

**Government of India  
Ministry of Finance (Department of Revenue)  
Chief Controller of Accounts  
Office of Pr. CCA, CBIC  
1<sup>st</sup> Floor, DGACR Building, ITO, New Delhi-110001  
Tel: #91-11-23702428;  
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**REQUEST FOR EXPRESSION OF INTEREST (EOI)  
DOCUMENT**

**For Engagement of IT Agency for management,  
maintenance, up gradations and future enhancements  
of Accounting & Reconciliation Portal for Indirect Taxes  
(ARPIT) in O/o Pr. Chief Controller of Accounts, Central  
Board of Indirect Taxes & Customs, Ministry of Finance,  
Department of Revenue**

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**Government of India**  
**Ministry of Finance (Department of Revenue)**  
**Chief Controller of Accounts**  
**O/o Pr. CCA, Central Board of Indirect Taxes & Customs (CBIC)**  
**B-108, DGACR Building, ITO New Delhi-110001**  
**Tel/Fax: #91-11-23702428**

Chief Controller of Accounts, CBIC invites Expression of Interest (Eoi) from eligible Software Development Firms/Agencies for hiring of services of the 24 IT Professionals in the following category for a period of **four years** ( which can be extended for one year at the sole discretion of the Employer / Authority on same terms and conditions) for the **Accounting & Reconciliation Portal for Indirect Taxes (ARPIT)** [[www.arpit.gov.in](http://www.arpit.gov.in)] of the Office of Pr. CCA, CBIC, Department of Revenue, Ministry of Finance. The team comprising IT Professionals of different domain categories will be deployed to manage and maintain the Portal as well as for up-gradation and enhancements as per additional requirements of the Department of Revenue/Central Board of Indirect Taxes and Customs. The team will also take care of the further changes in the systems due to changes in GST Laws & Rules.

S. No.	Resource Category	Number of Resources
1	Project Manager	1
2	Business Analyst	2
3	Senior Software Developer (Biztalk)	2
4	System Administrator	1
5	Sr. Software Developer (Business Intelligence)	2
6	Sr. Software Developer (Test Lead)	1
7	Team Lead Development	1
8	Test Engineer (Tester)	2
9	Software Developer (.Net / ASP)	7
10	Help Desk Team Member	1
11	BI Support Team (S/W Developer)	1
12	Bank/GSTN/RBI Interaction Team member	1
13	Sr. UI Designer	1
14	Database Administrator	1
	<b>Total</b>	<b>24</b>

2. The Goods and Services Tax (GST) has been implemented in India w.e.f. 01.07.2017. In terms of various reports which have been prepared by the Committees on GST, the office of the Principal Chief Controller of Accounts (Pr. CCA), Central Board of Indirect Taxes and Customs (CBIC) has been given the



critical role of accounting and reconciliations with various stakeholders under the Goods and Services Tax regime.

3. Under the GST regime, the GSTN Portal has been developed by an independent agency and is providing the challan related information to the Central and States/UTs' accounting authorities to facilitate accounting as well as reconciliation of the revenue challans. Further, daily luggage files are being forwarded by the Electronic-Focal Point Branches (e-FPBs) of the accredited banks within the stipulated time to RBI containing all the receipts for each of the Government(s) (Centre and States/UTs) under all modes of payment. Thereafter, digitally signed e-scrolls are sent by the e-kuber system of RBI detailing consolidated information regarding all the challans for each type of tax per day. The e-scrolls so received from the RBI are reconciled with the challan information obtained from the GSTN portal and discrepancy, if any need, is reported to the respective agency.

4. The office of the Pr. CCA acts as the nodal agency for the Government of India for carrying out accounting and reconciliation functions of the Goods and Service Tax (**GST**). The office of Pr. CCA has created an interface in the form of **Accounting & Reconciliation Portal for Indirect Taxes (ARPIT)** integrated with all the major stakeholders [Goods and Services Tax Network/ICEGATE/Reserve Bank of India (e-kuber)] thereby enabling robust accounting and reconciliation system along with the modules to ensure sound User and Access Management system, complete end-to-end reconciliation mechanism and tracking of deposit of taxes by the collecting Banks with the RBI. The portal has been developed with dynamic content in sync with the changing requirements of the Department of Revenue/CBIC.

5. The office of the Pr. CCA is also the nodal agency for accounting and reconciliation of other Indirect Taxes like Customs Duty, Central Excise Duty and Service Tax (Residual). For this purpose, the ARPIT portal is integrated with the ICEGATE system of CBIC for accounting and reconciliation of related revenue challans.

6. Furthermore, **the ARPIT Portal is linked to the Public Financial Management System (PFMS)** implemented by the Office of Controller General of Accounts (<http://cga.nic.in>), Ministry of Finance in partnership with National Informatics Centre with a long-term aim of providing near real-time information of the revenue collection related to Indirect Taxes of the GoI.

7. Indicative Scope of Work and the details of the skill set, qualification and experience in respect of the IT Professionals mentioned at para 1 above can be



accessed under the Link 'Tender' available at [www.arpit.gov.in](http://www.arpit.gov.in) or the e-Publishing System, GOI ([www.eprocure.gov.in](http://www.eprocure.gov.in)) as **Annexure 'A'** and **Annexure 'B'** respectively to the EOI document.

8. Minimum eligibility criteria for short listing of the Agency would be as follows:

a) The agency/firm must have an average annual turnover of Rs. 100 lakhs during last three years as on 31<sup>st</sup> March 2020. **(Please enclose copy of the audited financial statements and of the Income Tax Returns of three years [2017-18, 2018-19 & 2019-20]).**

b) The agency/firm should have been in business of software development for at least three years as on 31<sup>st</sup> March 2020. **(Please enclose copy of the Certificate of Incorporation/registration).**

c) The agency/firm should have provided services or executed satisfactorily at least one Government Project during last three years as on 31<sup>st</sup> March 2020. [*The Government for this purpose means Central/State Government, Central/State Autonomous bodies/PSUs/PSBs/Municipal Bodies*] **(Please enclose Project-wise details including the value of the project handled along with a certificate from the concerned organization).**

9. The EoI should be accompanied with the name and correspondence details, Office address, name of Principal Directors, Organizational Structure of the agency/firm. The EOI should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. Agencies/firms may associate with other firms in the form of a joint venture or an association or a sub-consultancy to enhance their qualifications. Interested bidders may access the format [as **Annexure 'C'** to the EoI document] available under the Link 'Tender' at [www.arpit.gov.in](http://www.arpit.gov.in) or the e-Publishing System, GoI ([www.eprocure.gov.in](http://www.eprocure.gov.in)) and furnish the same duly filled in along with the requisite documents in an envelope clearly labeled **"EoI for Engagement of IT Agency for the ARPIT Portal in the O/o Pr. CCA, CBIC"** to Office of the Principal Chief Controller of Accounts, CBIC at the address mentioned below not later than **21 days** from the date of publishing of this notice.

10. Office of Pr. CCA reserves the right to accept or reject any application and to annul the process at any time, without any liability and assigning any reason thereof. Interested bidders are requested to either mail or fax their queries at the Department's email/fax number as below for the attention of Chief Controller of Accounts.

11. Request for Proposal (RFP) seeking Technical and Financial Proposal will be issued only to those firms/agencies which are shortlisted based on the EoI.

**Controller of Accounts**

Office of Pr. Chief Controller of Accounts

Central Board of Indirect Taxes and Customs (CBIC)

1<sup>st</sup> Floor, DGACR Building, New Delhi-110001

Tel/Fax: #91-11-23702428; Email: email: [chandan.dwivedi@nic.in](mailto:chandan.dwivedi@nic.in)

Alternate Tel/Fax: #91-11-23702275; alternate email: [admncbec@gmail.com](mailto:admncbec@gmail.com)



**Scope of Work**

The Scope of Work will be as follows:

- I. API Integration with ICEGATE for accounting of Customs Duty, IGST & Cess.
- II. User Access Management to include additional stakeholders (DoR, CBIC, Banks, States/UTs)
- III. Integration with ICEGATE for accounting of Customs Duty in compliance with Section 51A of the Customs Act [Single Ledger System for the Taxpayers]
- IV. Integration with GSTN to consume new APIs related to:
  - a. Settlement of IGST to the Centre and State
  - b. Adjustment of Amount of GST Refunds amongst Centre and States; and reconciliation between GST refunds made by e-PAO (GST-Refunds) through PFMS and the corresponding success/failed transactions as conveyed Sanctions generated at the end GSTN
  - c. Transfer of duties from one head to another (Single Ledger System)
  - d. System level controls
- V. Front-end mechanism for monitoring of delayed remittances of revenue/indirect taxes and calculation of penal interest
- VI. Re-designing of ARPIT portal in compliance of the guidelines of GoI and observation of MEITY
- VII. Administration Module for online tracking issues related to various filed formations under O/o Pr. CCA, CBIC
- VIII. Generation of new Accounting/MIS Reports and Dashboards as per the requirements of various stakeholders
- IX. Maintenance of various modules of ARPIT
- X. Data Analytics, visualization and stimulation
- XI. Development work as per future needs and requirements

## Annexure- B to EOI

### 1. Educational Background, Experience, skill sets and deliverables expected

The exact Terms of reference for each of the unique domain is provided below:

<b>1. Project Manager - 1</b>
<b>Educational Qualification:---</b>
BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer Science/Information Technology
<b>Preferred Professional Qualification/ Certification:---</b>
Project Management Professional and Equivalent
<b>Experience:---</b>
i.) Total 7+ years experience in software development
ii.) Minimum 5 years' experience in managing a team of 25 IT professionals
<b>Responsibility Areas:---</b>
Defining project scope, goals and deliverables that support goals set for project. Developing success criterion of each phase/stage of the project. Develop full-scale project plans using agile methodology and associated communications documents. Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfilment of requirements in time. Implement project quality and security policies and manage project library and security program, Developing and review of tasks and responsibilities to appropriate personnel in project. Plan and schedule project timelines and milestones and Track project milestones and deliverables and developing action plan to troubleshoot delays and remain on time. A project Manager having relevant and past experience in managing large scale government related projects (Govt. means Central /State Govt./Semi Government/ Municipal/ Autonomous Bodies/ PSUs/ PSBs) shall be preferred.

<b>2. Business Analyst -2</b>
<b>Educational Qualification :---</b>
MBA/PGDM or any Bachelor Degree in Computer Science/ Information Technology
<b>Preferred Professional Qualification/ Certification:---</b>
N.A



**Experience:---**

5+ years experience in large IT Software Project in Requirement Gathering, Client Interaction

**Responsibility Areas:---**

Understanding Analyzing the business processes, requirements and communicating by eliciting and documenting the business requirements, SRS and User Manuals. Reviewing test cases, test plans, defect logs to ensure functional features for end user acceptance. UAT facilitation, UAT Test Plans, functional testing and providing training to end users. Experience in direct and manage software project development lifecycle. Business Analysis, Project Management, Requirement Project, Business Process Re-engineering, Government Process Re-engineering, Pre-Sales, Data Analysis, Functional Testing, Enterprise Reporting, UML Modeling

**3. Sr. Software Developer (Biztalk) - 3****Educational Qualification:---**

BE/B.Tech/MCA or BCA/any Bachelor Degree with Degree/Diploma in Computer Science/Information Technology

**Preferred Professional Qualification/ Certification:---**

Microsoft Certified Technology Specialist in BizTalk 2010/14

**Experience:---**

- i) Total 3 years experience on Biztalk Server
- ii) Minimum 2 years experience on SQL Server 2012/2014
- iii) 5+ years in software development
- iv) Minimum 2 years experience in Visual Studio 2010/2013,
- v) Minimum 2 years experience in implementation of .Net v4 framework,
- vi) Minimum 2 years experience in implementation of SFTP using SSH-2, SHA-2 for secured messaging. ISO standard formats for financial messaging

**Responsibility Areas:---**

Responsible for building and deploying interface between numerous platforms and creating effective interactive automated processes including alerts for exceptions, build business rule using BRE, optimizing system performance and time window management, Availability of audit trails/logs of system alerts, managing deployment documentation and developing controls for interface. He/she will handle requirement of development/configuration management for Orchestrations, Maps, Pipelines, Port Configuration, XSD, XSLT, XML, as well as performance and scalability tuning and effectively usage of xQueries/jQueries for optimization.

He/she will develop applications and manage configuration relating to exception Handling, WCF-Custom, FTP/SFTP and built in adapters and applications exposing Orchestration as a WCF service, consuming Web Services/WCF in PFMS development technology environment in coordination with other team members



and under guidance of team lead. He will also provide and participate in service desk support, incident management and Problem management.

He/she will follow coding standards, best practices, guidelines & checklist in line with available tools and CMMI practices applicable for agile development environment. He/she will also create Technical Specification, Designs based on requirements and use current state build and deployment procedures.

He/she will share responsibilities as part of planned activities for full lifecycle to be executed by him/team (development and testing), Change control and impact analysis of change on application, Status reporting of his/her functional area including ESB exception handling. He/she will undertake to define future state coding standards, build and deployment procedures and conducts peer reviews of specification and build artifacts and code base for his/her functional area.

He/she will also test application, review the script, fix the defects and will provide environment support by monitoring the operational state and take corrective action to ensure SLA and Work towards code quality and measures by using appropriate tools and participate and perform Security administration, System administration, Network administration, Service monitoring and control

#### **4. System Administrator – 1**

##### **Educational Qualification:---**

BE/B.Tech/MCA/MSc in Software Engineering or BCA/Bachelor Degree with Additional Degree/Diploma in Computer Science/Information Technology in Software Development

##### **Preferred Professional Qualification/ Certification:---**

MCSA MS Server 2008/2012, ITIL certifications preferred.  
Administration/coordination of systems in the domain/areas of banking & Business Intelligence is preferred.

##### **Experience:---**

- i. Minimum 2 years experience in administration/coordination of systems in domain areas of banking and Business Intelligence
- ii. Minimum 10 years in software development
- iii. Minimum 2 years experience in Virtualization (specifically Hyper-V/VM ware)
- iv. Minimum 2 years of experience in Windows Server Systems Administration skills,
- v. Minimum 2 years experience in Microsoft products knowledge including Exchange, SQL Server etc.
- vi. Minimum 2 years Experience with ITIL procedures.

##### **Responsibility Areas:---**

To install, set up configure, upgrade, monitor, maintain and manage multiple



windows Servers in standalone and cluster environment and support/administration servers clusters, perform server patching & releases/upgrades, backup, recover/restore OS in database migrations and upgrades in addition to implementing and maintaining security, high availability, (clustering), BCP/Disaster Recovery configuration solutions. The assignment carries responsibility of monitoring systems for performance, stability and performance monitoring and other tools and also install, configure and maintain server firewall and other security software if required. Identify and provide technical resolution for potential security breaches. Establish and monitor security and apply appropriate fixes.

He/she will be responsible for providing operations support for mission-critical, high availability systems. Monitor and maintain system integrity assuring maximum availability using System Center. This includes monitoring backups, managing appropriate access rights, and securing enterprise systems in accordance with IT Services standards. Monitor and forecast future needs. He/she will perform migration of Web sites and applications and databases and undertake root cause analysis of production-related OS issues. The person will support Change Management System and the promotion of database and application source code changes to QA and Production and monitors project deliverables, as directed, to ensure project success and functional leaders receive accurate, timely updates as required.

Achievement of critical performance metrics including all required Service Level Requirements (SLRs) on a 24x7 basis are a key focus of this position and is required to collaborate with other associates and functional business teams to build, deliver, and support effective, creative solutions aligned to specified business initiatives.

He/she will interface with application developers, storage system support personnel, network team and database administrators and will open, track, and manage resolution of all OS incidents and problems. He will also create in coordination with network and database administrators, base definition of resources, structure documentation, operational guidelines and security including OS hardening and antivirus installation and patch management. He/she will conduct server health checks, implement and maintain technical solutions for disaster recovery and business continuity of project systems. (ex. Windows 2008/2012 Failover Cluster). He will play important role in data backup and archival policy implementation.

He/she will produce essential reports on a daily, weekly, monthly or ad hoc as necessary on Server availability and performance monitoring and reporting. He/she will be involved in testing, reporting, back-up and restores including OS and product configuration and conducting performance tuning by analyzing database and OS performance and implementing tuning and optimization recommendations. He/she will provide support for File and database Servers management and integration of external server for SFTP/Web service and contribute to system automation via scripting and other tools to reduce time spent on operational tasks.



He is also responsible for Administration of Active Directory including group policy management, administration and maintaining user/computer account permissions and access rights.

#### **5. Sr. Software Developer (Business Intelligence) – 3**

##### **Educational Qualification:-**

BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer Science/Information Technology

##### **Experience:-**

- i. Total 5+ years in software development
- ii. Minimum 3 years of working Experience in building report and dashboard using SSIS, SSAS, SSRS
- iii. Minimum 3 years of experience in Sharepoint Services
- iv. Minimum 3 years of experience in BI suite of MS SQL Server 2008R2/2012 or in similar product development
- v. Experience in developing and Implementing Data Warehouse and data mart database architecture
- vi. Experience in ETL and development activities by creating sophisticated logical and physical SQL Server databases design to quickly handle complex queries (response time)

##### **Responsibility Areas:-**

Responsible for developing and Implementing Data Warehouse and data mart database architecture, ETL and development activities by creating sophisticated logical and physical SQL Server databases design to quickly handle complex queries (response time). He/she will also use sharepoint for reports/dashboard management including CMS requirements. He/she will be responsible for designing, constructing, and testing of ETL processes and software coding that may be necessary to extract data from the transactional and/or operational databases, transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Data mart. He will also contribute in designing data backup and archival policy and implement such policy. He/she will provide input for data structures and incremental data needs for real-time DWH to OLTP team.

The person will develop user interface for OLTP/OLAP application for multilingual environment. Prepare ETL/ELT plan for import and export under data integration plan using SSIS from/to different sources and reports using SSRS, .NET framework, MS Power pivot and silver light. Develop and implement data integration testing policy. Develop/manage sharepoint portal

His/her important tasks include develop and deploy SSAS based Cubes, partitioning, writing KPIs, implement Drill-through for designing and development of reporting/dashboard and DSS modelling solutions using sharepoint/ SSRS on android and windows mobile/iPad and ensure reports classification and their delivery and monitoring of use for improving performance



of system. The person will perform analysis, development, and evaluation of data mining needs in a data warehouse environment that includes database design, database architecture, metadata, and repository creation.

He/she will monitor use of data warehouse system resources and plan enhancement of response time for frequently and most used reports. He/she will test, troubleshoot, optimize, and tune SQL processes and complex SQL queries and use X-queries/J-queries for optimisation. He/she will continuously work for enhancing performance of existing database objects used in ETL Processes and work with BI Lead, Solution Architects and Business Analysts to define scope and estimations of project / service delivery and effectively use SQL Server Business Intelligence Development Studio (SQL Server Data Tools) and share point server to empower users with support to report builder. Effectively control data integration jobs and manage records in error and removing errors in controlled manner.

He/she will use data profiling and lineage tools for determining quality and impact on reports and confidence level of reports and will participate and contribute to requirements analysis, ad-hoc reporting, and user support Plans and authors the user documentation set, acceptance criteria, and helps construct representative test data sets.

Provide first level support to users regarding application related issues by studying solution and mapping with problem diagnostic, provide guidance to users and feedback to software development team for Change Management after testing. The person is responsible for development of a strong solution framework for some of the data intensive projects and troubleshooting failed batch jobs, correcting outstanding issues and resubmitting scheduled jobs to ensure completion.

Develop user friendly web/mobile application reports/dashboards using Sql Server under Microsoft Sharepoint and customise Dynamics (CRM), performance point and power pivot resources and Microsoft Visual Studio and deploy application reports/dashboards. The person will develop dashboards/reports compatible for mobile phones and iPads.

He/she may be required to design/develop, test and implement DR and BCP Policy for data warehouse and build risk management scenarios for the purpose. He/she will ensure first-time-right delivery and migrate users to self-service their requirements on Report Builder facility to reduce developmental and maintenance work. He will develop proper data quality parameters and managing information from data in error and follow optimisation criterion for the reports and dashboard by proper de-normalised database design and assess performance of reports and dashboard for further optimisation.

#### **6. Sr. Software Developer(Test Lead) – 1**

**Educational Qualification :---**

BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer



Science/Information Technology

**Preferred Professional Qualification/ Certification:---**

Certification in Software Quality & Testing

**Experience:---**

- i.) Minimum 5 years in software development
- ii.) Minimum 3 years of working Experience on Software testing in application lifecycle management environment & familiarity with best practices in software development and testing in Microsoft platform including load testing
- iii.) Minimum 3 years experience of testing tools i.e., Visual Studio

**Responsibility Areas:-**

Will investigate problems uncovered during analysis and design and execute test cases as appropriate and advise corrective actions to reduce rework. As part of other responsibilities, the person will also provide feedback on usability, serviceability, documentation, and report status to the appropriate audience. Software testing is an important role at proposed INDIRECT TAX ACCOUNTING SYSTEM that ensures the quality of application for wider group of users. The person will understand and Determine Project Deliverables, Project plan, Scheduling, Project time frame, identification of risks, contingency plans, resource availability, quality process for accomplishing the project goals.

He/she will be responsible for Assessment, Analysis and Reporting on Detailed Blue Print of Testing Environment, Tools and Processes for INDIRECT TAX ACCOUNTING SYSTEM, acquiring and usage of Standard Templates in SDLC at different stages, report on Gap Assessment to project management, prepare interim reports of gap analysis and action plan to fill the gap for improvement and migration to standard practices of implementation of Software Quality Assurance Plan, Software Quality Testing Practices and Standard Documentation, UAT practices and Templates for Use and related cycle.

He/she will update management on qualitative areas in, Test Environment Setup, Requirement Analysis, Test Planning and Test Case Development. He/she will review existing artefacts used and creation, modification, verification and rework of test cases & test scripts and will constantly follow CMMI and OWASP, PCI-DSS security guidelines in testing and review of codes. He/she is responsible for Test data preparation, it's review and then reworked as well as warranted for Test Execution, Test Cycle Closure and will ensure full scale testing including Test Links, Test Forms, Test Cookies, Test HTML and CSS, Test Business Workflow, Test business boundaries, Usability testing, Interface Testing, Database Testing, Compatibility testing.

The person will also provide guidance to team members in area of Performance Testing, Security testing as per standards specified for the purpose. He will also ensure that appropriate input documents are available during test cycle and errors and defects are minimised and efforts on maintenance are reduced considerably through team efforts.



The person will ensure that tests are specified and rigorously carried out by use of appropriate tools, techniques and methods; problems are recorded and tracked; risks to the project are minimised by formulation and implementation of complete software testing strategies for Unit Testing, Integration Testing, System Testing and Acceptance Testing.

#### **7. Team Lead Development – 1**

##### **Educational Qualification:---**

BE/B. Tech/MCA or any Bachelor Degree with Degree/Diploma in Computer Science/Information Technology

##### **Preferred Professional Qualification/ Certification:---**

N.A

##### **Experience:---**

- i.) 7+ years in software development
- ii.) Minimum 2 years of experience in handling a team of software developers
- iii.) Minimum 3 years experience in designing database and application
- iv.) Minimum 1 year experience in implementation of .Net 4.5 framework
- v.) Minimum 1 year experience in Web Services (SOAP, REST, JSON, XML), JQUERY, JAVA Sup
- vi.) Minimum 1 year experience in WCF services with enterprise library

##### **Responsibility Areas:---**

Defining project scope, goals and deliverables that support goals set for project. Developing success criterion of each phase/stage of the project. Develop full-scale project plans using agile methodology and associated communications documents. Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfilment of requirements in time. Implement project quality and security policies and manage project library and security program, Developing and review of tasks and responsibilities to appropriate personnel in project. Plan and schedule project timelines and milestones and Track project milestones and deliverables and developing action plan to troubleshoot delays and remain on time

#### **8. Test Engineer(Tester) – 3**

##### **Educational Qualification:---**

BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer Science/Information Technology

##### **Preferred Professional Qualification/ Certification:---**

Certification in Software Quality & Testing, PCI DSS/OWASP Security Standards



**Experience:---**

- i.) Total 4+ years in software development
- ii.) Minimum 3 years of working Experience on Software testing in application lifecycle management environment & familiarity with best practices in software development and testing in Microsoft platform including load testing
- iii.) Minimum 3 years experience of testing tools i.e.,
- iv.) 2+ years of experience of testing on Suite of Visual Studio
- v.) 2+ years of experience in manual testing

**Responsibility Areas:-**

Required to fully test a product/application or system to ensure, it functions according to specifications and business requirements and meets the business needs. Testing activities cover all aspects of the product/system including function/component, usability, performance, system, regression, and service. Thus, as a software test engineer, a person must demonstrate knowledge of the domain you are responsible for testing of solution developed in Microsoft software product development environment including TFS 2013.

The person will design test plans, develop test cases/scenarios/use cases, and execute these cases using Microsoft product tools, Mercury & Rational etc. and carry out software load testing, performance testing, and scalability testing for a wide array of applications, including Web, Microsoft, Web Services, Web site security and compliance testing to identify vulnerabilities and assess compliance requirements to improve the accuracy and reliability of online systems and undertake defect Classification, Defect Severity, Defect Probability, Defect Priority, Defect Life Cycle, Defect Report as part of job.

The person will appropriately plan levels of testing for Unit Testing, Integration Testing, System Testing, Acceptance Testing to achieve "first time" and "No Defect" policy approach and perform all aspect of testing including Usability Testing, Interface Testing, Database Testing, Compatibility Testing, Performance Testing, Security testing and apply best practices and OWASP and PCI-DSS principles in order to reduce risks in area of financial transactions and implementation of Digital Signatures and encryption in XML financial messages as per ISO requirement.

The person will also provide feedback to developers and propagate standards in development and also aim for reducing rework/maintenance of application.

**9. Software Developer – 9****Educational Qualification:---**

BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer Science/Information Technology



<b>Preferred Professional Qualification/ Certification:---</b>	
N.A	
<b>Experience:---</b>	
i.)	Total 5+ years in software development in Visual Studio 2010/2013,
ii.)	Minimum 1 year experience in implementation of .Net v4.5 framework
iii.)	Minimum 1 year experience in Web service (SOAP, REST ,JSON, XML) JQuery, Java Sup
iv.)	Minimum 1 year experience in WCG services with enterprise library
<b>Responsibility Areas:---</b>	
<p>will build new applications and functionalities with .NET 4.0 /.NET 4.5/ ASP.NET / SQL Server 2008R2/2012 / WCF Web Services / WCF, MS Visual Studio 2013, TFS 2013 for financial and non-financial transactions maintaining appropriate security and confidentiality for web application and develop application for MS Dynamics CRM complying with CMMI 3 requirements. The person will use appropriate tools for implementing Workflow/business rules engine facility with dynamic screen and facilitate implementing Tooltip in web based applications and adopt SRUM principles for agile development environment. The person will effectively and efficiently use schemas, tables, FKs, PKs, indexes as resource structure that meets their needs to develop application in SOA environment. The person will be responsible for application tuning and performance management and use appropriate event trigger and alert system for improving response time. The person will also be required to develop user friendly web/mobile application and reports using Microsoft Technologies environment and customise Dynamics (CRM) solution to achieve laid down requirements.</p> <p>The person may be required to develop user interface for OLTP application for multilingual environment, Prepare ETL/ELT scripts for import and export under data integration plan using SSIS from/to different sources and generate reports using SSRS, .NET framework, silver light and develop optimal strategy for using ASP.NET, Java Script, AJAX, HTML/DHTML/HTML 5 resources for secured and user friendly applications and modules development with least faults during testing.</p> <p>The person will follow best practices of ITIL3.0, Web 2.0/3.0 standards and maintain SOA architecture and communicate with other teams for effective application developments and performance to commit to time schedule and code quality related compliance.</p>	

<b>10. Help Desk Team Member - 1</b>
<b>Educational Qualification:--</b>
Graduate in any discipline (having computer operations certificate/diploma) preferably BCA



<b>Preferred Professional Qualification/ Certification:-</b>
Certification in IT support systems, Call Centre Operator Certificate
<b>Experience:-</b>
2-3 Year experience in IT support in an on-site/call centre using Microsoft Dynamics/other CRM tools and IVRS infrastructure environment
<b>Responsibility Areas:-</b>
<p>The resource will use MS Dynamics CRM solution supported by web based solution, IVRS, Automated call routing, Web Chatting, Call on demand, Fax on demand, email, Voice Mail, SMS, data collection depending on requirements and should keep himself abreast on issues and solutions being released and under development to satisfy queries. He/she will study &amp; understand the complete INDIRECT TAX ACCOUNTING SYSTEM/PFMS System to be able to use CRM Solution.</p> <p>The person will use infrastructure resources and knowledge management tools in discharging duties and enhance role by acquiring necessary knowledge to reduce escalations of calls. He/she will provide first level support for troubleshoot and resolve end-user application software related problems, basic network, application and report access problems for end-users</p> <p>He/she will prepare reports, respond to inter-office correspondence relating to support and maintain record of incoming calls and seek knowledge and support from concerned resources to quickly resolve problems, data education algorithms and also report outstanding issues. The person will take ownership and complete cycle of newly raised issues and begin problem determination. Identify root causes of issues and formulate an appropriate input to caller and ensure all work performed to resolve an issue complies with the standards and policies</p> <p>He/she will hold surveys of users experience and provide easy access to support/knowledge documents and continuously update extended support program and work co-operatively as part of a team and deliver adequate knowledge to user to enhance their skills and efficiency in busy demand environment and shall use service managing templates for service under quality management systems and use principles of ITIL. He/she will participate fully in the 12/16 Hour Cycle in shifts as needed from time to time.</p> <p>The person will use effective computer skills for technologically equipped call centre, Microsoft Office Software, MS Dynamics CRM and use tools like broadcasting, mass/group mailing, collecting and sending faxes online for specific software applications module changes/enhancements related to knowledge sharing with users. He/she will have good spoken knowledge of English, Hindi and additional Indian language (if known)</p>



<b>11. BI Support Team(S/W Developer) - 2</b>
<b>Educational Qualification:-</b>
BE/B.Tech/MCA or any Bachelor Degree with Degree/Diploma in Computer Science/Information Technology
<b>Preferred Professional Qualification/ Certification:-</b>
Certification in related area
<b>Experience:-</b>
Total 3+ years in software development with minimum 1 year of working experience in building report and dashboard using SSIS, SSAS, SSRS, Sharepoint Services and BI suite of MS SQL Server 2012 or in Similar product development environment
<b>Responsibility Areas:-</b>
<p>Responsible for designing, constructing, and testing of ETL processes. This includes software coding that may be necessary to extract data from the transactional and/or operational databases, transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Data mart. The person will perform analysis, development, and evaluation of data mining in a data warehouse environment that includes data design, database architecture, metadata, and repository creation. Job carries responsibility of designing and development of reporting/dashboard Solutions using sharepoint/SSRS on Android/windows mobile/iPad ensuring first-time-right delivery. He/she will be developing and designing Cubes using SSAS and SSRS on MS SQL server and will troubleshoot, optimize, and tune SQL processes and complex SQL queries.</p> <p>He/she will provide first level support to users regarding application related issues by studying solution and mapping with problem diagnostic, provide guidance to users and feedback to software development team for Change Management. He/she will document and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code and will work with Lead BI Solution Architects and Business Analysts to define scope and estimations of project / service delivery by effective use of available resources and tools as part of SQL Server, Business Intelligence Development Studio and sharepoint server implement information security systems by studying operations in designing, developing solutions, supports and develops software team.</p> <p>He/she will effectively manage/monitor data integration jobs and manage records in error and removing errors in controlled manner and use data profiling and lineage tools for determining quality and impact on reports and confidence level in reports.</p> <p>He/she will participate and contribute to requirements analysis, ad-hoc reporting, and user support Plans and authors the user documentation set, acceptance criteria, and helps construct representative test data sets and development of a strong solution framework for some of the data intensive areas and develop and</p>



implement data lifecycle plan from extraction, upload to archive, retain and purge periodically as per policy.

## 12. Bank/GSTN/RBI Interaction Team Member - 2

### Educational Qualification:-

MCA/Any Master Degree and experience in software development and writing SQL queries will be desirable

### Preferred Professional Qualification/ Certification:-

Certification in related area

### Experience:---

2-3 Year experience in IT support in an on-site project; handling the communication with banks linked to events , monitoring Performance and resolving issues

### Responsibility Areas:---

Monitoring daily "Critical Reports" and resolve issues in close coordination with banks teams to maintain assurance by timely actions and escalation in proactive manner to realise the goals of effectiveness and efficiency of PFMS and bank interface. The areas relate to Daily & Periodic Batch/transaction Rejected/Recalled by agency with Reasons; Daily Debit Rejected by Bank But Credits processed; Daily Periodic Pending Transactions not Authorised (pending) by Agency in Bank's System; Batches Rejected by Bank on verification( Reasons as per codes); Daily Batches Not Processed (pending) at PFMS (Payment Processing pending at PFMS); Batch Failed at Bank & Returned unprocessed; Batch failed due to digital signatures do not tally at Banks; Status Completed but Receiving Agency/Beneficiary Disputes;

The assignment requires to monitor exceptions and alerts and close them as part of daily routine actionable. For performance management, Scrutinise "Delay Reports" for message/data stuck at any Stage (Various Entities) in Payment Cycle and take corrective measures with agency/banks as necessary; Monitor and study transactions rejected & and pending for re-cycling in banks where so warranted as per rules; Reconciliation and tracing the transactions rejected/recalled but response not available; Analyse aberrations in payment system like wrong rejections; Help in getting rejected Batch Re-processing after repair where warranted by bank; Study behaviours of debit transactions debited in parts and follow up with such banks; Follow up complaints relating to banks to close them and advise the complainant periodically till closed; Confirm from reports that all rejected transactions are returned to agency accounts; Analyse conflict in data status of transactions to resolve such issues; Age wise Transaction Yet to be Reconciled with transaction types; Batch Status Completed but All Transactions not Reconciled (bank wise & age wise); Close reconciliation action pending at bank/agency; Find transaction status Pending from crediting bank and assumed status used and report to RBI and banks; Prepare performance reports on bank interface and share with related banks



The person will be responsible for System Related Performance Management and Escalation including; Follow-up and escalation on Transactions delays due to PFMS interface downtime; Transaction Delays due to bank's interface downtime; Transaction Rejected due to data quality issues at PFMS/Bank; Transactions rejected due to PFMS/Bank application error; Collect information regarding Support & Maintenance of Existing Applications; Coordination with Banks to collect status info on Application/Change Implementation; Monitoring of integration applications and taking the required actions as and when required based on parameterised dash boards/reports; Master data management related to Banks /India Post/RRBs/Coop Banks; Analyse data for inconstancy with rules.

The person will also monitor BizTalk Operational effectiveness by monitoring regularly SFTP queues and events on 24x7x365 basis; Particularly monitor India Post interface; Prepare data for update on missing IFSC/MICR and inconsistencies; Monitor BizTalk dashboard and connections to SFTP and follow up with related entity; Help team in defining problems based on input and maintain high availability; Identify file level errors reports and coordinate correction; Monitor queues and rejections for corrective action; Settle business rules and mapping compatibility with banks.

The person will review documents from banks against standards/checklist and submit /handle observations on Check reports and checklist from banks; Update checklist and business rules of payment system.

Manage information regarding payment system of IDRBT/NPCI Changes in rules regarding Manage information /rules of payment systems; Find gaps through studies

### 13. Sr. UI Designer - 1

#### Educational Qualification:-

B.Tech/BE/BCA/MCA/M.Tech/ME/Ph.D in Computer Science / Information Technology (I.T) and related fields or equivalent with consistently good academic record.

#### Preferred Professional Qualification/ Certification:-

Expertise in Adobe Photoshop / Web-designing / similar designing tools.

#### Experience:---

4+ Years experience in similar areas of DIV, HTML, Photoshop, Dreamweaver, magneto, PSD, html5, word press, woo commerce, my MY-SQL, php, web designer, web design, html5 responsive, UI designer, bootstrap

#### Responsibility Areas:---

As a web / UI designer, He / she should have 4+ years of experience in Photoshop, Dreamweaver. The candidate should have expertise in HTML, CSS, Java Script / Query. The candidate must be passionate and enthusiastic for design, with a creative flair. The candidate should be flexible in approach, when working in a team.



The ideal candidate must possess accuracy and attention to detail, when finalizing designs. The candidate should be open to feedback and willing to make changes to his / her designs. Also the candidate should possess excellent communication skills in order to interpret and negotiate briefs with the clients.

#### 14. Database Administrator - 1

##### **Educational Qualification:-**

B.Tech/BE/BCA / MCA/M.Tech/ME/Ph.D in Computer Science / Information Technology (I.T) and related fields or equivalent with consistently good academic record.

##### **Preferred Professional Qualification/ Certification:-**

Microsoft MS-SQL Server 2008/ 2012 / 2014 Configuration and Administration / ITIL

##### **Experience:---**

5+ Years of experience in carrying out performance, integrity and security of a database, Must be able to do planning, development and troubleshooting, maintaining data standards including adherence to Data Protection and Act, writing database documentation, controlling access permissions and privileges, ; developing, managing and testing, back-up and recovery plans; ensuring that storage, archiving, back-up and recovery procedures are functioning correctly; capacity planning etc. Must be capable of managing multiple projects

##### **Responsibility Areas:---**

Should have very good knowledge of Database concepts and Database Developments in MS, MS-SQL server from version 2008 to version 2014. Data in CBIC is growing exponentially and its continuous monitoring and performance tuning is becoming a critical activity. He / she shall be responsible to install, configure, monitor, manage multiple MS SQL server instances in standalone and cluster environment and perform MS-SQL server patching, replication, log shipping, database migrations. He / she shall co-ordinate and administer MS SQL, including data base definitions, structure documentations, operational guidelines and security. He / She will do high-availability (clustering), BCP / Disaster Recovery database solutions and will be providing operations support for mission critical, high availability systems in addition to monitoring systems for performance, stability and capability using MS system Performance Monitor and other tools. He / she will design and develop physical layers of various MS SQL making use of advance features such a partitioning. He / she will provide technical assistance and mentoring to project team members in all aspects of MS-SQL management and undertake consulting and advising applications development team of MS SQL designing, security, query optimization, and performance and conduct performance tuning by analysing MS SQL and OS performance and implementing tuning and optimizing recommendations. he will also be responsible for review of MS SQL procedures developed by the developers. He will be responsible for



all deployment related to MS SQL objects and will keep back-up of all required MS-SQL objects before deployment. He will also be responsible for management of access rights for different users.

Achievement of critical performance matrix including all required service level requirements (SLRs) on a 24x7 basis are a key focus of this position and is required to collaborate with other associates and functional business teams to build, deliver and support effective, creative solutions aligned to specific business initiatives.



## Annexure- C

**Format for submission of EoI by the Firm/Company/Agency for providing  
Services of IT Professionals for Office of Pr. CCA, CBIC**

S.#	Particulars	
1	Name of the Firm/Agency	:
2	Address for correspondence	:
3	Telephone No.	:
4	Email address	:
5	Name of Principal Director/Partner	:
6	The number of years for which the Agency/firm is in business of software development. (Enclose documentary proof)	:
7	The turnover of firm/agency during the last three years (In Rs./Lakh) based on the audited/certified accounts and ITRs. (Enclose documentary proof)	: <u>2017-18</u> <u>2018-19</u> <u>2019-20</u>
8	The details of the Government Project executed during last 3 years (along with value) as on 31 <sup>st</sup> March 2020  (Government for this purpose means Central/State Government / Municipal /Autonomous Bodies/ PSUs/ PSBs)	:  (Give details of such works executed in a separate sheet)

**Signature of the authorized representative of the  
firm/agency**