843	23,427	22,387	20,341	535	1,96,281	159
2019-20	3,263	21,141	20,126	18,340	543	1,56,539	102
2020-21	1,983	8,592	8,299	6,000	237	75,376	63
<b>Total</b>	<b>15,118</b>	<b>71,953</b>	<b>68,587</b>	<b>59,797</b>	<b>1,655</b>	<b>5,92,880</b>	<b>494</b>

### **1.9.5 Present Technology Stack:**

The Technology that has been deployed by NSDL e-Gov. at present for provisioning above services to CBFC is as follows:

**This Information has been hidden here owing to security concerns. However, the same can be obtained along with all three Volumes of this RFP Document from CBFC office in Mumbai upon payment of RFP Document Fee of Rs 10,000/- through Demand Draft.**

### 1.9.6 Hardware Infrastructure :

Current Hardware Infrastructure procured and installed for hosting CBFC Portal and e-Cinepramaan system consists of 4 Intel Servers of configuration mentioned in the tables below. These servers were procured in November, 2016.

Servers – Make & Model	Production	DRS	Development & Testing
DELL PowerEdge R730	2	1	1

KVM Host	Production		DRS	Dev & UAT
	Prod-1	Prod-2	DRS-1	
CPU (Cores)	16	16	16	16
Memory ( GB )	188	188	188	188
Local Disk ( TB )	5	5	5	5
	Server-I	Server-II	Server-III	Server-IV

## 2. Functional Requirements Specifications

CBFC has decided to further upgrade the technical infrastructure capacity that would fully enable it to meet the needs of increased amount of certification processing. The application needs also to be user- friendly, secure and have high performance. The existing website is also to be revamped and made more interactive, dynamic, state-of-the-art, user friendly, secure and have ultra-modern outlook and high performance. The **scope of work of proposed engagement** also includes the following

### 2.1 Scope of Work of proposed engagement

- i. Takeover of current working system including Application, Website and Infrastructure including source code and changes under development
- ii. Proposed upgradation of existing infrastructure, Provisioning, maintenance and management of private cloud, complete migration on the private dedicated cloud
- iii. Hosting of website and application system including Mobile App

- iv. Necessary Certifications to be obtained { 1. Present STQC certificate valid till April 2021 , 2. Selected bidder to undertake ISO 27001 as well as GIGW: STQC certification}
- v. Ensuring DR Readiness with equal capacity as that of production environment
- vi. Continuation of Help Desk Support (8 a.m. to 8 p.m.)
- vii. Revamping of the bilingual website
- viii. Design, development and implementation of the mobile app
- ix. Providing different utility tools like video tutorials, training materials, updated user manuals etc.
- x. Carrying out changes in the workflow and in applications and website, as requested by CBFC from time to time {costing would be worked out as per the details mentioned in the Master Service Agreement (MSA- Vol. III)}

## **2.2 PROJECT DESCRIPTION / OBJECTIVES:**

### **2.2.1 :Takeover of current working system including Application, Website and Infrastructure including Source code and changes under development**

- i. Takeover process of the entire infrastructure (software and hardware including servers), e-Cinepramaan application, CBFC website and helplines by the selected bidder from NSDL e-Gov **shall start immediately after contract signing and shall be completed by 31st December 2021.**
- ii. This would take effect without any interference or discontinuation of ongoing activities in the Organization (CBFC) related to application of system, website and help lines.
- iii. It shall be responsibility of selected Implementing Agency to train its resources and staff to effectively maintain the system, deal with problems if any in the smooth operation, hosting and maintenance of the application system and website.

### **2.2.2 System Architecture**

The following essential features of present system should be continued:

- i. IT system in the form of an integrated solution. All the modules/components of IT system should be deployed in centralized manner/platform, just as the system should provide for multi-tiered Service Oriented Architecture (SOA).
- i. The system should provide application architectures that are granular and loosely coupled, wherever applicable.
- ii. The system should allow addition of more features/sub-modules or more users in any module as and when required, which should seamlessly integrate into the core system.
- iii. The system should support customization to CBFC's requirements. In case a need arises to customize requirements of CBFC, the same should be done in the form of add-ons and routines that can be plugged/unplugged from the bases of are package as the situation arises.
- iv. The system should continue having real-time data update among modules.
- v. The system should be able to have data entered into the computer system once to ensure integrity of data and that there are no redundancies in the data.
- vi. The system should provide facility for 'single point data entry at source' and fully integrated, unified and interfaced so that there are no redundancies. It should have the ability to have an update occur in one module and be immediately available to all other modules of the system even between geographically dispersed sites.
- vii. The system should support clustering and high availability

### **2.2.3 Installation/ Upgrade/Enhancement**

- i. The system should have facility of seamless upgradation of patches/new version without having adverse impact on its components.
- ii. Upgrades should have minimal impact to the system and its components
- iii. The IA should provide notification and patches of system enhancements and fixes to CBFC after implementation on a proactive basis.
- iv. The system should have facility to maintain version with changes/modifications made in each release.

### **2.2.4 Import/ Export Facility**

The system should support the upload and download of the following type of documents into/from the system:

- i. Microsoft Excel files for export
- ii. Adobe acrobat files (pdf files) as supporting documents
- iii. Data files (including ASCII formats like \*.csv . \*.txt, etc.) for export
- iv. Image files (BMP, JPEG, JPG, etc.)
- v. Video files (all video file should be DCP format (DCI complaint) and format for upload should be MPEG4 etc.)
- vi. Audio File (MP3etc)
- vii. Any other file-formats required by CBFC during the implementation period.

### **2.2.5 Integration**

The system should be fully integrated across modules and functional areas and also across geographic allocation of sites.

- i. The system should support email integration with mail services adopted by CBFC.
- ii. The system should support integration with SMS gateway to send SMS alerts/reminders etc.
- iii. The system should support integration with payment gateway for online payment transactions
- iv. The system should support interoperability to the extent that, application and data can be shared and integrated across the associated offices and CBFC/MoI&B /NIC/ Govt. of India

### **2.2.6 Internet and Intranet enabled**

- i. The system should support access via LAN and WAN with secured connectivity.
- ii. The system should have feature of storing and maintaining web caches to reduce the amount of information that needs to be transferred across the network.
- iii. The system should be scalable and flexible enough to provide access and information to all the users from the different functions/departments/offices of CBFC.
- iv. The system should support all TCP/IP/SMTP/or any other related protocols.

### **2.2.7 Scalability`**

- i. The system should be scalable to handle an average of 100 concurrent users at any point of time without compromising response time or efficiency of operations.
- ii. The system data must be kept on storage media with high tolerance of failure.
- iii. Auto-switching failover to other available server should be supported in case of server failure. The system should support load balancing

### **2.2.8 Security**

- i. The system must have proper security and maintenance facility with controlled access to the system and its various functions to the users delegated with appropriate authority.
- ii. The system should restrict users from unauthorized access by allowing only the authorized users with valid profile/password to access only the allowed transaction, as well as be capable of restricting access to unauthorized users.
- iii. The system should have a capability to assign activities to roles, and map roles to users and provider role based access to users.
- iv. The system should provide logging by user and terminal, the date and time of critical transactions with details of creation, reading, updating, deletion or printing.
- v. The system should place control on scope of activity of each user (data file, program, module, screen, data table, record, field, etc.)
- vi. The system should log unauthorized access or attempted access.
- vii. The system should have a capability to track changes to fields or settings (for audit trail) for critical transactions.
- viii. The system should have a capability of encrypting/decrypting. The system should have the feature of automatic log-off if there is no user activity for a specified time period. The system should support “Single Sign On”
- ix. The system should have the ability to assign validation on specific fields based on entries in the data validation reference file.

### **2.2.9 System Control and Audit**

The system should be able to record audit trails, audit logs and transaction logging requirements (what, when, who has changed).

### **2.2.10 Data Backup/ Data Archival/ Restore**

- i. The system should be able to archive data, based on user specified parameters (i.e. data range) and restore archival data for on-line use when required.
- ii. The system should provide data backup and recovery facility (online and offline mode).
- iii. The system should provide features to schedule backup/restore operations. The IA should ensure that activity such as proper Data backup, Data Restoration, and Data synchronization with DR site etc. are tested and implemented.
- iv. The system should have the ability to run multiple backup tasks in parallel.
- v. The system should have the ability to manually override scheduled backup operations.
- vi. The system should produce a report for each backup/restore task.
- vii. The system should support direct backup of data from one machine to another / from server to back tapes / CDs / Storage Area Network etc.
- viii. The system should have provision to keep data on storage media with high tolerance of failure.
- ix. The system should allow recovery of data in case of hardware/software failure and data corruption. It should be able to perform recovery to a point of time, to known backup database.

### **2.2.11 Localization for India**

- i. The system should have adequate localization to handle specific requirements of statutory Indian Laws, tax and duty legislation and other India/state specific regulations, government levies and statutory requirements, including tax and regulatory requirements.
- ii. The system should be made compatible with regulations on GST any other regulation issued by GoI.
- iii. All the data submitted/uploaded to the system should be stored locally within India

### **2.2.12 User Interface**

- i. The system should have a graphical user interface (GUI)
- ii. The GUI should be browser based and user friendly. There should be sufficient edit and validation checks in the system. It should provide safeguards to prevent damage to data from operator errors, simultaneous updates, modular availability or system failures.
- iii. It should have facility to display confirmation/warning windows for deletes changes etc.
- iv. The system should provide consistent screen layouts and access methods across all modules so that they look and behave the same.
- v. It should provide on-line error reporting and use a menu-based system with facilities to bypass menus by experienced operators.
- vi. The system should provide drill down facility to next level of details and so on.

### **2.2.13 Training and Online Help**

The system should have comprehensive help facility wherein the users can obtain system specific technical/functional help online. The system should maintain a database of FAQ(s).

### **2.2.14 Operational**

- I. Sign-On Services provided by the solution should enable the user to authenticate once and should be permitted to transact with the back-end applications seamlessly eliminating the need for re-authentication. Authentication from Mobile App will be required separately.
- II. The system should provide database administration with reporting facility (DB server configuration, administration, trouble shooting and Performance tuning).
- III. The system should provide transaction monitoring facility.
- IV. The system should provide performance monitoring with reporting facility.

- V. The system should be able to generate user friendly graphical reports, Trends, Dashboards, etc. in customized and standard form.
- VI. The system should provide error logging facility. The system should have ability to redo/rollback a transaction after recovery from software/hardware failure to ensure data integrity.
- VII. The system should restrict users from deleting data directly unless authorized to do so.
- VIII. The system should allow multiple users to access the same module simultaneously.
- IX. The system should display data according to user specified sorting and selection criteria.
- X. Any document or report should be previewed before printing.
- XI. The system should notify users automatically after report is generated.
- XII. The system provide functionality to users in generating reports on their own without having knowledge about technical programming.
- XIII. The system should be platform independent.
- XIV. The system should support all major web browsers.

### **2.2.15 IMPROVING E-CINEPRAMAAN**

#### **ONLINE FILM CERTIFICATION APPLICATION:**

- i. To create useful Reports and Statistics
- ii. Convert several Report output to PDF or properly designed Reports through CSS
- iii. Providing Video Tutorials on ‘How to Apply for CBFC Film Certification’, and Updating User Manuals
- iv. Other user friendly initiatives including improved aesthetics and ease of using in the cell-phones.

**2.2.16 The types of reports (indicative) required are listed in the table below:**

S. No.	Reports Required
1.	<b>Certificates issued in each film category</b> – celluloid, video, digital, any other. Categorization should also be available for Indian and Foreign and All Films. These options should be available for short as well as long films. Customized reports for each Regional Office and for the time-range specified. Language and Theme-related categorization should also be available. There should be an option to separate list data for films with cuts and without cuts. Outputs should be in formats given by CBFC.
2.	<b>Certificates issued in each category, certification-wise</b> – U, U/A, A, S. Categorization should also be available for Indian and Foreign and All Films. These options should be available for short as well as long films. Language and Theme-related categorization should also be available. There should be an option to separate list data for films with cuts and without cuts.
3.	<b>Status of applications received</b> – certified, sent for revision, refused, any Other status in various film categories (celluloid/video/digital). Categorization should also be available for Indian and Foreign and All Films. Customized reports for each Regional Office and for the time-range specified. Language and Theme-related categorization should also be available.
4.	<b>Status of modifications/excision done in each category (celluloid, video, digital, any other), certification-wise</b> – U, U/A, A, S. Categorization should also be available for Indian and Foreign and All Films. These options should be available for short as well as long films. Language and Theme-related categorization should also be available.
5.	<b>Status of films dubbed in each film category</b> – celluloid, video, digital, any other.

6.	<b>Status of Examination Committees and Revision Committees formed in each category (celluloid, video, digital, and any other)</b> - Categorization should also be available for Indian and Foreign and All Films. These options should be available for short as well as long films. Language and Theme-related categorization should also be available.
7.	Status of certification fee received in various film categories.
8.	Status of applications “closed” by the applicant.
9.	<b>Status of fee received for other actions</b> – revisions, modifications, cancellations etc. – in various film categories.
10.	<b>Status of SLA-adherence/breach for various types of applications received</b> (examination, revision, re-revision, modification, duplicate, re-examination, cancellation etc.) in various film categories (celluloid/video/digital). Categorization should also be available for Indian and Foreign and All Films. Language and Theme-related categorization should also be available.
11.	<b>Examining committee register:</b> List of examining committee members mentioning on which dates they have attended the film examination and of which film(s).
12.	<b>Revising committee register:</b> List of revising committee members mentioning on which dates they have attended the re-examination of the film and of which film(s).
13.	<b>Application Details:</b> List of applicant with details of the types of films, categories of films and their status etc.
14.	<b>Panel member attendance:</b> Details of panel member’s attendance film wise and month wise.
15.	<b>Panel member pay order:</b> Based on the panel member attendance, the total amount payable to him/her for the calendar month should be calculated and printed in the correct voucher format. There shall be an option to print voucher for one or multiple panel members

16.	<b>FCAT/Court Order Register:</b> Details of films passed by FCAT/Court
17.	<b>Refusal Report:</b> Details of films that have been refused certificates
18.	<b>Violations Report:</b> Details of violations/interpolations reported, current status, etc.

The data may be provided on monthly and annual basis in excel sheets in the following format separately for each regional office and in the compiled form as well:

a) Certificate Register`

Sr. No.	File No	Title	Language	Certificate No.	Date	Name of Applicant	Name of Producer	Signature	Remarks

b) Applications Register

Sr. No.	File No.	Title	Language	Duration	Country of Origin	Amount of Fees		Name of Applicant	Address of Applicant	Name of Producer	Address of Producer	EC/RC Recommendation	Duration			C C N o	Date
						Screening fees	Certification fees						Applied	Excisions	Certified		

c) Payments Register

Sr. No.	File No.	Title of Film	Language	Amount	Purpose		Transaction Details	Date	Details of Refund if any
					Screening	Certification			

*NOTE: The scope of cost of Infrastructure like Servers, PC, peripherals, Software Applications like database, Operating System, cloud will be borne by the Department. The vendor has to upgrade, test, deploy, maintain, trouble shoot the Software Application, get necessary certificates, Service providers in consultation with the department. Upload Master*

*data etc. No travelling costs will be paid to the Vendor for visits to the Sites after award of contract and while executing the Contract*

### **3. Proposed upgradation of existing infrastructure, Provisioning maintenance and management of private dedicated cloud:**

#### **3.1 Hardware, Network and Environment Requirements**

The Bidder will upgrade the current CBFC infrastructure on two aspects,

- a) Increasing the DRS setup capacity to bring it at par with that of production setup,
- b) Configuring additional capacity at production as well as DRS to handle future growth in volumes.

#### **3.2 Provision for Handling Future Volumes**

With volumes crossing the estimates, utilization of the system has consistently exceeded 70% processing capacity. In order to handle failures of individual components, the system has been configured with sufficient redundancy whereby two sets of each component are provisioned. In case of failure of one component, one set becomes dysfunctional while other set continues providing service. In such a situation, as per principle of redundancy, the utilization of the system needs to be maintained below 50% so that, in case of failure of individual system, rest of the system can handle full load without degradation in performance.

Since the current setup is consistently recording system utilization above 70 % and, Storage disk utilization is also nearing 90%, it will thus not suffice for future volumes, apart from losing out on warranty of the hardware. As a good practice, capacity of the system should be increased to maintain capacity utilization well below the threshold. Thus it is prudent that capacity of the system be increased.

As mentioned above, with current utilisation averaging above 50%, sufficient headroom is not available to handle fail over and increase in volumes. It is therefore decided to enhance the capacity with **the private dedicated cloud** so as to efficiently handle the increasing load and storage requirement. Proposal considers addition of capacity for the system using cloud infrastructure while

protecting investment already made by CBFC in its existing hardware which is already functional. The existing four servers of CBFC can be taken over by the selected bidder and can be utilized for their remaining residual life, simultaneously enhancing the capacity using a private, secure and dedicated cloud. However, the vendor shall have to ensure that the complete migration from existing physical servers onto private dedicated cloud is done latest by 30<sup>th</sup> June 2023, the detailed migration plan shall also be submitted along with the technical bid.

The following additional infrastructure is estimated to be configured, considering the requirement of next 3 years. This capacity will have to be provisioned by the Bidder on a private dedicated and fully secure cloud system.

**Total infrastructure that would be needed for production and DRS use will be as follows: (To be provisioned through private and dedicated cloud management system, to be made fully operational by 30<sup>th</sup> April 2022).**

KVM Host	Production		DRS		Development and UAT
	Prod-1	Prod-2	DRS-1	DRS-2	
CPU (Cores)	24	24	24	24	16
Memory ( GB)	284	284	284	284	64
Disk ( TB )	8 for Production and 5 for backup		8 for Production and 5 for backup		5

### 3.3 Other requirements:

Selected bidder shall

- I. Provide cloud and network required for implementation of the system during contract period (existing hardware can be utilized by bidder as part of the enhanced capacity cloud, till its residual functional life).
- II. The specification of servers, desktops, storage, other equipment and network requirements for running the proposed system
- III. Prepare the Bill of Materials with detailed specifications for entire IT infrastructure proposed for the deployment of the proposed system.
- IV. Appropriate redundancies shall be built in IT infrastructure as per

standard industry practices. The proposed Bill of Materials should include the requirements of Disaster Recovery (DR) site as well. The disaster recovery site will be discussed with the selected bidder.

- V. Data centers used for hosting production and DR infrastructure should be at least Tier –III level certified

#### **4. WEBSITE**

To takeover and completely *overhaul the website* to make it

- I. Interactive, user friendly, aesthetically designed, with modern, dynamic and state-of-the-art outlook, and improved visual design with different colour codes, scroll bars, etc.
- II. Fast loading of website, easy navigation, search engine friendly
- III. Message board to be improved
- IV. Picture/Video Galleries: picture and Video galleries to be included with dynamic look
- V. News: News section needs to be re-designed and media updates / press releases and current events also to be included in the section.
- VI. Provide more useful information/content. Necessary content management tool to be improved
- VII. Maintain highest standards of website security from external attacks/hacking
- VIII. Add additional features based on the functional requirements to extend to most of the areas of CBFC activities
- IX. Progressive Web apps with accelerated mobile pages

##### **4.1.1 Redesign, Development and Maintenance of website**

Through this Tender Document, CBFC is looking forward for revamping of the existing CBFC website ([www.cbfcindia.gov.in](http://www.cbfcindia.gov.in)) including re-design, development, and maintenance of the complete website. The revamped website should have a user friendly corporate look and shall have options for multiple level of administrators having varied rights so that they are able to maintain the information pertaining to their respective offices as per their assigned rights. The selected bidder should conduct the preliminary study of the existing website and detailed requirements may be gathered through consultation with CBFC officials. A total of 3 alternate designs of revamped website shall be provided to CBFC by 31<sup>st</sup> January 2022 and upon selection, the new design would be developed and operationalized by 30<sup>th</sup> April 2022.

The revamped Website should meet the requirements of CBFC and should be fully compliant with the “Guidelines for Indian Government Websites” (GIGW). The proposed website should be GIGW certified from STQC and security audited from CERT-IN/CERT-IN empaneled vendors. The selected bidder will also ensure that there is no loss of existing data while migrating to revamped website. The website should have the provision to remove/deactivate/add the existing/new CBFC regional offices along with their respective content. The selected bidder will have the sole responsibility to deploy and maintain the website. The selected bidder should assess the capacity planning and assessment for the future requirements. It is expected that the revamped website and contents should meet International standard with best look and feel.

The selected bidder needs to study the present system, its process carefully and should consult with the concerned CBFC officials wherever necessary to obtain in more details on the requirements of the project. It shall be the duty of agency to refine functional requirements as needed during requirement gathering exercise. The selected bidder shall prepare detailed requirement gathering documents for which the agency shall have a comprehensive discussion with CBFC officials and other stake holders to ensure that each of the requirement mentioned in this RFP or identified during study is covered. After approval of requirement gathering documents by concerned officials, the selected bidder will start Website revamping.

The below mentioned scope of work is indicative, the more elaborated scope will be based on the system requirement specification (SRS) document to be prepared by the selected vendor after discussion with CBFC officials. The indicative specifications for the website are presented in the following sections.

## **4.2 Website Design and Layout**

- I. At least 3 home page design layouts should be submitted for approval. Homepage should be attractive and well-constructed so that it makes a good first impression to all website visitors. It should clearly communicate the site's purpose, and show all major options available on the Web site. Easy access to the homepage should be provided from every page in the site.
- II. Website should have option to have some pages which are restricted to internal users and will be used for internal communication only.
- III. A consistent page layout must be maintained throughout the site.
- IV. Most important elements should be visible on the first screen and should not go inside a scroll. The majority of the homepage should be visible 'above the fold.'

- V. While using National symbols like flag, national emblem etc. it must be ensured that the images are in a proper ratio and colour, and as per the code.
- VI. Graphic elements such as buttons and icons should be simple and their meaning and symbolism should be self-explanatory and relevant. Wherever a graphic is used meaningful ‘alternate text’ must be given.
- VII. There must be adequate colour contrast between text and background. An option should be provided to view the website in a high contrast colour theme, according to the international standards for different types of vision disabilities (e.g. colour blindness etc.)
- VIII. Use of frames must be minimized as many search engines do not index framed web pages properly. However, if frames are used, each frame must be titled to facilitate frame identification and navigation.

### **4.3 Design Theme**

- I. Approved design should have at least 3 colour themes and one high contrast colour theme.
- II. These colour themes should follow and should be according to the international standards for different types of vision disabilities (e.g. colour blindness etc.)

### **4.4 Compatibility**

- I. The design of the website should be responsive so that it should adjust according to the screen size.
- II. Design should be compatible to Laptop, desktop, Tablet PCs, Mobiles and hand held devices.
- III. Design should be compatible with all the major browsers.
- IV. Design should not be font dependent. The content of the site should be readable with default standard fonts.
- V. Font properties should be such that the text must be readable both in print and electronic format and the page must print correctly on A4 size paper.

### **4.5 Scalability**

- I. Design interface should be easy to configure, customize and extend
- II. Table-less HTML Design should be developed using 960 grid system.
- III. Optimized compressed CSS and JS should be used. All the decorative images should be used from CSS. Image sprit should be used to reduce the load time of page.
- IV. Any CSS or JS Query used in designing should be free from copyright content and should be with the name of department itself.

- V. All styling should be handled through external style sheet. All the HTML tags should be styles through CSS so that it should be uniformly consistent at each location wherever used.

#### 4.6 Role Based User Access

- I. The website should have an authenticated area from where authorized users can update the content of the website.
- II. There can be more than one users to manage the content of the website.
- III. Each user can have their different roles. It should be possible to allocate the roles and responsibilities of users from Content Management System.
- IV. No user can permanently delete the content from website. Only administrator can have the rights to permanently delete the content from the website.

#### 4.7 Content Management System

- I. **Page Title:** The related page title should be displayed on the page with related content.
- II. **Meta Descriptions:** Every page of CMS has to have brief summary within the page.
- III. **Meta Keywords:** Every page of CMS needs to have facility to update Meta keywords for search engines.
- IV. **Long Description:** Long description can be used for details description of a short description or as a main page.
- V. **Active/Inactive:** Menu can be set in active/reactive mode as per the requirement of CBFC administrator.
- VI. **Sequence/ordering:** Sequencing or ordering of links, sub links should be manageable by the authorized user.
- VII. **Approval:** Based on CBFC Administration the approvals can be set on concerned user base.
- VIII. **Contents/Image/PDF upload on website:** Contents/Image/PDF can be uploading as required for any page of concern user.
- IX. **New Flag:** If any new menu/link/document title added in the website it should automatically show a new flag against the menu/link/document. Duration till the new flag should display will be configurable by the administrator.
- X. **Concept Place Holder:** The concept place holder based on pre-defined content section includes editable content based on requirements of concern user.
- XI. **Mobile/tablet Option:** The content Management system has to have facility to activate every option for the mobile/tablet and any other devices. Any other based on concerned CBFC officials requirement.

## 4.8 Menu Management

- I. **Header Menu:** It should be GIGW based with complete options top header menu, new creation with concern page, Modification of Menu and Sub-Menu, edition of Menu and Sub-Menu related work dynamically.
- II. **Footer Menu:** It should be GIGW based with complete options footer menu, new creation with concern page, Modification of Menu and Sub-Menu, edition of Menu and Sub-Menu related work dynamically.
- III. **Quick Menu:** It should be GIGW based and other link based menu should be automatically updated.
- IV. **Related Links Menu:** It should be GIGW based with important link navigation from main website to other websites/PDF. It should be possible to generate/edit and also modify the links.
- V. **Site Map:** The GIGW guideline based sitemap should be able to be generated automatically with crated links dynamically without manual intervention.

## 4.9 Localization

- I. Content management system should be trilingual (English, Hindi and Marathi) and support localization
- II. Language for Website will be English, Hindi and Marathi.
- III. Website should support Unicode to that no specific/additional font is required to browse the website for Hindi language.
- IV. The English, Hindi and Marathi content for the website will be provided by the CBFC.
- V. Website should initially be trilingual having separated resource files for Hindi, English and Marathi. However, it should have provision for supporting other the Indian Languages in future. It shall ensure that the content is universally accessible by using Unicode compliant font.

## 4.10 Version History

- I. Website should have version management system. Each time publishing of content should create a version of the content.
- II. Admin should have the facility to view all the versions and rollback the content.
- III. Version Number and keeping records up to maximum versions should be configurable.

#### 4.11 Archive System

- I. **Archive:** Website should have an archival system. Each content to be published on the website archive should have time stamp with publishing and archive. There should be facility to define content date as “Never Expire”.
- II. **Manual Archive:** Website should have an option for the administrator to manually archive any content.
- III. **Republishing:** In case admin wants to republish the content from archive section, then there should be option to do it.

#### 4.12 Search Features

- I. Website should have a keyword based full website content search for English, Hindi and Marathi.
- II. **Trilingual Search:** User should be able to search content within website in Hindi, English and Marathi languages.
- III. To search specific record, each section/module should have parameterized search.
- IV. Website should also provide a search on the film certification related information.

#### 4.13 Photo, Video and Audio gallery

- I. **Photo gallery:** Website shall have facility to create photo gallery with options such as add new/modify/delete. Photo gallery should be album based. It should have the facility to set photo to as an album cover photo. System should be able to automatically create photos of 2-3 different sizes with required dimensions on uploading.
- II. **Video gallery:** CMS should have facility to create video gallery with options such as add new/modify/delete. Video gallery should have facility to add embedded video from YouTube etc. Video gallery should support all latest video formats.
- III. **Audio gallery:** CMS should have facility to create Audio gallery with options such as add new/modify/delete. The user should have the facility to listen audio online, download audio file etc. Audio Gallery should support all latest Audio formats.

#### 4.14 Document Management System

- I. **Documents:** It should be possible to upload documents/presentations with the archival options.
- II. **Circulars and Notices:** It should be possible to upload Circulars and Notices with the archival options.
- III. **Acts & Rules:** It should be possible to upload Acts & Rules with the archival options.
- IV. **Government Resolutions:** It should be possible to upload Government Resolutions with the archival options.
- V. **Each** document should have option to add/modify Title of the document, Publishing date, Expiry date and keywords etc. Along with each document, there should be facility to show size of the documents (MB) and Type of the document (doc, pdf etc.)

#### 4.15 Media Management System

- I. **News:** It should be possible to publish the news items. There should be flag for latest news to be highlighted.
- II. **Events:** It should be possible to upload information related to events with option to specify date, time and venue of the event.
- III. **Press Release:** It should be possible to publish the press release. There should be flag for latest press release to be highlighted.

#### 4.16 Other Features

- I. **Who is who:** It should be possible to upload information with photo, name, designation, contact number and other relevant information.
- II. **Images Banner:** The only Home page banner can be uploaded with archive editable and changeable by the administrator.
- III. **Contact us:** The head office and regional contact information with contact and postal details should be managed online with editable facility.

#### 4.17 Interactive Website

- I. **FAQ:** There should be a section on the Frequently Asked Questions. The

section shall comprise of collapsible headings. Each heading shall focus on one target group of people seeking information and the relevant FAQs shall be arranged accordingly. The target groups may be public, producers, short film makers, advertisement makers, agents etc. The general FAQs may be clubbed under general section.

- II. **Reporting of violations:** The website should provide an option for public to report any violation/interpolation regarding the certification of films, that they notice. On reporting any violation, the concerned RO/CEO shall be notified via email to investigate and take appropriate action.

#### 4.18 Integration with IT System

- I. The website shall provide a list of all the film certifications updated daily with Name of film, date of certification, category (U, A, U/A, S) etc. This list shall be automatically updated from the data in the IT system.
- II. The pre-certification query page will be created and kept updated with the names of the films submitted and not yet examined.

#### 4.19 Search Engine Optimization and Compliances Features

- I. **Page Title:** Every page title should reflect on the title bar of browser. It should help to navigate as per Web Content Accessibility Guidelines (WCAG) compliance and Search engine optimization.
- II. **Page Heading:** Every page heading should reflect on the title bar of browser. It should help to navigate as per Web Content Accessibility Guidelines (WCAG) compliance and Search engine optimization.
- III. **Meta description:** Every page should have related Meta description and should also ensure compliance of mechanism to search engine optimization with the three languages (i.e. Hindi, Marathi and English).
- IV. **Meta Keywords:** scheme and content available in page with all the three languages (i.e. Hindi, Marathi and English) as a mechanism for search

engine optimization.

- V. **Search Engine friendly URLs:** Each page should have unique and search engine friendly URL. Page name should best describe the Page content.

#### **4.20 Usage Statistics**

- I. The usage generator must allow comprehensive usage statistics to be generated.
- II. It should include Visitors' Count on the site, region wise statistics, most popular pages, daily usage Analytics reports and search engine usage. This information would allow the success of the site to be tackled, and any usability issues identified.
- III. These statistics will be shared with CBFC on regular basis

#### **4.21 Security Features**

The websites should have the following security features:

- I. The website should be compliant with Guidelines for Government of India for Websites.
- II. The website should be free from OWASP Top 10 Vulnerabilities.
- III. The website should have Captcha function to prevent bot attacks.
- IV. The website should be protected against DoS attack targeting application like locking of the application.
- V. The website should have secure mechanism of changing the password in lost/forgotten scenario. Password policies should be applied.
- VI. Audit trail should be enabled on the website. The administrator should be able to see the successful and unsuccessful logon, with time, IP, number of attempts on the website etc.
- VII. Audit trail at administrator level should also be enabled. It should capture

each activity done by each authorized users, IP address, Time stamp etc. to track that who, when and from where has done what changes in CMS.

- VIII. Administrator should be able to generate email alerts and also historical report in the security report to CBFC that would contain the Time, IP address of attackers, the page under attack, and the parameter under attack with the attack values.
- IX. There should be a provision of blocking any IP or Network by assigning IP Address range from accessing the pages of admin module of the website and also the main websites that identified attackers can be blocked.
- X. The admin module, uploader module should be in separate folder so that HTTPS can be configured on the functionality that requires login action to be done. Administrator Panel should be highly secure. Other than user name and password, there should be other secure means for login into admin panel.

#### 4.22 Non-Functional Requirement

- I. **Scalability:** The architecture should be capable to tackle high volume critical traffic. It should be possible to deploy the services of each layer (or a group of related layers) on multiple servers, or in a multi-thread environment (possibly without automated routing or load-balancing).
- II. **Portability:** The application components at each layer should be portable with minimal effort.
- III. **Expandability:** It should be easy to extend the services provided at each layer or component level with minimal changes to other components i.e. it should allow easier development of new applications based on the existing components and layers.
- IV. **Availability:** The services at each layer should allow for high availability.
- V. **Reliability:** The data being transferred and the processing of the same should be reliable i.e. persistence must be provided at each layer and each

interface between layers.

- VI. **Recoverability:** The system should be elegant enough to recover from failure.
- VII. **Interoperability:** It should be possible to work together with underlying disparate sub systems or external systems seamlessly.
- VIII. **Administrative & Management Capability:** The services provided at each layer should be easy to manage with a clear interface for administration. Also, the component must be able to interface with the standard monitoring tools available.
- IX. **Security capability:** The website should provide options to protect access to certain resources or information.
- X. **Network Load Balance and Cluster Support:** Various hardware and software at each layer should be configured in a clustered environment to balance the load.
- XI. **Differently abled friendly:** The content of the website should be made differently abled (visually and hearing impaired) friendly so that information is easily accessible to them. Website should be keyboard friendly.
- XII. **Skip to navigation:** It should be possible to navigate page directly to navigation by skipping header section.
- XIII. **Skip to content:** It should be possible to navigate page directly to navigation by skipping header section & menu.
- XIV. **Font resizer:** There should be options to view website in different sizes of font.

### 4.23 Website Hosting Requirement

- I. The existing CBFC website is hosted in the NSDL e-Gov. data Centre. Server details will be taken by selected bidder in coordination with CBFC officials from the Data Centre.

- II. Source Code for the website shall be deployed by selected bidder on the Data centre after completion of the security audit,
- III. Installation of all software will be the responsibility of selected bidder,
- IV. Selected bidder will be responsible for transferring the source code/database to production server.

#### **4.24 Content Compilation**

- I. Content received from each Regional Office will be restructured/compiled by selected bidder as per GIGW guidelines with consultation of regional offices.
- II. Selected bidder will provide the Metadata for each content page.
- III. Selected bidder will add/update the tabular content as per GIGW guidelines.

#### **4.25 User Acceptance Testing**

- I. All defects found during review, acceptance testing will be fixed to the satisfaction of the designated officer.
- II. The website within the scope of work should be as per specifications given. In case the whole website or any part thereof is found to be of inferior quality or not performing satisfactorily, the same shall be developed or modified free of charge immediately.
- III. All the expenses shall be borne by selected bidder for UAT.

#### **4.26 Certifications**

- I. Selected bidder shall obtain fresh Safe to Host Certificate for the CBFC website from STQC/Cert-IN empaneled agency.
- II. Selected bidder shall obtain fresh GIGW Compliance Certificate for the

CBFC website from STQC.

#### **4.27 Training & Handholding Support**

- I. Proper training has to be provided to Nominated CBFC officials at HQ and Regional office level who will operate the websites.
- II. Training will be conducted at the time and venue mutually suitable to CBFC office and the selected bidder.
- III. All the stationary and training material, user manuals (soft and hard copy), video tutorials, etc. should be provided by the selected bidder.
- IV. User, Design & Technical manuals and other documents/videos/presentations for the developed website should be developed in an easy to understand and user friendly language with proper diagrams, screenshots and charts wherever required.

#### **4.28 Maintenance Support**

- I. Selected vendor shall be required to provide maintenance support for the CBFC website for a duration of 3 years of contract period.
- II. Maintenance Support includes minor additional requirements/minor changes apart from regular website maintenance activities.
- III. During maintenance period, the selected bidder should submit monthly report about complaint lodged and resolution time to resolve the problem in the first week of the next month.

#### **4.29 Scope of Maintenance Support**

- I. **Selected Bidder will need to arrange own Modifications & Enhancements:** Selected Bidder will be responsible for the modification and enhancement during the maintenance period.
- II. **Ongoing GIGW Compliance:** In the support period Selected Bidder need

to maintain all GIGW points and policies.

- III. Fixing Security Vulnerabilities whenever any issue is reported or in the case of cyber-attacks.
- IV. Addressing Server related issues to ensure website uptime by coordinating, visiting with the data centre.
- V. Addressing Browser Compatibility related Issues to ensure smooth functioning of website on updated versions of all popular web browsers.
- VI. Addressing Device Compatibility related Issues to ensure smooth functioning of website on all Personal Computers, Smart Phones, and Tablet PC's disabled-specific devices (device independent).
- VII. Addressing Website Performance related issues to fix issues like no response, slow response, website crashing etc.
- VIII. Rectification of bugs like content formatting issues, image placement, link mismatch etc. immediately after user request.
- IX. Minor Changes like changing static images, text, updating your privacy policy, site terms of use, disclaimers etc.

#### **4.30 MISCELLANEOUS**

- I. The Software Applications shall be enhanced adhering to all quality standards, The Software Applications to be tested stand alone and after system integration with various test cases as per Standard practices and to carry out User Acceptability test before deployment. After deployment and use, bugs if any to be removed
- II. Security audit of the website and e-Cinepramaan application to be carried out by authorized agency. The Vendor has to get it done.
- III. To provide consultancy in augmenting the IT infrastructures by improving the Server capability, Network capability / or availing Service providers.
- IV. The Vendor has to train the CBFC officials and users (applicants/producers) in the usage of the developed and upgraded Software Application.

- V. The Organization is open to adapting latest solutions. In this direction if feasible, cloud computing has been considered. The Cloud space has to be maintained by agency to whom Indian laws and regulations shall be applicable.
- VI. Vendor should takeover the existing software and should be able to maintain and enhance it during the course of this project.
- VII. Vendor should undertake any change requests to the existing software.
- VIII. System should be hosted in at least tier-III data center in different seismic zones to host and manage the system during tenure of this project
- IX. Vendor should assure 99.9% uptime availability of the data center infrastructure including power and cooling
- X. Hardware problem resulting in system downtime should be resolved in stipulated time
- XI. Provide advice/consultancy on the infrastructure to be maintained
- XII. Provide advice/consultancy on the network to be maintained
- XIII. Provide advice/consultancy to make existing application secure and back up management.
- XIV. To attend to the bugs/slight modifications, content management etc.

## **5. e-Cinepramaan Mobile APP to be developed**

Mobile APP for Android as well as IOS based hand held devices to be developed by selected bidder to enable Producers as well as CBFC officials to carry out simpler tasks at ease.

### **5.1 Login to Mobile App**

- I. Password based authentication
- II. Same user ID and password for Mobile APP which is used to login to e-Cinepramaan System

### **5.2 Dashboard**

- I. Post login Dashboard will be displayed to the user as per the role assigned
- II. Count of applications pending for action will be displayed
- III. When User clicks on any bucket on the Dashboard list of film certification applications will be displayed
- IV. Provision for user to search for a particular film certification application using content search
- V. When User clicks on any line item from the list, more details will be displayed along with the button to take required action
- VI. On the top left corner of the screen, when user clicks on menu icon details like user name, last login date and time will be displayed along with following menus
  - a. Home

- b. View Profile
  - c. Settings
  - d. Logout
- VII. Icons for help and logout will also be provided on top right corner of the screen
- VIII. Mobile App would be bilingual (English and Hindi), User will be able to access Hindi Labels and Tabs on the App through selecting Hindi language in the Settings.

### **5.3 Functionalities to be provisioned for Producer / Applicant Users**

#### **5.3.1 View Application Status**

- I. This functionality will be available for Producers as well as CBFC officials
- II. All ongoing applications for which certificate has not been issued will be displayed under this bucket
- III. User will be able to view status of the film certification application

#### **5.3.2 View scheduled screenings**

- I. This functionality will be available for all the users
- II. Producers can view screenings schedules for only those film certification applications which are submitted by them whereas CBFC officials can view screening schedule for all the film certification applications for their office
- III. Committee members will be able to view screening schedule for only those films for which they are nominated as committee members
- IV. List of film certification applications for which screening has been scheduled will be displayed
- V. User can use content search to view details of a particular film certification application
- VI. Initially only acknowledgement number and film name will be displayed
- VII. When user clicks on any line item following additional details will be displayed
  - a. Acknowledgement number
  - b. Name of the Film
  - c. Screening Date
  - d. Screening Time
  - e. Venue

#### **5.3.3 View and respond to intimation**

- I. Provision for Producers to view the intimation notice issued by CBFC officials
- II. Provision for Producers to respond to the intimations received
- III. Provision to upload supporting documents or film as applicable

### 5.3.4 View and respond to Show Cause Notice

- I. Provision for Producers to view the Show cause notice issued by CBFC officials
- II. Provision for Producers to respond to the show cause notices received
- III. Following options will be available while responding to show cause notice
  - a. Accept Change in certificate
  - b. Request for Representation
  - c. Request for review of the film by revising committee
  - d. Approach Court
  - e. Application for closure
- IV. As per the option selected further screens will be displayed to upload supporting documents, enter remarks, make payment for revising committee etc.
- V. Provision to view issued show cause notices will also be available to CBFC officials

## **5.4 Functionalities to be provisioned for Scrutiny Officer**

### **5.4.1 View Application Status**

- I. This functionality will be available for Producers as well as CBFC officials
- II. All ongoing applications for which certificate has not been issued will be displayed under this bucket
- III. User will be able to view status of the film certification application

### **5.4.2 View Show Cause Notice**

- I. Provision to view the Show cause notice issued by CBFC officials
- II. Provision to view Response submitted by Producer for the issued show cause notice

## **5.5 Functionalities to be provisioned for Regional Officer**

### **5.5.1 View Application Status**

- I. This functionality will be available for Producers as well as CBFC officials
- II. All ongoing applications for which certificate has not been issued will be displayed under this bucket
- III. User will be able to view status of the film certification application

### **5.5.2 View Show Cause Notice**

- I. Provision to view the Show cause notice issued by CBFC officials
- II. Provision to view Response submitted by Producer for the issued show cause notice

### **5.5.3 Approval of Examination Report**

- I. Provision for regional Officer to view details of examination report
- II. Provision for Regional officer to either approve the examination report or mark the same for correction along with remarks
- III. In case if examination report of entered by Assistant to committee in that case provision for Examination officer/Presiding officer to either approve the examination report or mark the same for correction with comments
- IV. Similar functionality for Chairman to approve the examination report which is approved by Regional officer

#### 5.5.4 Committee formation

- I. All type of committees can be formed by Regional Officer using this functionality
- II. Provision to select committee members, allocate Examination officer, Report generation officer, scheduling screening venue and date etc.
- III. Validations like 50% male/female ratio and Quorum logic will be implemented

### 5.6 Functionalities to be provisioned for Panel Members

#### 5.6.1 View Scheduled Screening

- I. Panel Members will be able to view screening schedule of those films for which they have been nominated as Panel Member
- II. Details line Venue, Date and time will be displayed

### 5.7 Functionalities to be provisioned for Report Generation Officer (RGO) / Examination Officer (EO)

#### 5.7.1 View Application Status

- I. This functionality will be available for Producers as well as CBFC officials
- II. All ongoing applications for which certificate has not been issued will be displayed under this bucket
- III. User will be able to view status of the film certification application

#### 5.7.2 View Show Cause Notice

- I. Provision to view the Show cause notice issued by CBFC officials
- II. Provision to view Response submitted by Producer for the issued show cause notice

#### 5.7.3 View Scheduled Screening

- I. RGO/EO will be able to view screening schedule of those films for which they have been nominated as RGO/EO
- II. Details line Film Name, Venue, Date and time will be displayed

#### 5.7.4 Issue intimation and view response to intimations

- I. Provision for Report Generation Officer or Examination Officer to issue intimations to the Applicant/Producer
- II. View responses submitted by Applicant/producers to intimations issued

### 5.8 Functionalities to be provisioned for Chairman

#### 5.8.1 View Application Status

- I. This functionality will be available for Producers as well as CBFC officials
- II. All ongoing applications for which certificate has not been issued will be displayed under this bucket
- III. User will be able to view status of the film certification application

#### 5.8.2 View Show Cause Notice

- I. Provision to view the Show cause notice issued by CBFC officials
- II. Provision to view Response submitted by Producer for the issued show cause notice

#### 5.8.3 Approval of Examination Report

- I. Provision for Chairman to view details of examination report approved by RO
- II. Provision for Chairman to either approve the examination report or mark the same for correction along with remarks

#### 5.8.4 Approval of request to change Regional office for application processing

- I. Provision for Chairman to view list of applications where Applicant has requested change in Regional Office for Film Certification Application processing
- II. Provision for Chairman to approve or reject, request made by Applicant/producer to change CBFC Regional office for application processing

#### 5.8.5 Approval of request to re-open close cases

- I. Provision for Chairman to re-open previously closed film certification applications

#### 5.8.6 To initiate re-examination of film certification Application

- I. Provision for Chairman to initiate re-examination of film certification application

## 6. Schedule of Services

### 6.1 Takeover and maintenance of the existing IT System of CBFC

*The selected bidder will be responsible for the following:*

- I. Meeting Functional Requirement Specifications (FRS) and Technical Requirement Specification provided in this RFP document.
- II. Conceptualizing, designing and developing the proposed IT system to meet all the functional requirements of CBFC.
- III. Configuring the specific system modules and third party applications.
- IV. Development of interfaces where necessary.
- V. Customizing certification application modules (without any limits).
- VI. Configuring and developing all standard reports and customized reports as per CBFC's requirements.
- VII. Conducting User Acceptance Tests and System Integration Tests.
- VIII. Conducting various tests including Stress Tests, Performance Tests etc. and making necessary changes to the proposed IT system based on such test results.
- IX. All tools required for load testing and performance testing should be standard Third Party tools which are to be procured or arranged by the selected bidder for this Project.
- X. Any other work required to complete the proposed IT system as per requirement of CBFC.

### 6.2 Business Continuity Planning

The selected bidder shall prepare and implement the Business Continuity Plan for CBFC. The strategy should include details of infrastructure, location, operation, management and policies based on Business Impact Analysis carried out in consultation with the CBFC officials.

### 6.3 Supply of Software/ Application/ RDBMS/ Other related Software/Licenses

Selected bidder shall:

- I. Supply all the software with adequate number of licenses, required for the proposed IT system.
- II. The software provided should have the vendor support for a period of not less than 3 years from the contract start date.

- III. Tools, software for implementation, Data Migration, Testing etc. shall be part of the offered solution.
- IV. All support services including updates, upgrades and patches for all software modules shall be provided by the selected bidder till the end of the warranty and AMC period.

#### **6.4 Business Process Analysis**

Assess the business processes to supplement their understanding gathered from the high level business processes included in this RFP document. The selected bidder's objective should be to develop comprehensive solution to support the detailed business processes and functional requirements of CBFC as stated in this RFP document.

#### **6.5 Design and Implementation of the System Architecture**

Design and implement the architecture of the system to be implemented to satisfy all features, functions and performance parameter as described in this RFP document.

#### **6.6 Arranging equipment, software and tools for development and testing**

Arrange equipment, software and tools (along with necessary licenses, wherever applicable) required for development, customization, modification, testing of the proposed IT system.

#### **6.7 Documentation**

Provide the necessary documentation including System Requirement Specifications (SRS), Data model and database design, Source Code, Workflows, Test cases, Test results, Integration design etc.

#### **6.8 Integration**

- I. Identify the data/services which is to be exchanged between the proposed

- IT system and the other internal/external systems and CBFC website
- II. Identify integration touch points for ensuring seamless integration with these internal/external systems and CBFC website
  - III. Develop, test and commission these identified interfaces.

## **6.9 Project Management**

### **6.9.1 Authorization, Security and Access**

- I. Co-ordinate all activities with the Program Management Unit (PMU)/ Steering committee set-up by CBFC
- II. Ensure timely delivery of all the deliverables related to proposed IT system
- III. Supervise and ensuring delivery, installation and commissioning of IT infrastructure as per detailed BOM and technical specifications of IT hardware and networking equipment
- IV. Co-ordinate among various stakeholders and other vendors
- V. Ensure that day to day issues related to the IT system are handled and solve immediately.
- VI. Monitor risk management related aspects and project delays;

### **6.9.2 Project Monitoring and Reporting**

- I. The Bidder shall describe the proposed project monitoring and reporting methodology in the bid.
- II. Bidder shall declare/publish the project management and monitoring team
- III. Schedule monthly progress review meetings with CBFC officials for taking project review
- IV. Report exceptions and issues that require immediate attention of CBFC on a

regular basis.

- V. The selected bidder's Project Management team will be responsible for updating the Project Review Committee of CBFC in progress review meetings to be held at periodic intervals.

## **6.10 Testing and Commissioning**

- I. All the tests will be carried out by the selected bidder at its own expense and at no additional cost to CBFC.
- II. The selected bidder shall give a reasonable advance notice, including the place and time, to CBFC for carrying out the tests.
- III. The selected bidder shall carry out necessary tests of all the modules and carryout corrections based on test results and feedback.

The test results and action taken report shall be submitted to CBFC

- IV. CBFC may reject any module/system or any part thereof that fail to pass any test or do not conform to the specifications/CBFC requirements. The selected bidder shall rectify such rejected item/ module or parts thereof or make alterations necessary to meet the specifications at no cost to CBFC, and shall repeat the test, at no cost to CBFC.
- V. User Acceptance Test (UAT) shall be done jointly by CBFC, selected bidder and the consultants, if any.
- VI. The selected bidder will conduct User Acceptance Tests (UATs) to ascertain whether the IT system or any sub-system(s) is capable of meeting the functional and technical requirement as per the RFP and Performance requirements.
- VII. CBFC will provide full co-operation to the selected bidder in conduct of the tests. User acceptance tests shall be carried out both on the development server and on production server to ascertain the full load capability of the production

environment (full load test and stress test).

- VIII. The selected bidder will conduct Acceptance Tests immediately after takeover to ascertain whether the proposed IT system or any sub- system(s), is available specified in this document and the agreed final Project Plan.
- IX. The User Acceptance Tests shall be conducted jointly by the selected bidder and CBFC.
- X. Conducting Stabilization Tests wherever required (like for mobile application), shall be the primary responsibility of the selected bidder, but shall be conducted with cooperation from CBFC to ascertain whether the supplied system meets the desired Standards of Performance as mentioned in **Section 6.16**.
- XI. The Stabilization Tests will be conducted for the IT system during the project take-over period. The test shall be conducted for ascertaining Response Time Performance and Availability Performance criteria for minimum Fourteen (14) calendar days continuously.
- XII. The Stabilization Tests shall be conducted by powering up and continuous operation of all the systems on a 24x7 basis to ascertain that all components/modules of the solution are working in the desired fashion individually and together.
- XIII. During stabilization test, the selected bidder shall deploy performance measurement tools to establish adherence to desired Standards of Performance.
- XIV. If the system is found to be lacking in meeting prescribed availability performance and response time performance, the selected bidder shall at its cost and expense make such changes, modifications, and/or additions to the proposed IT system as may be necessary for fully conforming to the Standards of Performance.
- XV. The selected bidder shall notify CBFC upon completion of the necessary

changes, modifications, and/or additions and shall request CBFC for repeat of the stabilization acceptance tests.

- XVI. If the proposed IT system (or sub-system(s)) fails after the second stabilization acceptance test, CBFC shall levy penalty equivalent to 2.5% (two and a half percent) of the total price for Software and Implementation Services
- XVII. For performance below the Standards of Performance, the Contract is liable to be terminated. In such case, CBFC may recover the entire cost paid to the selected bidder or alternatively CBFC may proceed for commercial settlement with the selected bidder at the negotiated price.
- XVIII. The proposed IT system will be taken as finally accepted after observing performance and response time of the solution at the end of Stabilization Test (continuous operations for minimum 14 days successfully/error free of all the systems on 24x7 basis of the stabilization tests).

## **6.11 Training**

- I. Training Plan: The selected bidder shall provide comprehensive and detailed training plan describing the proposed approach & methodology, calendar/timelines, course contents, course duration, training materials, training tools, training logistics, etc. The selected bidder shall submit this document for approval of CBFC before initiating this activity.
- II. The selected bidder shall arrange separate training sessions for different categories of participants in batches (Approx. Batch size: 5~10 participants).
- III. Overview Training: This training shall be provided to CBFC's Project Review Committee and Project Management Unit members (if proposed) at the beginning of implementation of each phase/ module.
- IV. Technical Training: This training shall be provided to CBFC's IT Team or data center team at the beginning of the implementation. Technical training

would include programming and system administration aspects of the proposed IT system. (System Administration and Monitoring, User Administration, Performance Tuning, Backup and Restore Activities, Disaster Recovery, Data Archiving, Monitoring, integration and other related trainings)

- V. End User Training: This training shall be provided to CBFC's end users before each Go-live/Change. The selected bidder will conduct training sessions for the users of Head Office and all regional offices and/or any other office/users suggested by CBFC.
- VI. The selected bidder will suggest to CBFC issues anticipated in the trainings and proposed solution to overcome the same.
- VII. Planning and locations for such trainings, workshops in the roll-out phase shall be finalized by the selected bidder in consultation with CBFC during the contract finalization.
- VIII. The selected bidder may need to conduct extra workshops/training sessions, if felt necessary by CBFC without any additional cost.
- IX. Training Materials: The selected bidder shall be responsible for preparation of the training materials, videos, handouts and update end user manuals covering "how to use" concepts for all functions/modules to be implemented. Training content and mode of delivery must be approved by CBFC. Training material should be provided in hard and soft copies both.
- X. Training Logistics: CBFC shall provide training halls and conference rooms (venue) at the respective locations.
- XI. The training shall be organized by the selected bidder wherein specialized logistics and supportive facilities (if any) should be arranged by the selected bidder only. Such specialized logistics may include, but not limited to IT systems, audio visual aids, training tools, projectors, etc. All associated expenses are to be borne by the selected bidder.
- XII. In addition, all other incidental expenses (travel, lodging & boarding, local conveyance etc. for the selected bidder's team) pertaining to training

programs and workshops shall be borne by the selected bidder.

- XIII. CBFC will be at its own expenses related to travel and lodging of its personnel
- XIV. Training user-ids: Two user-ids for HO and for each RO will be created which will be used by the CBFC personnel for self-training on the system. Any activity done via these user-ids shall not affect live system in any way.
- XV. Assessment of Training Effectiveness: Preparation of test papers and conducting test for all participants to evaluate effectiveness of training programs and workshops.
- XVI. The test papers should be prepared jointly by the selected bidder and CBFC.
- XVII. The selected bidder is responsible for re-training of the whole batch in case the average score is less than 70% and additional cost of such re-training shall be borne by the selected bidder himself.
- XVIII. The selected bidder shall also obtain formal feedback from each participant after completion of each training program/workshop.

## **6.12 User Help Desk**

- I. The selected bidder shall takeover and maintains the dedicated helpdesk/helpline for support from 8 AM to 8 PM for all working days of the week during the Contract period.
- II. The necessary human resource shall be allocated to the Help Desk (in the form of telephonic help lines and email) for the assistance and guidance to all the users of the application.
- III. The objective of this helpdesk would be to assist the users with the working of the application.
- IV. The new users should be able to get their queries resolved telephonically as well as via email.

- V. This helpdesk will be separate from the technical support to be provided for the application as required in the contract period.

### **6.13 Disaster Recovery and Back-up Policy**

- I. The selected bidder shall formulate an effective Back up strategy and Disaster Recovery Plan and will be responsible for implementing the same during the contract period.
- II. The selected bidder shall revise/update the backup policy keeping pace with the technological advancement.
- III. The selected bidder shall test the effectiveness of the Back-up Strategy.

### **6.14 Free Upgrades**

The selected bidder shall make available and implement all upgrades of system software and related tools during the contract period.

### **6.15 Maintenance Support:**

- I. The selected bidder will provide all kind of support pertaining to the software application, any associated and bolt- on application provided to CBFC.
- II. If any OEM is involved in the process, the selected bidder will arrange the support from OEM.
- III. The support should include supply of new versions/releases (including next generation release) upgrades, bug fixes, functionality enhancements and patches to cater to changes (including tax, legal, statutory and policy requirements) along with related documentation within thirty (30) calendar days of their availability in India and as well as other technical support from Application Software OEM's helpdesk.
- IV. Technical Support: The selected bidder shall provide technical support, in a suitable on-site and off-site combination, from 8 AM to 8 PM for all working days of the week during the contract period.
- V. For any off-site support, the cost of network connectivity between selected

bidder's Support Centre and CBFC's office(s) has to be borne by the selected bidder

- VI. Technical support shall include, but not limited to, installation of new versions/software/releases (including next generation release) upgrades, bug fixes, functionality enhancements, patches to cater to changes (including tax, legal, statutory and policy requirements), any modification or enhancement to existing business, changes to configurations, customizations, database administration, data back-up and archiving, security and other technical assistance.
- VII. The selected bidder shall provide detailed monthly reports of all the helpline calls logged and email queries, the resolution provided and time taken.
- VIII. Support will be provided by the selected bidder pursuant to the Service Level Agreement (SLA) and/or Contract Agreement. Support will include but will not be limited to the following activities:
  - a. All the modules of taken-over and proposed IT system and functionalities as mentioned in this RFP
  - b. Version upgradation
  - c. Re-installation of software(s)
  - d. Creation/modification of reports to meet business requirements within timeline stipulated by CBFC
  - e. Modification in workflow and analytics
  - f. Resolution of reported errors as per SLA mentioned in the table hereunder
  - g. Data backup
  - h. Data recovery
  - i. System restoration
  - j. Reinstallation of the proposed It system and all associated and prerequisite software
  - k. Performance tuning and optimization
  - l. Changes and modification

- m. Enhancement of existing functionalities and configuration
- n. Documentation of all the changes and developments made in the system
- o. Training on any change or modification of the solution
- p. Any other support required to ensure smooth and trouble-free operations of proposed IT system.

## 6.16 Standards of Performance

User Activity	Maximum permissible time	
	LAN	WAN
Menu Navigation-To display the menu as per the defined user role and profile	< 1 sec	< 3 sec
Screen Opening-To display the selected data entry screen from the menu chosen	< 2 sec	< 5 sec
Field Navigation-To navigate between the data entry fields in the screen	< 1 sec	< 2 sec
Look-up Response Time-To display items from list of values	< 1 sec	< 2 sec
Look-up Response Time-To display items from table	< 5 sec	< 8 sec
Screen Navigation-Time taken to navigate from one screen (tab page) to another which does not involve processing in earlier screen	< 1 sec	< 2 sec
Transaction Commit-Response time taken to commit a simple transaction like Stores Issue Voucher, Stores Receipt Voucher etc.	< 2 sec	< 3 sec
Query Retrieval Response Time-Simple query	< 5 sec	< 10 sec
Query Retrieval Response Time-Medium complexity query	< 8 sec	< 12 sec
Query Retrieval Response Time-High complexity query	<15 sec	< 20 sec
Reports Generation Response Time-Simple report	< 5 sec	< 10 sec

Reports Generation Response Time-Medium complexity Report	< 30 sec	< 50 sec
Reports Generation Response Time-High complexity report	< 1 min	< 3 min

In addition to the standards of performance parameters shown above, CBFC may/shall develop detailed performance parameters during the implementation period.

## 7. Service Level Agreement

This is only indicative of the Service Level Agreement and not conclusive account. The actual SLA shall be finalised with the successful bidder at the time of contract finalization and shall cover, among others, points mentioned below and in tender document. This SLA shall be between selected bidder and CBFC.

### 7.1 Purpose of this Agreement

- I. The purpose of this SLA is to clearly define the expected levels of service to be provided by selected bidder to CBFC during the entire duration of this contract or till the amendment of SLA whichever is earlier.

#### II. The SLA is designed to:

- a) Draw the attention of selected bidder and CBFC to some aspect of performance only when that aspect drops below an agreed upon threshold, or target and leads to consequent defined action;
- b) Define unambiguously the performance related expectations of performance required of the selected bidder;
- c) Assist CBFC to ensure and control levels and performance of services provided by selected bidder

## 7.2 Availability Management

- I. **Availability of IT system** - High Availability is a key requirement of the CBFC as the application will enable the CBFC officials to deliver the key activity related to the issuance of CBFC certificates. The expected availability of IT system should be 97% between 8 AM and 11 PM and 90% between 11 PM and 8 AM the project must also be able to rebound or recover from any planned or unplanned system downtime, ensuring a minimal impact on the operations. The selected implementation vendor should provide a single point of contact on a 24X7 basis.
- II. **Availability** will be measured on quarterly basis. Planned downtime will not be classified as unavailability. Planned downtime where both main as well redundant systems are not available for providing service will be limited to maximum of 48 Hours in a quarter. The selected bidder should endeavor to take such downtimes only during weekends or holidays preferably after end of day (EoD). However duration of the maximum allowable planned downtime time will be reviewed on yearly basis.
- III. In case of any breach in the SLA a penalty amounting to 5% of the Quarterly bill value shall be levied on the selected bidder.

### 7.3 Problem Notification & Resolution Times

*Following service levels will be applicable to the selected bidder for handholding and maintenance support:*

Type of Service	Metric	Measure	Threshold		Expected Action / Remarks
As per Problem Report (PR)	Delivery	Initial Response	Critical	1 Hour	Initial review for Category, Priority and whether the PR has sufficient information to understand the problem  Assignment to respective individual for analysis  Respond to initiator
			High	4 Hour	
			Medium	8 Hour	
			Low	10 Hour	
As per Problem Report (PR)	Delivery	Complete Analysis / Resolution	Critical	4 Hour	Detail analysis of Problem Report and provide, root cause, potential risk/impact, effort estimate for resolution and closing of the problem
			High	1 Working Day	
			Medium	7 Working Days	
			Low	10 Working Days	

### 7.3.1 Threshold Definitions

- **Critical:** Show-stopper application breakdown/crash. Has serious implications on running the production server and has impacted all business critical process. It has affected or may affect >50% of the user community.
- **High:** Serious degradation in the application performance. Has impacted majority of the business process but able to continue the operations with the system limitations. It may have serious implications on the data integrity. It has affected or may affect, around 10% to 50% of the user community.
- **Medium:** Moderate degradation in the application performance No implications on the data integrity. Has no impact on the normal operations/day-to-day working. It has affected or may affect, <10% of the user community.
- **Low:** Applications are stable and has no impact on the day-to-day working. It has affected or may affect a single user.

### 7.3.2 Penalties in case of failure to meet Service Levels

Following penalty shall be applicable to the selected bidder in case of failure to meet provisions of Service Level Agreement (SLA) as provided in table above:

- I. **In case of problem categorized as “Critical”:** CBFC shall deduct from the respective quarter’s bill of selected bidder, a sum equivalent to 0.1% of the bill value for every thirty (30) minutes of delay over and above the given threshold limit for each of such incidents
- II. **In case of problem categorized as “High”:** CBFC shall deduct from the respective quarter’s bill of selected bidder, a sum equivalent to 0.1% of the bill value for every sixty (60) minutes of delay over and above the given threshold limit for each of such incidents; and

- III. **In case of problem categorized as “Medium”:** CBFC shall deduct from the respective quarter’s bill of selected bidder, a sum equivalent to 0.1% of the bill value for every one hundred and twenty (120) minutes of delay over and above the given threshold limit for each of such incidents.

## 7.4 SLA Supervision

- I. **Reporting Procedures:** The selected bidder’s representative will prepare and distribute SLA performance reports in an agreed upon format by the 10<sup>th</sup> working day of subsequent month of the reporting period. The reports will include “actual versus target” SLA performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports will be distributed to the Directorate, IT of CBFC.
- II. **Monitoring and Auditing:** Directorate of IT will review the performance of selected bidder against the SLA parameters each month, or at any periodicity defined in the contract document. The review/audit report will form basis of any action relating to imposing penalty or breach of contract. Any such review/audit can be scheduled or unscheduled. The results will be shared with the selected bidder as soon as possible. CBFC reserves the right to appoint a third-party auditor to validate the SLA.

## 7.5 SLA Change Control

- I. It is acknowledged that SLA may change as CBFC’s business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:
- d) A process for negotiating changes to the SLA.
  - e) An issue management process for documenting and resolving particularly difficult issues.
  - f) CBFC and selected bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner.

- II. Any changes to the levels of service provided during the term of this agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change. Changes will be documented as an addendum to SLA and consequently the contract.

## **7.6 SLA Change Process**

Both the parties may amend this SLA by mutual agreement in accordance.

- I. Changes can be proposed by either party.
- II. Normally the forum for negotiating SLA changes will be CBFC's monthly review meetings.

## **7.7 Version Control**

All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

## **7.8 Issue Management**

This process provides an appropriate management structure for the orderly consideration and resolution of business and operational issues in the event that quick consensus is not reached between CBFC and selected bidder. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at lower management levels.

## **7.9 Issue Management Process**

- I. Either CBFC or selected bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.

- II. CBFC will determine which committee or executive level should logically be involved in resolution.
- III. A meeting or conference call may be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- IV. Management of CBFC and selected bidder will develop a temporary, if needed, and the permanent solution for the problem at hand. The selected bidder will then communicate the resolution to all interested parties.
- V. In the event a significant business issue is still unresolved, the arbitration procedures described in the Contract will be used.

### **7.10 Escalation Process**

- I. The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing the procedures ensures that CBFC and selected bidder management are communicating at the appropriate levels. Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable timeframe.

All issues would be raised to the project management team, which is completely responsible for the day to day aspects of the implementation. The project management team shall classify the issues based on their severity level and resolve them within appropriate timelines.

- II. If project management team is unable to resolve an issue, the issue would be escalated to the top management with options/risks detailed for decision. Top management will make decisions based on the options/ risks presented by the IT team.

- III. In case one or both the parties are unsatisfied with the decision of the top management of CBFC, the dispute will be resolved as specified in GCC.

### **7.11 Risk and Cost Factor**

In the event of termination of contract on the basis of non-performance by the selected bidder as per SLA, selected bidder will be solely responsible for risk and cost factor there on.

### **7.12 Breach of SLA**

In case the selected bidder does not meet the service levels mentioned in this RFP for three (3) continuous time-periods as specified in the relevant clause, CBFC will treat it as a case of breach of Service Level Agreement. The following steps will be taken in such a case:-

- a. CBFC issues a show cause notice to the selected bidder.
- b. Selected bidder should reply to the notice within three working days.
- c. If CBFC authorities are not satisfied with the reply, CBFC will initiate termination process as per the contract.

### **7.13 Exclusions**

The selected bidder will be exempted from any delays or slippages on SLA parameters arising out of following reasons:-

- a) Delay in execution due to delay (in approval, review etc.) from CBFC's side.  
Any such delays will be notified in written to the IT Team
- b) Force Majeure
- c) The network links will be provided by a third party and the selected bidder will monitor and report any problems on behalf of third party. If selected bidder notifies and CBFC approves that the delay or fault was due to the third party link services then such loss will not be considered for tracking selected bidder's SLA parameters (Also reduced from total service time).

## 8. Project Schedule

The project schedules for the Upgradation of IT Application, Development of Mobile App and Revamping of the website are as follows:

### THE SCHEDULE FOR COMPLETION OF PROJECT

<b>Sr. No</b>	<b>Activities</b>	<b>PERIOD</b>
1	Complete Takeover of the existing System Implementation, without affecting the existing operations	31 <sup>st</sup> December 2021
2	The design and development of mobile app, revamping of trilingual website, upgradation of online Applications system (hardware and software), provisioning of dedicated private cloud and migration thereon, additional features with required utilities	30th April 2022
3	Completion of GIGW/STQC and ISO 27001 Certifications	31 <sup>st</sup> July 2022
4	Complete migration from CBFC servers to private dedicated cloud	30th June 2023
5	Implementation, hosting and maintenance of existing online application system with upgradations, CBFC website, mobile app and the hardware (existing as well as enhanced/upgraded parts), DR management and maintenance including network connectivity, continuation of helpdesk support	Till 31 <sup>st</sup> December 2024 or for three years from the date of signing of contract, whichever is later

Chief Executive Officer  
Central Board of Film Certification