

apts

1. TENDER FOR INVITATION OF QUOTATIONS FOR “re-engineering of VATIS Application to Service Oriented Architecture”

APTS invites tenders from prospective vendors on behalf of Andhra Pradesh commercial Taxes Department hereinafter referred to as “APCTD” for the project of “re-engineering of VATIS Application to Service Oriented Architecture”

Time schedule of various tender related events:

Bid calling date	30 .08.2010
Demonstration of the exiting application	14 .09.2010 at CT department at 11.00 AM.
Pre-bid conference (Date, Time)	14 .09 .2010 at 3.00 PM
Pre-bid conference venue	Conference Hall CT department Hyderabad
Last date/time for clarifications	15.09.2010 at 3.00.PM
Bid Closing date and time	27.09.2010 at 3.00 PM at APTS
Opening of the prequalification bids	27 .09.2010 at 3.30 PM at APTS
Bid Document Price	Rs.10,000/-
APTS Contact person	DGM, APTS.
Email	mdapts@apts.gov.in
Reference No.	APTS/CS/CT-VATIS/RFP/2010

If your firm is interested in participation, please ask the contact person for details or visit our web site www.apts.gov.in/tenders.html.

A complete set of bidding document prepared by APTS may be purchased by interested bidders on submission of a written application addressed to “The Managing Director, AP Technology Services Ltd, BRKR Bhavan, Hyderabad” by paying a non-refundable amount indicated above. The payment can be made in the form of Demand Draft/ Cashier’s Cheque/ Certified Cheque drawn in favor of “The Managing Director, Andhra Pradesh Technology Services Ltd., payable at Hyderabad, India”. The Document, if required can be sent by Courier for out locations for which Rs.500/- for inland to be paid extra along with cost of bidding documents.

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2. Pre Qualification Criteria

Solution providers desirous of bidding for the project shall meet the following pre- qualification criteria.

- 2.1 The bidder should be in the business of software development for enterprises at least for **five years** as on bid calling date. The bidders firm shall be certified as **SEI-CMMi Level 3 or above and ISO 27001** and valid as on the date of bid calling date. The bidder must submit Certificate of Incorporation from Registrar of Companies (RoC). Copy of **valid certificates as on bid calling date** for SEI-CMMi Level 3 or above and ISO 27001 to be submitted in the bid.
- 2.2 The bidder **must have successfully developed, implemented and maintained at least one application worth Rs. 20.00 Lakhs in n-tier architecture** or service oriented architecture for an enterprise with multi location, multi user environment. The certificate from the client for the successful completion & implementation of software development work to be submitted to support the claim.
- 2.3 **The turnover of the firm only in software development must exceed Rs.300 Lakhs** in any three financial years out of four Financial Years of 2006-07, 2007-2008, 2008-09 and 2009-2010 in India. The bidder should submit certificates from a Chartered Accountant for all the above stated four financial years or extracts of the balance sheet showing the breakup of software development. Copies of purchase orders & project completion certificates in support of turnover shall be submitted.
- 2.4 The bidder shall not have been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government. Self Certificate declaring that the bidder is not black listed by any Central/ State Govt. Department to be enclosed in the bid.

Note:

1. Relevant documents in support of the above Pre-Qualification Criteria should be furnished in the Pre-qualification bid.
2. The Bidder should have its local office in Hyderabad or should be willing to open a office within 15 days from receipt of the LOI(Letter of Intent).
3. If the quality certificates are not valid as on bid calling date, the bid will be treated as non-responsive and rejected.
4. Proposals of bidders who do not conform to above pre-qualification criteria will be treated as non-responsive at the pre-qualification stage and shall be summarily rejected.
5. Tenders will be accepted only from those who have obtained bid document from APTS/ department and a support receipt of purchase of document should be enclosed in the envelope.
6. All correspondence should be with GoAP contact person in writing only.

3. Scope of Work

3.1. Introduction

The Commercial Taxes Department, Government of Andhra Pradesh has been using Information Technology (IT) for management of tax administration since 1989. On introduction of AP VAT 2005, new software was developed for VAT administration in centralized architecture and the entire field Offices were connected to the Central Data Centre at Commissioner, CT Office. All the process under VAT like Registration, Returns, Assessment and Audit etc. were computerized. However, the focus at that time was primarily remained towards departmental functions. The change in technology and penetration of Internet in the nook and corner of the country, the organizations now are shifting the focus towards improved citizen services.

Presently core VATIS software has following Modules:

1. Acknowledgement
2. Registration
3. Return
4. Assessment
5. Audit
6. Goods Information System (GIS)

In addition to above modules, following modules have been built around VATIS to provide citizen services. These modules are operating through independent servers and data is transferred to VATIS server on periodical time interval:

1. e-Return
2. e-Registration
3. Online issue of Statutory Forms
4. Complaint/ Feedback system

To improve response time of the system and as a part of the realigned focus, it is proposed now to extend the departmental services to the dealers in much more efficient manner through the multiple media like Internet, e-Seva/ citizen service centre's (CSC). As a part of this project, now it is proposed to have common core software with following modules:

1. e-Registration
2. e>Returns
3. e-Payment
4. e-Refunds
5. Audit
6. GIS
7. Online issue of statutory forms to dealers (CDSC)
8. Complaint and Redressal System
9. e-Mail/ SMS communication with stakeholders
10. Analysis of Tax data for business intelligence and policy decision through MIS reports
11. Information sharing with other Government Agencies through MIS reports

3.1.1 Online registration (e-Registration)

A citizen who wants to conduct business interacts with the Commercial Taxes Department for obtaining the Registrations under APVAT Act, 2005 and, CST Act, 1956. In the present setup the prospective dealer files application along with required documents in the office of the Commercial Tax officer of his area. The CT department staff enter the details into VATIS, which processes the data and indicates whether pre-registration visit of the business premises is necessary or not, based on certain parameters. Subsequently, TIN is randomly generated by the VATIS and the printed copy of the Registration certificate is also generated.

There is another facility available for the applicants for registration as dealers in Twin Cities of Hyderabad and Secunderabad under APVAT Act, 2005 and CST Act 1956, at Centralized Registration Unit, at Hyderabad. The registration certificate is issued here on the same day of application, in non-sensitive cases, if all the requirements are fulfilled without visiting the concerned circle offices for obtaining registration.

Though the processing is done by VATIS application software, nevertheless the citizen is not fully deriving the benefits of computerization in these methods. Therefore it is proposed, in addition to existing facilities, to provide the facility of online application for registration (e-Registration) to the dealers to reduce physical interface to the extent feasible between tax payers and tax collectors.

The core objectives of e-Registration application are:

- To provide the business community with the facility to get VAT, TOT and CST registration on line without visiting the Tax Office
- To provide online facility for getting changes in the existing registration certificate.
- To deliver the new registration certificate / amended registration certificate through courier.

3.1.2. Online filing of returns (e-Return):

The objective of e-Return application is to provide the dealers with the additional facility to file their monthly returns online (through Internet), through e-Seva centers and CSCs. This service is already rolled out by the department on optional basis. As dealers tend to file Returns in last few days before due date, it is necessary that system should be able to respond to peak loads with reasonable level of quality of service.

3.1.3. Online payment of tax through banks (e-Payment):

Presently the dealers, who are registered for utilizing e-Return application are filing the returns online and making the tax payments manually by sending the Cheques /DDs to the respective CT offices. Therefore the application proposed shall provide e-Payment facility along with e-return to the dealers.

3.1.4. Online issue of statutory forms including C-forms (e-DSC):

The Central Dealer Service Center System (CDSC) application software has been developed for issue of statutory forms under APVAT Act, 2005 and Central Sales Tax Act, 1956 through online request.

The dealers have to file applications on line, and the forms will be dispatched to the dealers through the couriers, by the CDSC service provider, within 24 hours of the receipt of application,

without the need for the dealer to approach the CTD offices. This service is already rolled by the department as standalone software. Now it is proposed to make part of Core VATIS application.

3.1.5. Online filing of complaints and its processing:

The facility of online filing of complaints is provided in the Portal (www.apcommercialtaxes.gov.in), maintained by Commercial Taxes Department. However the system to process such online complaints is to be developed with the facility for tracking status to the dealers/citizens. This service will be redesigned to facilitate online processing of complaints with tracking status facility.

3.1.6. Audit Module

Certain dealers are selected by Deputy Commissioners based on certain parameters for detail audit by audit officers. System should have facility to create such parameters and select dealers based on such parameters. Capture audit officer details, audit work flow, audit result and creation of additional demand on the dealers.

3.1.7. Online filing of refund applications:

3.1.7.1. e-Refund module:

Online filing of Refund applications, it's processing including electronic submission of query (if needed) by department officials, online submission and receipt of response, facility for tracking of status and transfer of refund amount to the bank account of the assessee electronically.

3.1.7.2. Automatic notice & reminder generation and its delivery through e-mail and SMS

In the existing system there is no facility for automatic notice and reminder generation and its delivery through e-mail and SMS. This service is now proposed to be provided by developing the system that generates notices and reminders automatically based on the predetermined parameters and sends the same to the dealer's mail address as a mail in case of a notice, as an SMS in case of an alert.

3.1.8. MIS reports

MIS reports for monitoring various items of work pending at different levels of administration. System should provide MIS reports as per need of the users at different levels for effective review and monitoring.

3.1.9. 360 degree profile generation of an assessee:

Development of standalone application software (Integration Report) is just completed. The outcome of the report will give the entire information of an assessee i.e. his registration details, return details, statutory forms issue, and utilization details, check post information, tax arrears etc.

3.1.10. Generating of business intelligence reports from data based on MIS reports

The new application shall provide this functionality through user defined reports.

3.1.11. Information sharing with Central and State revenue agencies, Banks, Treasuries

Information sharing with Central revenue agencies such as Income Tax and Central excise, Banks, Treasuries etc is now done manually. It is now proposed to develop a system to share the required information among different Central and State revenue agencies through MIS reports.

3.1.12. Technologies Used in the existing system

- **Oracle 10.0 is the RDBMS.**
- Application is developed in Java
- Development model – The application was developed using the stored procedures and most of the validations are being done on the server.

3.1.13. Operation & Maintenance including AMC:

M/s TCS is presently maintaining the application software through its two programmers who take care of maintenance and change requests. Hardware is maintained by M/s HCL. .

3.1.14. Security:

- ✓ The application access controls are through login password.
- ✓ The Oracle RDBMS maintains the data integrity issues.

The database is operational on local area networks and on an intranet using BSNL leased lines based backbone

3.2. Issues with existing application

- ✓ The Internal services to staff are being addressed by the VATIS core application. The additional modules built separately around VATIS are providing the external interface. The external modules are updating the VATIS application on batch process; hence, real time reports are not generated. Many modules outside core VATIS as standalone applications.
- ✓ Response Times: Slow response from system in generating reports and data entry.
- ✓ Need for user defined MIS reports

3.3. Objective of RFP

The objective of the RFP is to provide integrated solutions to department by creating a centralized database running with an n-tire service oriented architecture application to cater the needs of the department. Following are the expectations, objectives and guidelines:

- Functionality as per the Government guidelines.
- Single Core application to take of all the core tax functions
- Interface with citizen through Internet, e-Seva, CSCs for dealer service
- Quality service to department staff as well as dealers
- Use of digital certificates by certain levels of staff and dealers for application access for authentication, non-repudiation, data security and legal validity.
- Report based Data sharing with other state Commercial Taxes Departments.
- Portal based services to provide online registration, Filing of Monthly / Quarterly Returns, Issue of statutory Forms, Payments and Refunds and Complaint redressal.
- Role based access controls
- Information sharing with other government department through MIS reports.
- Admin Module for configuration of business logic, access control, user roles.
- Secure application software
- Adoption of GoAP and GoI defined Meta data and application standards for interoperability.