



EMBASSY OF INDIA BEIJING
INVITES QUOTATIONS
FOR DEVELOPMENT OF WEB BASED APPLICATION
FOR NON-STANDARDIZED CONSULAR SERVICES

TENDER NO. PEK/PROJ/862/04/2018

LAST DATE FOR SUBMISSION OF BIDS

18 April 2019 UP TO 1500 HRS (BEIJING TIME)

DATE OF OPENING BIDS

18 April 2019 AT 1600HRS (BEIJING TIME)

PERIOD OF COMPLETION: FOUR MONTHS FROM THE
DATE OF COMMENCEMENT.

**EMBASSY OF INDIA BEIJING, NO.5, LIANG MA QIAO BEI JIE,
CHAOYANG DISTRICT, BEIJING 100600, TEL-00-86-10-8531
2500/2501/2502/2503**

Invitation for Bids

Embassy of India, Beijing invites Bids / Quotations from reputed COMPANIES REGISTERED IN INDIA FOR **DEVELOPMENT OF WEB BASED APPLICATION FOR NON-STANDARDIZED CONSULAR SERVICES.**

I. **Notice Inviting Tender:-**Sealed bids are hereby invited for hiring of A company for **DEVELOPMENT OF WEB BASED APPLICATION FOR NON-STANDARDIZED CONSULAR SERVICES. Non-Standardized Consular Services are defined in the Scope of Work.**

II. **Eligibility Requirements/criteria for bidders:**

- The Company should be registered in India. A copy of the business license/ registration certificate may be shared.
- The Company should have capacity to design and develop web based solutions.
- The Company should have relevant licensed designing software.
- The Company should be in operation for more than three years.
- The Company should have extensive experience in providing similar services to companies/corporate clients/ other government organizations. **A minimum of two work references is mandatory requirement to be submitted in the technical bid.**
- The Company should have sufficient number of well qualified software developers/ testing engineers for the proper execution of the contract. The applicant should submit a list of these employees stating clearly how these would be involved in this work.
- Bid documents supported with prescribed proforma should be submitted in sealed envelope, duly super-scribed with the name of work and the date of opening. The bids will be received up to 18 April 2019, 1500 HRS and will be opened on the same day at 1600 HRS.
- The date and time of opening of financial bid(s) will be decided after technical bid(s) have been evaluated by the Mission. Financial bid(s) of only those bidders(s) will be opened who qualify the technical

evaluation on the specified date and time. The date, time & place of opening of the financial bid(s) will be intimated in due course of time.

- V. If any information furnished by the applicant is found incorrect at a later stage, he/she shall be liable to be debarred from the tendering process. E/I, Beijing reserves its rights to verify the particulars furnished by the applicant independently.
- VI. Embassy of India, Beijing reserves the right to reject any prospective applicant without assigning any reason and to restrict the list of pre-qualified contractors to any number deemed suitable by it.

III. Instructions to Bidders:

1. This is a LUMP SUM FIXED PRICE TENDER as per Scope of Work. Bidder has to submit a work plan in which he has to clearly mention the cost of any propriety software and version which is required to be purchased separately for the execution of the whole work. The LUMP SUM FIXED PRICE is required to be quoted for development of the web based application, its migration on the website, testing and training of the working staff.
2. Bidders are required to quote Lump sum prices on **“Form of Tender”**. Bidders shall satisfy themselves about the scope of work defined in the tender.
3. The Lump sum Fixed Price/amount shall be submitted in the **“Form of Tender”**, with suitable entries, including appropriate signatures, made in all blank spaces. The form shall not be altered. The Bidders shall strictly comply with all the conditions stated in the Tender Documents. The **Form of Tender** must be signed by a person or persons authorized to sign the Tender and shall be dated. Evidence of signature authority, such as a Power of Attorney, shall be provided with the Tender. The unit rates quoted in **Schedule of Quantity** of the tender document shall be used towards variations, if any as per the tender conditions.
4. **Decision on bid will be taken based on the final price quoted on the Form of Tender.** Lump sum Fixed Price/Amount as quoted in the **“Form of Tender”** shall be the basis for deciding the tender quote and the L1 bidder.
5. The Performance Guarantee of **five percent (5%)** of the **Accepted Contract Amount** in the form of Fixed Deposit done in favor of ‘Embassy of India, Beijing’ from a scheduled bank shall be submitted within 15 days of the Award of the contract/ Work Order and shall be valid for 30 days beyond the dated of completion of all the contractual obligations of the contractor under the contract and discharged after completion of work. The Performance Guarantee shall remain valid for a period to cover the execution of the works as a Guarantee to secure the proper carrying out, the handing over and recovery of compensation of such other sums that

may become due to the Employer from the contractor under the terms of the contract and shall not have been paid by him on demand.

6. Without prejudice to anything contained in the foregoing paragraphs, the contractor shall always maintain the Performance Guarantee at the full amount until the completion of work in accordance with the terms and conditions of the contract. If the contractor fails to maintain the Performance Guarantee in the full amount, the employer may be registered letter sent to the contractor, terminate his employment under the contract without necessity for any legal or other formality or reference to judicial proceedings.

7. The acceptance of the Tender shall be conditional and not finally binding upon the Employer until the Performance Guarantee has been duly provided and the actual contract signed between the Employer and the contractor. Should the contractor fail to sign the contract within the stipulated time or to provide the Performance Guarantee within the period allowed or for any other reason withdraw his participation in the Tender, the Employer may withdraw his acceptance of the Tender without any notice or other formality and may enter into a new Agreement for the execution of the Works or any part of it.

8. **Queries:** Any further information or clarification which the Applicant may require in order to complete his Tender may be obtained from ASO(IT & GA2), **Embassy of India, Beijing at the email: adm2.beijing@mea.gov.in. Last date of any inquiry is 10 April 2019.** All information requested by one bidder will be supplied to all bidders latest by 12 April 2019. No query will be entertained after 10 April 2019 1730 HRS (BEIJING LOCAL TIME). All queries are to be only addressed by email.

9. (I) At any time prior to the date of opening of the proposals the Embassy may issue an addendum in writing to all applicants, deleting, varying or extending any item.

(ii) Unless it is in formal manner described above, any representation or explanation to the Bidder shall not be considered valid or binding on the Employer as to the meaning of anything connected with the Tender Document.

(iii) The date and time for submission may be deferred by an official notification in writing issued by the Employer to all Bidders. Tenders received after this date will not be considered.

10. Bid/Bidder may be disqualified for any reason including, but not limited to the following:

a) If a bidder sets forth any conditions which are unacceptable to the Employer.

b) If there is evidence of collusion between Bidders.

c) If Tender sets forth any offer to conditionally discount, reduce or modify its tender.

d) If Bid price is disclosed before opening of Financial Bid.

11. The attention of Bidders is drawn as to compliance with laws and regulations and should include GST, Visa fee for the visiting testing engineer(s), hotel accommodation for the visiting team etc.

12. The bidders are advised that the work to be executed should be of high quality. During the testing and completion phase, where on-site work is required, Bidder has to comply with the security guidelines of the Embassy.

13. Bidder shall have deemed to have read carefully all the Tender Documents, Scope of Work and Specifications etc. The quoted Lump sum Fixed price is inclusive and complete in all respect to make the web based application successful and running.

14. Price escalation in rates due to any reason such as any additional service requested by the Embassy which is out of the Scope of Work and for additional days of Training and Testing will be admissible and should be negotiated on a mutual basis.

15. Payment:

(a) All the payment shall be released as progress payments.

(b) Terms of Payment: The Contractor shall be entitled to be paid as per the following stages of work:

S No	Description	Percentage
01	Project Initialization	45
02	Completion of Applicant development & Admin Development	36
03	Completion of User Acceptance Test	9

16. Commencement date of the works shall be effected after seven (7) days from the date of issuing the Acceptance letter or handing over the site, whichever is earlier. This 7 days period will be defined as the mobilization period. Contract has to be signed within this seven days period. The performance guarantee has to be provided within 15 days of the award of the contract intimation.

17. The Period of Completion for the whole of the Works is Four months calculated from the Commencement date. Completion date includes submission of the source code developed by the contractor to the employer for the application developed by the contractor execution of the contractor. It does not include source code of the third party software(s). **All Intellectual Property**

developed during the project shall be the property of the employer after completion.

18. The retention money will be Ten Percent (10%) of the value of the executed works. Retention money shall be released after the completion of the defect liability period. The contractor shall serve a notice for retention money payment at least seven days before the end of the defect liability period. Embassy of India Beijing shall undertake payment within 15 working days of the notice.

19. The amount of Liquidated Damages payable by the Contractor to the Employer will be calculated @ 0.5% of accepted tender cost per week to be computed on per day basis. The total amount of liquidated damage shall be limited to 10% of accepted tender cost.

20. The Defects Liability period shall be One hundred and eighty (180) days from the date of completion. The contractor is required to monitor the application during the defect liability period and fix any existing bugs without any cost. Contractor may quote additional price for any additional service requested by the Embassy of India Beijing.

21. The Employer will not be bound to accept the lowest or any tender or to give a reason for the rejection of any Tender.

22. The contractor will have to provide all relevant administrative passwords and back-end entry credentials to the Embassy of India Beijing for successful conclusion of the 'User Acceptance test Phase'.

23. The successful Bidders shall be responsible for co-coordinating his work with various Sub-contractors and other bid-pack Contractors employed on the Works and coordinating his work between various trades, obtaining all the necessary information from subcontractors for the purpose of the overall programming of his works; supplying all the normal attendance to all subcontractors and assuming the overall responsibility for the aforesaid.

24. TENDER

Technical bids of bidders shall be opened on the date of bid opening. Technical bids envelope shall be opened in presence of bidders or their representatives, if they are present. After evaluation of Technical Bids, a list of qualified bidders will be prepared by the Employer. Qualified bidders will be informed and financial bid of qualified bidders only shall then be opened at notified time, date and place in presence of bidders or their representatives.

25. AWARD CRITERIA

- (i). The employer reserves the right without being liable for any damages or obligation to inform the applicant to:
 - i. Amend the scope and value of contract.
 - ii. Reject any or all the applications without assigning any reason.

(ii). For any of the above actions, the Employer shall neither be liable for any damages nor be under any obligation to inform the Applicants of the grounds for the same.

(iii). Any effort on the part of the applicant or his agent to exercise influence or to pressurize the Employer would result in rejection of his application. Canvassing of any kind is prohibited.

IV . Scope of Work:

S No	Particulars	Remarks
1	<p>Development of a web based application for Non-Standardized Consular Services. The Non-Standardized consular services include:</p> <ul style="list-style-type: none"> i. Issue of Police Clearance Certificate ii. Attestation of Educational Documents iii. Attestation of Civil Documents iv. Attestation of Power of Attorney v. Attestation of Trade Documents vi. Birth Registrations vii. Death Registrations & Cancellation of Passport viii. Emergency Certificate ix. Relationship Certificate 	<p>Work flow as per Annexure I</p> <p>Solution provided should comply strictly with the 'Guidelines for Indian Government Websites (GIGW)' {http://guidelines.gov.in/}</p> <p>Technical plan including Serial Number 1 to 5, 8 to be provided with the Technical Bid.</p> <p>The Technical Plan should include 'List of propriety software' which is required to be purchased along with their basic terms and conditions as well as licensing requirements; <u>Kindly note that the price is not to be disclosed in the technical plan.</u></p>
2	<p>Undertake end to end encryption and SSL certification for the Web based application for data security.</p>	<p>Data security is a high priority and the Application developed should subscribe to the highest standards of Data security for any such public website.</p>
3	<p>To provide information regarding:</p> <ol style="list-style-type: none"> 1. Estimated Storage requirement for the web based application. 	<p>The web based application will be hosted on the Embassy of India Website www.eoibeijing.gov.in . The server is planned to be hosted on</p>

	<p>2. Date from which the cloud storage will be required.</p> <p>3. Any basic security consideration of the cloud storage which needs to be met by the Embassy of India Beijing.</p> <p>4. Retention size to be estimated during the project implementation phase by the Contractor based on discussions with the Client.</p>	<p>Virtual private Cloud with Data center in India. The VPC Cloud based server will be rented by Embassy of India Beijing through its established chain of suppliers.</p>
4	To integrate the web based application/ product with the propriety software, existing website and use the VPC cloud storage provided by the Embassy of India Beijing.	To ensure that APIs, Ccalls which are accessible in China are used and to ensure that the source code is optimized to Chinese conditions.
5	Undertake debugging and testing of the developed web based application to the satisfaction of the client.	
6	Provision of off-site training for three working days to the relevant Embassy of India Beijing staff members during the final phase of testing and release. Provision of any debugging and/ or online / telephonic support for the first two months of launch.	The training shall be in English. It should include provision of soft copies of reading material, work flow diagram etc in soft copy including pictorial description of work to be done.
7	Schedule of completion to be 16 weeks from the Date of Commencement	Schedule of completion to be provided with Technical Bid.
8	Provide summary of the Deployment Architecture, Basic tools to be used, Methodology/ Logic of implementation.	To be provided with the Technical Bid.
9.	Development of a final certificate format for issue of Non-Standardized Consular Services certificates wherever required for Items in Serial Number I. For attestation, no format is required. However a QR code shall be generated which may be pasted/ printed on the attestation documents .The data shall	<p>Modalities can be worked out in consultation with the indenter/ working staff after award of the contractor.</p> <p>Security feature of QR code to be present on each document.</p>

be seamlessly imported from the application register in the certificate designed so that no data entry is made manually.	
--	--

V. Bid system:- The bidder company shall submit its offer in ENGLISH LANGUAGE ONLY in an envelope, super-scripted as “Tender Quotation for DEVELOPMENT OF WEB BASED APPLICATION FOR NON-STANDARDIZED CONSULAR SERVICES”. It should also be super-scripted at the bottom left corner with the Full name, Postal address, Fax, E-mail, Telephone number of the bidder;

- i. The sealed bid shall be submitted to The Head of Chancery, Embassy of India Beijing, No.5, Liang Ma Qiao Bei Jie, Chaoyang District, Beijing 100600;
- ii. Contact person: Mr. Abhishek Sondhi, ASO (IT & GA 2), Phone No.0086-10-85312580 Email: admn2.beijing@mea.gov.in ;
- iii. The bid may be submitted by Hand in person or by courier. **Bids by “Fax / E-mail” shall not be accepted;**
- iv. Bid received after the closing date and time as prescribed in the tender notice, shall NOT be accepted under any circumstances;
- v. Bid shall be opened on the date and time as given in the tender notice at Embassy of India Beijing, No.5, Liang Ma Qiao Bei Jie, Chaoyang District, Beijing 100600, in the presence of the authorized representatives of the companies, who may wish to attend.
- vi. The bid has to be submitted as per the format specified at ‘Proforma I and Proforma II’.
- vii. Proforma I should be in one sealed envelope labeled “FINANCIAL BID”. Financial Bid must contain the lump sum amount of all the works involved in the scope of work given above. **There is an addendum proforma for Financial Bid to be filled mandatory.**
- viii. **Recognizing the fact that once this platform is implemented, it could be customized and scaled for other missions / posts as well; the Contractor will have to quote a base price that may be**

charged for customization of the platform for other offices/ consulates. Beyond the base price, it is presumed that the contractor will only ask for cost of propriety software(s) used in the development of the platform if other missions/ consulates request for implementation of the platform based on the actual cost of the propriety software(s) at that time. Moreover, missions/ posts will also be free to purchase the prosperity software(s) from third-party vendors.

- ix. Proforma II and supporting documents shall be in one sealed envelope labeled "TECHNICAL BID". A CD/DVD containing the Technical Bid details in digital format should be enclosed in the Envelope.
- x. The two envelopes should be put in a larger envelope/ packet on which the name of the company should be mentioned. Kindly note that it is a two-part bid where financial bids shall be opened only of the technically qualified candidates.
- xi. In case any bid does not follow the process of segregating technical and financial bids in separate envelopes, their BID shall be summarily disqualified.

VI. Instructions for Financial Bid (Proforma I):

- a. The Proforma I for Financial bid should mention (I) Amount for the complete description of work as mentioned in scope of work (II) Cost of the propriety software(s) to be purchased for the implementation of project.
- b. In case the material/item part is not mentioned in the Scope of Work, contractor will have to provide the specification and Embassy has the right to purchase them from any other vendor.

VII. Instructions for technical bid (Proforma II):

- a) Enclosures with Technical Bid Envelope should include: (a) A copy of the registration of the company/ Business license; (b) Technical offer including work flow, system used, detail of the programming language to be used; (c) List of propriety software which is required to be purchased along with their basic terms and conditions as well as licensing requirements; (d) List of persons who would be working on the

project from the company; (e) A copy of the Service Tax registration and a copy of the TAN card/ PAN card;

b) A Digital copy of the Technical Bid details should be enclosed in the envelope in the form of CD/DVD.

c) The contractor shall provide name and contact of one Project Manager who will be in-charge of the overall supervision and execution after signature of the contract.

**PROFORMA TO BE FILLED UP AND SUBMITTED IN THE FINANCIAL
BID**

Financial Bid letter (Fixed price to be quoted on this form by Bidder)

Name of Contract: DEVELOPMENT OF WEB BASED APPLICATION FOR
NON-STANDARDIZED CONSULAR SERVICES

We have examined the General Conditions of contract, specifications, other schedules, the attached Appendices and Addenda for the above-named works and the general and economic conditions under which the works are to be carried out. We offer to execute and complete the works and remedy any defects therein, in conformity with this Tender at a total cost of :

TOTAL USD/ INR _____ (in figure) inclusive of GST/VAT and all other taxes & levies. The total cost includes:

(A) USD/ INR _____ as the lump sum cost of the web based application development.

(B) USD/INR _____ as the cost of purchase of propriety software as quoted in the Technical bid proforma and which are essential for the development of the solution. The terms and conditions of licensing for the software is as per technical bid proforma.

We agree to abide by this tender cost until 120 days after date for opening of the tenders and it shall remain binding upon us and may be accepted at any time before that date.

If this offer is accepted, we will provide the specified Performance Security, commence the Works as soon as is practicable after commencement date, and complete the works in accordance with the above- named documents within the Time of Completion.

Unless and until a formal Agreement is prepared and executed, this Letter of tender together with your written acceptance thereof, shall constitute a binding contract between us.

We understand that Embassy of India, Beijing not bound to accept the lowest or any tender that it may receive.

Remarks, if any:

Signature _____ in the capacity of _____ ,duly authorized to sign tenders for and on behalf of [Name of the contractor]

_____.

Date:

Place:

ADDENDUM FINANCIAL BID FOR ANY FURTHER DEVELOPMENT FOR OTHER MISSIONS/POSTS-SCALABILITY OF THE ARCHITECTURE TO OTHER OFFICES.

Name of Contract: DEVELOPMENT OF WEB BASED APPLICATION FOR NON-STANDARDIZED CONSULAR SERVICES

Based on the financial quotation above and recognizing the fact that after implementation of the software development, the algorithm will be similar and only a partial cost is involved in optimization, we hereby undertake that similar services could be offered to other posts in China at the following costs:

(A) USD/ INR _____ as the customization cost for modification of the developed application for the Mission/Post which has requested the service, other terms and condition remaining same as in the first tender. This excludes cost of the propriety software which has to be purchase separately for the new mission/ post and will be based on actual cost at the time of implementation.

(B) The mission/ post is free to source the propriety software(s) from third party vendors. In that case, a list shall be provided to the mission/post by the contractor.

Price quoted at (A) above is the total cost for customization strictly as per the tender document above. Any additional service will have extra charge.

Remarks, if any:

Signature _____ in the capacity of _____, duly authorized to sign tenders for _____ and on behalf of [Name of the contractor]

Date:

Place:

PROFORMA FOR THE TECHNICAL BID

1.	Name of the Bidding Company	
2.	Experience (No. of years)	
	Name of references	
3.	Name and Contact Details of the project Manager.	

COMPLIANCE TO THE SCOPE OF WORK

S No	Particulars	Remarks (Yes/ No) In case of Deviation, the remarks may be written
1	Does the contractor agree to all parts of the scope of work.	
2	In case of any deviation, please comment	
3	Has complete plan of action been attached and a CD/DVD with technical details/thematic diagrams is enclosed	
4	List of Enclosed Documents	Whether the document is attached by tick mark. All are mandatory.
	(i) Company Incorporation Licence	
	(ii) Copy of TAN/ PAN	
	(iii) Service tax registration	
	(iv) Technical Plan which should include at least details of Scope of Work from Serial number 1 to 5,8.	
	(v) List of Employees along with email address, mobile number, designation and role in the Project Execution.	
	(vi) Two work references signed and stamped in original.	
	(vii) Time line Schedule in Gnat chart format.	

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature & Seal of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____

WORKFLOW REQUIREMENT

INTRODUCTION

To build a data capturing system for Non-standardized Consular Services , with the below given modules.

REQUIREMENTS

The System requirements of the Project is as given below:

Client seeks to build a data capturing system for Non-standardized Consular Services , with the below given modules.

APPLICANT**Non-standardized Consular Services:**

- Applicant can select the respective service (Issue of Police Clearance Certificate, Attestation of Documents (Educational, Civil, Power of Attorney, Trade etc.), Birth Registrations, Death Registrations, Emergency Certificate, Relationship Certificate) and fill the details.
- If applicant select the consular service, it will take the user to the respective web site forms.
- Applicant need to upload the photo and other relevant documents. Clear direction regarding format of the photo and documents to be provided.
- Once the applicant completes the form, Applicant can preview the application and submit it finally. Applicant can download the .pdf file generated based on the input provided by the applicant.
- Applicant can print the same and the data will be stored in the back-end for the back-end team to verify the same.
- Unique application number will be generated

Resubmit Application:

- Applicant can resubmit the application once they get an email or sms alert by giving their application number and the date of birth.

Schedule appointment/ Reschedule Appointment:

- Applicant can schedule appointment through a link provided in the message he/she receives for acceptance of application form. It will open up in a calendar format and time slot can be chosen.
- Applicant can reschedule appointment slot in advance (before 24 hours) . In case of missed appointment, Application to be automatically rejected.

SUPERVISOR

Manage Login:

- User can login with the given username and password.

Manage Forget password:

- User recollect password by providing email. This will generate reset password link and send it through email

Manage Reset Password:

- Upon clicking the reset link in the email, User will be taken to the change password screen

Manage Non-standardized Consular Services:

- Supervisor can add / modify/delete/view/search the Non standardized consular services

Manage Non-standardized Consular Services Form Data:

- Supervisor can view / search the data submitted by the applicant for the respective service
- Supervisor can assign the applicant to respective Consular Assistant for them to verify the application. Supervisor can do a planned automatic allocation and distribution.
- Supervisor can view the status of the application for the respective service.
- Supervisor can export the data to excel file

Manage Appointment:

- Supervisor can view the list of appointments in the calendar

Update Profile:

- Supervisor can reset the password

CONSULAR ASSISTANT

Manage Login:

- User can login with the given username and password .

Manage Forget password:

- User recollect password by providing email. This will generate reset password link and send it through email

Manage Reset Password:

- Upon clicking the reset link in the email, User will be taken to the change password screen

Manage Non-standardized Consular Services Form Data:

- CONSULAR ASSISTANT can see the list of applicant form assigned to them
- CONSULAR ASSISTANT can cross verify the form with the documents submitted by the application.
- If the given application has no issues, CONSULAR ASSISTANT will approve the application. Once the application is approved mail and sms will be triggered to the respective application with the designated date and time to bring the documents in person based on the time interval defined in the settings system will automatically allocate the available slot.
- If there is any issue in the application, CONSULAR ASSISTANT will give the remarks and the same will be mailed to the applicant to review his application form and resubmit the same.
- The final CERTIFICATE will be automatically made and downloaded once the CONSULAR ASSISTANT verifies the original document brought by the applicant during his appointment. The document can be certified digitally and downloaded.

Manage Appointment:

- CONSULAR ASSISTANT can View the appointments given to the applicant in the calendar

Update Profile:

- CONSULAR ASSISTANT can reset the password

CASHIER

Manage Login:

- User can login with the given username and password .

Manage Forget password:

- User recollect password by providing email. This will generate reset password link and send it through email

Manage Reset Password:

- Upon clicking the reset link in the email, User will be taken to the change password screen

Manage Payment:

- Approved application will be displayed in the cashier login
- Cashier can update the amount and the amount received status as Paid against the respective applicant after receiving the cash.
- Print the receipt for the same.
- Generate the statement at daily and monthly basis with data collected 'service' wise and itemwise data for core service provided and ICWF. [Each application fee consists of two parts: Core application fee for the service + ICWF charges].
- Has to reconcile the statement and close cashbook on daily basis after physical counting of cash received.

Update Profile:

- Cashier can reset the password

SECURITY

Manage Login:

- User can login with the given username and password .

Manage Appointment:

- User can view the list of appointment for the current day. On clicking the applicant Name in the calendar, Security can see the photo and verify the applicant whether concerned person has got appointment or Not.

ADMIN

Admin can login with the given login username and password

Manage Non-standardized Consular Services:

- Admin can add / modify/delete/view/search the Non standardized consular services

Manage Non-standardized Consular Services Form Data:

- Admin can view / search the data submitted by the applicant for the respective service
- Admin can assign the applicant to respective CONSULAR ASSISTANT for them to verify the application
- Admin can view the status of the application for the respective service
- Admin can export the data to excel file
- Admin can add new forms for any NEW CONSULAR SERVICE.
- Admin can also download the Digitized data of cases where completed services which have been provided and certificates issued to the applicant on a monthly basis from the data sheet. The Data sheet to be arranged in the form of one folder for each applicant with relevant documents.

Manage Appointment:

- Admin can view the list of appointments in the calendar

Manage Role and permission:

- User can add unique roles(like Supervisor, CONSULAR ASSISTANT, Security etc) and assign permission to Modules (View, Add, Edit, Delete, Export) for each role
- User can add / modify/delete/view/search/assign permission to the role.

Manage User:

- Manage application users. Role will be assigned to the user. Based on the permission assigned to that role, respective modules will be displayed in the user login area. On creating a new user, mail will be triggered to the user with the login credentials.
- User can add / modify / view /delete / search / reset password for the user

Manage Settings:

- Admin can configure the time interval to be set for each applicant.

- Admin can configure the break time to be set after how many minutes and break time interval
- Admin can configure the SMTP settings
- Admin can configure the SMS API Settings

Manage Reports:

- Admin can view the no of applicants service wise in bar chart.
- Admin Can view no of applicant on each day for selected date range
- Admin can export the data to excel as well
- Admin can view the amount paid service wise based on the date range selected
- Admin can view the amount paid as ICWF charges for various services and the Application fee for core service.

Manage Time slots

- Admin can manage slot schedule for various services, accord priority for various services and also extend working hour for which slots needs to be generated during peak seasons.

Update Profile:

- Admin can reset the password

Scalability of the architecture

- 1. The system should have feature to add new users in future.**
- 2. System should have the ability to grow in terms of addition of features in future at additional cost.**
- 3. The system should be geared towards integrating financial transactions in future.**