



**Government of Rajasthan**  
**National Health Mission, Rajasthan**  
**Department of Medical, Health & FW, Swasthya Bhawan, Jaipur**  
**Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in**

F.32(248)/NHM/CSR/2026/Civil works software -05051-9076600/ 704 Date: 13.03.2026

**Work-Order**

**M/s Wattle Pvt. Ltd. (M/s Elemental Water Pvt. Ltd.)**  
3/69, Chitrakoot, Ajmer Road, Vaishali Nagar,  
Jaipur-302021

**Subject:** Work Order for "*Design, Development & Implementation of Web-Based Works Monitoring Software*" for NHM Rajasthan.

With reference to the Letter of Intent (LOI) issued vide No. F.3(248)/NHM/CSR/2026/Civil works software/658 dated 06.03.2026 for the assignment of "*Design, Development & Implementation of Web-Based Works Monitoring Software*" for NHM Rajasthan and the acceptance of the LOI received from your firm on the E-Bazaar portal.

Accordingly, M/s Wattle Pvt. Ltd. (M/s Elemental Water Pvt. Ltd.) is hereby awarded the work for "*Design, Development & Implementation of Web-Based Works Monitoring Software*" for NHM Rajasthan as per the Terms of Reference (TOR) attached with the LOI/EOI document.

**1. Project Scope**

The scope of work shall include development and implementation of a centralized web-based platform for monitoring civil works, electrical works and specialized hospital infrastructure works under NHM Rajasthan.

The system shall broadly include modules for:

- Civil works monitoring
- Electrical & specialized infrastructure monitoring
- Work progress tracking
- Dashboard & analytics
- Monthly Progress Reporting (MPR)
- AMC & maintenance monitoring
- Issue/grievance management
- Alerts & notifications
- Document management
- Integration with RajSSO and Rajasthan State Data Centre (RSDC)
- Ownership of Source Code, database schema, credentials and all documentation lies with the department

**2. Project Cost**

The total project cost shall be ₹24,99,000/- (Rupees Twenty-Four Lakh Ninety-Nine Thousand only) inclusive of GST, as approved under the Finance Department (G&T) circular dated 17.03.2023 applicable for procurement from Startups.

**Signature valid**

Digitally signed by Anil Yadav  
Designation: Mission Director  
Date: 2026.03.12 17:16:36 IST  
Reason: Approved

RajKaj Ref No.:  
20970850





**Government of Rajasthan**  
**National Health Mission, Rajasthan**  
**Department of Medical, Health & FW, Swasthya Bhawan, Jaipur**  
**Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in**

### 3. Implementation Timeline

The implementation shall be completed as per the milestones defined in the TOR. Key milestones include:

- Requirement finalization & SRS approval
- Development of core application
- User Acceptance Testing (UAT)
- Security audit
- Deployment & Go-Live
- Stabilization and training
- Operation & Maintenance

### 4. Payment Terms

Payments shall be released strictly as per milestone-based payment schedule mentioned in the TOR and subject to successful completion and certification by NHM Rajasthan.

### 5. Hosting & Integration

The application shall be hosted at Rajasthan State Data Centre (RSDC) and integrated with RajSSO and other required government systems, as specified in the TOR.

### 6. Security & Compliance

The system must comply with Government of India and State IT security guidelines, including necessary security audit and compliance requirements before deployment.

### 7. Penalty & SLA

Penalty clauses and Service Level Agreements (SLA) shall be applicable as defined in the TOR and EOI document.

### 8. Other Terms & Conditions

All other terms and conditions of the EOI, TOR and LOI shall remain applicable and binding on the agency.

This Work Order shall be effective from the date of issuance.

*(Encl-As above)*

**(Dr. Amit Yadav)**  
MD-NHM & JS-MHFW  
Rajasthan

**Signature valid**

Digitally signed by Amit Yadav  
Designation: Mission Director  
Date: 2026.08.27.16:36 IST  
Reason: Approved

RajKaj Ref No.:  
20970850



**Government of Rajasthan**  
**National Health Mission, Rajasthan**  
**Department of Medical, Health & FW, Swasthya Bhawan, Jaipur**  
**Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in**

---

Copy for information and necessary actions to:

1. PS to Principal Secretary, MH&FW & ME
2. PA to MD-NHM & JS-MHFW
3. PA to Addl. Mission Director, NHM
4. PA to Director-Public Health, DMHS
5. PA to Director (Finance), NHM
6. PA to OSD, NHM
7. PA to Chief Engineer (Civil), NHM
8. OIC, i-Start, DOITC (tapan@rajasthan.gov.in, startups.doit@rajasthan.gov.in)
9. OIC, e-Bazaar, DOITC (natwarsingh.doit@rajasthan.gov.in)
10. Technical Director-DMHS
11. Executive Engineer (Electrical), NHM
12. PA to Joint Director (Finance), NHM
13. ACP(DD) & SNO-IT, NHM
14. Upload on Website
15. Guard File

**(Vishnu Kant Jalendra)**  
SNO-IT/ ACP (DD)-NHM

**Signature valid**

Digitally signed by Anil Yadav  
Designation: Mission Director  
Date: 2026.05.27 15:16:36 IST  
Reason: Approved

RajKaj Ref No.:  
20970850



**Government of Rajasthan**  
**National Health Mission, Rajasthan**  
**Department of Medical, Health & FW, Swasthya Bhawan, Jaipur**  
**Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in**

F.32(248)/NHM/CSR/2026/Civil works software/ 658

Date: 06-03-2026

**Letter of Intent**

M/s Wattle Pvt. Ltd. (M/s Elemental Water Pvt. Ltd.)

3/69, Chitrakoot, Ajmer Road, Vaishali Nagar,

Jaipur-302021

(Email Id: manu@element5.one)

**Subject:** Letter of Intent for “Design, Development & Implementation of Web-Based Works Monitoring Software” under NHM Rajasthan.

**Reference:** Expression of Interest (EOI) issued by NHM Rajasthan for “Design, Development & Implementation of Web-Based Works Monitoring Software.”

With reference to the Expression of Interest issued by National Health Mission (NHM), Rajasthan for the above-mentioned assignment, technical presentations and financial quotations submitted by you, the department found the firm suitable for undertaking the assignment of “*Design, Development & Implementation of Web-Based Works Monitoring Software*” for NHM Rajasthan.

Accordingly, NHM Rajasthan is pleased to issue this Letter of Intent (LOI) expressing its intent to award the above assignment to your firm, subject to acceptance of the terms and conditions of the EOI and Terms of Reference (TOR).

The proposed software system shall broadly include the development and implementation of a centralized web-based platform for monitoring works undertaken under NHM Rajasthan including civil works, electrical works and specialized hospital infrastructure works. The system shall incorporate modules such as work progress monitoring, dashboards and analytics, MIS reporting, alerts and notifications, document management, and integration with Government infrastructure including RajSSO and Rajasthan State Data Centre (RSDC), as detailed in the TOR.

The total project cost of the project shall be INR 24,99,000/- (incl. GST) as per the Finance Department (G&T) Circular dated 17.03.2023 applicable for procurement from Startups.



**Government of Rajasthan**  
**National Health Mission, Rajasthan**  
**Department of Medical, Health & FW, Swasthya Bhawan, Jaipur**  
**Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in**

You are requested to:

1. Submit your formal acceptance of this Letter of Intent within 3 days from the date of issue of this letter.
2. Nominate an authorized project representative for coordination with NHM Rajasthan.
3. Initiate preparatory activities for requirement finalization and preparation of the System Requirement Specification (SRS) as per the TOR.

Upon receipt of your acceptance, a formal Work Order will be issued by NHM Rajasthan detailing the project scope, milestones, deliverables, payment schedule and contractual conditions.

This Letter of Intent does not constitute a binding contract but serves as an official communication of NHM Rajasthan's intention to award the assignment, subject to fulfilment of required formalities.

(Encl- As above)

**(Dr. Amit Yadav)**  
Mission Director, NHM  
Rajasthan

Copy for information and necessary actions to:

1. PS to Principal Secretary, MH&FW & ME
2. PA to MD-NHM & JS-MHFW
3. PA to Addl. Mission Director, NHM
4. PA to Director-Public Health, DMHS
5. PA to Director (Finance), NHM
6. PA to OSD, NHM
7. PA to Chief Engineer (Civil), NHM
8. OIC, i-Start, DOITC ([tapan@rajasthan.gov.in](mailto:tapan@rajasthan.gov.in), [startps.doit@rajasthan.gov.in](mailto:startps.doit@rajasthan.gov.in))
9. OIC, e-Bazaar, DOITC ([natwarsingh.doit@rajasthan.gov.in](mailto:natwarsingh.doit@rajasthan.gov.in))
10. Technical Director-DMHS
11. Executive Engineer (Electrical), NHM
12. PA to Joint Director (Finance), NHM
13. ACP(DD) & SNO-IT, NHM
14. Helpdesk, e-Bazaar, DOITC ([helpdesk.ebazaar@rajasthan.gov.in](mailto:helpdesk.ebazaar@rajasthan.gov.in))
15. Upload on Website
16. Guard File

**(Vishnu Kant Jalendra)**  
SNO-IT/ ACP (DD)-NHM



**Expression of Interest (EOI)**

**For**

**“Design, Development & Implementation of  
Web-Based Works Monitoring Software”**

**For**

**National Health Mission (NHM), Rajasthan**

*[Handwritten signatures and marks]*



## 1. Background

The National Health Mission (NHM), Rajasthan undertakes a wide range of civil works, electrical works and specialized hospital infrastructure works across the State. These works include building construction, renovation and upgradation works, electrical installations and specialized systems such as Medical Gas Pipeline Systems, Modular Operation Theatres, Oxygen Generation Plants, Fire Detection and Fire Fighting Systems, Effluent and Sewage Treatment Plants and other allied infrastructure works, along with post-completion Annual Maintenance Contract obligations. In order to strengthen transparency, accountability and effective monitoring of these works and to replace manual and spreadsheet-based reporting systems, NHM Rajasthan intends to implement a centralized web-based Civil Works and Electrical Works Monitoring Software.

## 2. Purpose of EOI

This Expression of Interest is issued to assess the availability, experience and technical capability of Startups interested in the design, development, implementation and support of the proposed system and to shortlist suitable Startups for the subsequent stage of procurement. This EOI is issued in accordance with the provisions of the Rajasthan Transparency in Public Procurement Act, 2012 and the RTPP Rules, 2013. Submission of an EOI does not constitute any commitment on the part of NHM Rajasthan to award a contract or to shortlist any agency.

## 3. Scope (Attached at Annexure-1)

The proposed system is intended to provide a comprehensive digital platform for monitoring civil works, electrical works and specialized hospital infrastructure works, including physical and financial progress tracking, management information system reporting, dashboards, analytics and post-completion AMC and maintenance monitoring. The detailed scope of work, functional and technical requirements, performance standards, deliverables, payment milestones, penalties, security provisions, exit management and ownership conditions are defined in the Terms of Reference (TOR) enclosed as Annexure-I, which shall form an integral and binding part of this EOI.

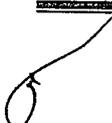
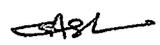
## 4. Eligibility Criteria

The Expression of Interest is invited from the registered and approved start-ups, with QRate Score Bronze or higher with the State Government. The **eligible Startups** should meet the following minimum eligibility criteria:

### 4.1 Technical Experience

1. The Startup should have experience in design, development and implementation of at least one (1) web-based or cloud-based application for Government, PSU, Autonomous Body.
2. Experience in applications related to project monitoring, infrastructure management, works monitoring, e-Governance, health sector IT systems, or MIS/Dashboard solutions shall be preferred.
3. The applicant should have in-house capability for software development, deployment, and technical support.

---



#### 4.2 Blacklisting

The applicant shall not have been blacklisted or debarred by any Central Government, State Government, PSU, or Autonomous Body as on the date of submission of EOI.

#### 4.3 Other Conditions

1. Consortium or joint venture submissions are not permitted for this EOI.
2. NHM Rajasthan reserves the right to relax any eligibility condition for Startups, if deemed appropriate, in the interest of innovation and competition.

### 5. EOI Submission Checklist

Bidders shall ensure submission of the following documents along with the EOI:

S. No.	Document	Submitted (Yes/No)
1	Covering letter duly signed	
2	Certificate of Startup Registration	
4	PAN Card of the Startup	
5	GST Registration Certificate	
6	Project experience details with supporting documents	
7	Turnover statement (CA-certified Preferable)	
8	Self-declaration of non-blacklisting	
9	Authorization letter for signatory	

### 6. Mode and Last Date of Submission of EOI

Interested Startups may submit their Expression of Interest either through email or in physical mode, as detailed below:

#### 6.1 Submission through Email

The EOI, along with all required documents as per the prescribed format and checklist, may be submitted by email to: [sno-it-rj@gov.in](mailto:sno-it-rj@gov.in) , [vishnukant.doit@rajasthan.gov.in](mailto:vishnukant.doit@rajasthan.gov.in)

All documents submitted through email shall be self-attested and sent in a single consolidated PDF file. The subject line of the email should clearly mention: "EOI for Development of Web-Based Civil Works & Electrical Works Monitoring Software – NHM Rajasthan".

#### 6.2 Physical Submission

Alternatively, the EOI may be submitted in physical form in a sealed envelope superscribed as: "EOI for Development of Web-Based Civil Works & Electrical Works Monitoring Software – NHM Rajasthan" and addressed to:

SNO-IT & ACP(DD)  
National Health Mission (NHM), Rajasthan  
Room No. 302, Server Room  
3rd Floor, Swasthya Bhawan  
Jaipur



### 6.3 Last Date and Time of Submission

The Expression of Interest must be submitted **on or before 09.02.2026**, up to **03:00 PM**.

EOIs received after the stipulated date and time, through any mode, shall not be considered.

### 7. Presentation and Award of Work

Startups shortlisted on the basis of evaluation of Expressions of Interest received may be invited to make a presentation before the Project evaluation committee constituted by NHM Rajasthan, in accordance with the provisions of the Rajasthan Transparency in Public Procurement Act, 2012 and the RTPP Rules, 2013, to demonstrate their understanding of the project requirements, proposed approach, and relevant experience.

Each Startup may nominate not more than two (2) authorized representatives to participate in the presentation. The date, time, and venue of the presentation shall be communicated separately to the shortlisted Startups.

Shortlisting of Startups pursuant to this EOI and participation in the presentation shall not confer any right or claim for award of work. The work shall be awarded to the most suitable Start-up in accordance with the notification issued by Finance Department (G&T) dated 17.03.2023.

(Enclosed- Annexure-I)

  
(Dr. Amit Yadav)  
Mission Director, NHM  
Rajasthan

---





## Annexure-1

# Terms of Reference

## “Design, Development & Implementation of Web-Based Works Monitoring Software”

For

National Health Mission (NHM), Rajasthan

---

### 1. Introduction & Purpose

The National Health Mission, Rajasthan undertakes a wide range of **civil, electrical, and specialized hospital infrastructure works** across the State at multiple administrative levels including State, District, Block, and Health Facility levels.

These works include **building construction, renovation, medical gas pipelines, modular operation theatres, fire safety systems, oxygen generation plants, effluent treatment plants**, and other allied infrastructure, along with **post-completion AMC (Annual Maintenance Contract) obligations**.

The purpose of this assignment is to **design, develop, implement, and support a centralized web-based monitoring system** that enables:

- Structured data capture
- Real-time monitoring
- Financial and physical progress tracking
- AMC and maintenance oversight
- Transparency, accountability, and informed decision-making
- % reduction in reporting delays
- Single source of truth for NHM infrastructure works
- Elimination of manual MPR compilation
- “The system shall replace all manual and spreadsheet-based monitoring of NHM civil and electrical works.”

### 2. Scope Overview

The selected development partner shall provide an **end-to-end web-based solution** covering:

- Civil Works Monitoring
- Electrical & Specialized Hospital Infrastructure Works Monitoring
- Monthly Physical & Financial Progress Reporting
- Work Status Tracking
- Quality Assurance and Control
- Grievance Redressal



- AMC & Maintenance Monitoring
- Dashboards, Analytics & MIS Reporting
- Role-Based Access, Alerts & Audit Trails
- “Any integration beyond those specified shall be treated as Change Request (CR).”

### 3. User Roles & Access Control

#### 3.1 User Roles

1. State Administrator
2. District Administrator
3. Block / Facility User
4. Read-only / Monitoring User

#### 3.2 Role-Based Access

- Secure user authentication
- Role-based permissions for data entry, review, approval, and viewing
- Jurisdiction-based data access (State → District → Block → Facility)
- Complete audit trail of all user actions, updates, and approvals

### 4. Works Master Data Management

#### 4.1 Project Master Details

The system shall support creation, update, and management of master records for Civil, Electrical, and Specialized Works, including:

- Scheme / Program / Head / Project
- District, Block, Facility
- Facility Type (DH, MC, CHC, PHC, SHC, etc.)
- **Category of Work**
  - Civil Works
  - Electrical Works
  - Specialized Hospital Infrastructure
- **Type of Work**, including but not limited to:
  - New Construction
  - Renovation / Upgradation
  - Expansion
  - Repair & Maintenance
  - Electrical Works
  - Specialized Installation

#### 4.2 Specialized Electrical & Hospital Works

The system shall explicitly support monitoring of:

- MGPS (Medical Gas Pipeline System)
- Modular Operation Theatres (MOT)

Handwritten signatures and initials are present at the bottom of the page, including a large signature on the left, a smaller signature in the middle, and a stylized signature on the right.

- OGP (Oxygen Generation Plant)
- Fire Detection & Fire Fighting Systems
- ETP / STP (Effluent / Sewage Treatment Plants)
- LT/HT Electrical Works
- UPS, DG Sets, HVAC (if applicable)

Each work shall capture:

- Technical scope
- Sanctioned amount
- Work order amount
- Implementing / Executing Agency
- Vendor / Contractor details
- Planned and actual timelines
- Equipment capacity
- OEM details
- Warranty period separate from AMC

Bulk upload through predefined templates shall be supported.

## 5. Work Status Management

Each project shall be mapped to standardized statuses such as:

- Handed Over
- Land Not Allotted
- Not Started
- Tender Under Process
- Work In Progress
- Work Completed (only after 100% financial & physical completion)
- Commissioned
- Under AMC / Maintenance

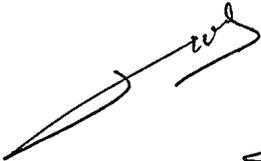
Features:

- Role-controlled status updates
- Historical status tracking
- Automatic dashboard and MIS reflection
- auto-alerts on prolonged status

## 6. Monthly Progress Reporting (MPR) Module

The system shall provide a structured Monthly Progress Reporting (MPR) module for all works, enabling submission of:

- Physical progress (%)
- Financial expenditure (monthly & cumulative)
- Current work status
- Issues and constraints (land, approvals, contractor, funds, power, gas, safety clearances, etc.)






- Expected completion timeline
- Remarks and observations
- Mandatory MPR cut-off dates
- Auto-freeze after approval
- Revision history with justification

Features:

- Month-wise data entry
- Role-based editing, review, and locking
- Automated dashboard updates
- **Photographic evidence** linking to progress %

## 7. AMC & Maintenance Monitoring Module

The system shall include a dedicated module for post-completion AMC monitoring, capturing:

- AMC start and end dates
- AMC scope (equipment/system-wise)
- Vendor / agency responsible
- Payment milestones
- SLA parameters
- Preventive maintenance schedules
- Breakdown / complaint logging
- AMC performance status
- Penalty tracking against SLA breaches
- Link AMC payments with performance status
- Renewal alerts and expiry tracking

AMC data shall be linked to:

- MGPS
- Modular OT
- OGP
- Fire Systems
- ETP/STP
- Electrical installations

## 8. Dashboard & Analytics Module

### 8.1 Centralized Dashboards

Real-time dashboards shall display:

- Total works (Civil + Electrical + Specialized)
- Category-wise and system-wise distribution
- Status-wise projects
- Sanctioned vs expenditure
- Delayed / stalled works

- AMC active, expiring, and expired works
- Time overrun Average delay (days)
- % works without land
- % cost overruns
- AMC expiry in next 90 days

## 8.2 Visual Analytics

- Bar charts, stacked graphs, trend analysis
- Year-wise, district-wise, facility-wise views
- Drill-down navigation (State → District → Block → Facility)
- Filter-based dynamic dashboards

## 9. MIS Reports & Data Export

Standardized MIS reports including:

- District-wise works summary
- Facility-wise civil & electrical works status
- MGPS / MOT / OGP / Fire / ETP-specific reports
- Sanction vs expenditure analysis
- Delay and bottleneck analysis
- AMC performance and expiry reports
- Custom report builder
- Scheduled auto-email of MIS

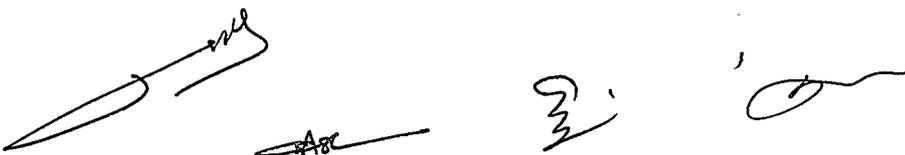
Reports shall:

- Be viewable online
- Be exportable in Excel and PDF formats
- Be printable for review meetings
- Defined **official MIS formats** aligned with NHM / Finance Department

## 10. Inspection & Review Module (Configurable)

- Configurable inspection formats
- Capture inspection observations
- Geo-tagged photographs (if enabled)
- Linkage of inspection outcomes with work status
- Visibility on dashboards
- Should define:
  - Inspection authority levels
  - Mandatory inspection stages
- Strongly recommend **geo-tagged photos + timestamp**

## 11. Issue / Grievance Management



- Issue raising by facility/district users
- Categorization (civil, electrical, gas, fire, contractor, AMC, etc.)
- Assignment and resolution tracking
- Escalation mechanism
- Monitoring authority visibility
- Escalation matrix with timelines
- Auto-escalation to State after X days
- Closure only after user confirmation

## 12. Alerts & Notifications

Configurable alerts for:

- Project delays
- Prolonged non-started works
- Cost overruns
- AMC expiry or SLA breaches
- Pending approvals or MPR submissions
- Should define:
  - Critical alerts → SMS + Email mandatory
  - Routine alerts → dashboard only
- Add alert fatigue control

Alerts may be displayed in-system, push SMS and via email.

## 13. Document Management

Secure upload and storage of:

- Sanction orders
- Work orders
- Technical drawings
- Progress photographs
- Completion & commissioning certificates
- AMC agreements
- Inspection and safety compliance reports
- File size/type limits
- Version control
- Watermarking for sensitive documents

All documents shall be project-linked and role-restricted.

## 14. Performance, Availability & Scalability

- Support for concurrent state-wide users
- High availability except planned maintenance
- Regular data backup and recovery

Handwritten signatures and initials at the bottom of the page, including a large signature on the left, the initials 'ABC' in the center, and two other signatures on the right.

- Scalable architecture for future modules

## 15. Technology Stack (Indicative)

- Frontend: HTML5, CSS3, JavaScript (React / Angular / equivalent)
- Backend: Java / .NET / Python / PHP
- Database: PostgreSQL / MySQL / SQL Server
- Visualization: Open-source charting libraries
- Hosting: Government Data Centre / Approved Cloud
- Security: Encryption, RBAC, secure authentication
- Mandate:
  - Open-source preference as per available stack in RSDC
  - No proprietary licensing cost to NHM
- Specify API-first architecture

## 16. Security, Audit & Compliance

- Role-based access control via RajSSO
- Secure authentication and authorization
- Complete audit trail
- Compliance with GoI and State IT security guidelines
- Mandate:
  - CERT-In empanelled security audit
  - Data retention & archival policy as per RSDC

## 17. Deliverables

1. Web-based Civil & Electrical Works Monitoring Application
2. Specialized Infrastructure & AMC Monitoring Modules
3. Configured dashboards and analytics
4. MIS reporting and export functionality
5. Integration with RajSSO, e-Sanchar and GIS portals
6. Departmental ownership of Source code and database schema
7. Hosting on Rajasthan State Data Centre
8. Deployment, go-live, and stabilization support
9. User manuals, training and handholding support
10. Two years O&M support
11. Acceptance criteria for each deliverable
12. Mandatory source code escrow / repository handover

## 18. Payment Milestones & Schedule

Payments shall be released only against successful completion and acceptance of milestones, duly certified by NHM, Rajasthan or its authorized representative.

### 18.1 Milestone-wise Payment Structure

Milestone	Deliverable	Timeline	Payment (%)
M0	Issue of Work Order	T0	0%

Handwritten signatures and initials are present at the bottom of the page, including a large signature on the left, a signature that appears to be 'ABC' in the middle, and two other signatures on the right.

M1	Requirement finalization, SRS & system design approval	T1 = T0 + 7 days	0%
M2	Completion of core application development	T2 = T1 + 40 days	20%
M3	Successful User Acceptance Testing (UAT) on Staging server over RSDC	T3 = T2 + 5 days	20%
M4	Security Audit of the application	T4 = T3 + 7 days	
M5	Deployment and Go-Live	T5 = T4 + 1 day	20%
M6	Training, Stabilization & final handover	T6 = T5 + 15 days	20%
M7	Operation & Maintenance	T7 = T6 + 24 Months	2.5% per quarter

## 18.2 General Payment Conditions

Payments shall be released only after formal acceptance and certification

Applicable taxes shall be paid as per prevailing Government rules

Penalties, SLA deductions, or liquidated damages, if any, shall be adjusted against payments

NHM reserves the right to withhold payments in case of non-compliance or delays

## 19. Penalties

### 19.1 Delay in milestone achievement

Penalty of INR 500/- per day delay per milestone.

### 19.2 Incident Classification & Resolution Time

Severity	Description	Response Time	Resolution Time	
Critical (S1)	Complete system outage / data loss	1 hour	4 hours	₹500 per incident per day
High (S2)	Major module non-functional	2 hours	8 hours	₹300 per incident per day
Medium (S3)	Partial functionality issue	4 hours	24 hours	₹200 per incident per day
Low (S4)	Cosmetic / minor issues	1 working day	3 working days	₹100 per incident per day

Note:- Maximum incident penalty capped at 10% of quarterly O&M payment

Payments shall be milestone-based with defined acceptance criteria.

Enhanced penalties shall be applicable for delays, SLA breaches, system downtime and security lapses.

### 19.3 Security & Audit SLA

- Compliance with GoI and State IT security guidelines is mandatory
- No unauthorized access, data leakage, or breach shall be permitted
- Penalty:
  - Minor security lapses → ₹50,000 per incident

- Major breach / data compromise → ₹1,00,000 per incident, and
- Right of NHM to terminate the contract and forfeit Performance Security

#### 19.4 Force Majeure

No penalty shall be levied for delays or failures caused due to Force Majeure events, including but not limited to natural calamities, acts of God, war, riots, epidemics/pandemics, government restrictions, or events beyond the reasonable control of the bidder, subject to acceptance by NHM Rajasthan.

#### 20. Exit Management & Source Code Ownership

- The vendor shall share the source code, database schema, documentation and credentials on every Milestone completion (M2 and Onwards).
- NHM Rajasthan shall retain full Intellectual Property Rights (IPR) over the application.