



NOTICE No. 03 /PMU/NKZP of 2023-24, Date 13.02.2024

**MAINTENANCE OF NIMS APP FOR  
NANDANKANAN ZOOLOGICAL PARK, BHUBANESWAR**

The Deputy Director, Nandankanan Zoological Park, Barang, Bhubaneswar invites sealed quotations from interested reputed software Company for maintenance of NIMS App. of Nandankanan Zoological Park. The last date of submission of quotation is **20.02.2024**. The Term and conditions are mentioned below.

- 1) Before starting AMC work, all communication plans, work plans, deployment plans, and approval plans should be discussed and circulated through email.
- 2) There will be a formal meeting with the FITGC/ORSAC team and System Integrator (SI) in the presence of Nandankanan Zoological Park Authority where they will decide when the functionality will be deployed in the Production.
- 3) Check all the required services for this application and if required make a note of those services. Make the application Offline to all the stakeholders on the deployment date.
- 4) Back-up will be taken for all the application.
- 5) Database Back-up will be taken.
- 6) Migration of Existing System to FITGC in-premise Server Stack.
- 7) All the services will be deployed and started.
- 8) The application will be deployed and started.
- 9) Check all the required services are started and running properly.
- 10) Test the application and also test the functionalities deployed, if anything goes wrong restore the old version of the application
- 11) Regular Updating of existing data, using the inputs from the Department.
- 12) On-site technical support during the deployment period.
- 13) Application bug fix.
- 14) Updating and Maintaining Existing Services (API, Web Map Service & Web API Service).

15) A Centralized Versioning System (CVS) will be maintained at the Odisha Space Applications Centre (ORSAC) repository.

16) Training & Knowledge Transfer at Head Office to the concerned person assigned by Nandankanan Zoo Authority.

**Note:**

(A) If any additional functionality needs to be implemented in the proposed system, it will be considered as a new Change request which will follow the change management process mentioned in **note (B)**. In case of any new functionality development or changes in existing applications related to coding which involves effort of more than 3 days will be considered as CR. And CR will be treated separately. Effort estimations and quotations will be presented to Nandankanan Zoological Park Authority. Upon approval, the same will be developed and delivered on a COST BASIS.

(B) AMC services related to any issues will be classified into the following three categories:

**High Priority:** High-priority issues will be defined for those issues where Applications stop working and User is not able to run the applications. The same issues need to be analysed first for root cause. If it is due to hardware or networking issues, the Same will be informed to the ORSAC team to rectify. The Hardware and Networking issue is not the responsibility of the SI. If it is due to Application issues, the same should be rectified within 48 hours by SI.

**Medium Priority:** Medium Priority issues will be considered for those like changes in Spatial or non-spatial attributes of Electrical assets if any which will be resolved within 72 hours by SI.

**Low Priority:** Low-priority issues will be considered for those which need time but are not business critical like report templates printouts etc. This will be resolved within a week time by SI.

- If any change Request arises (as mentioned above if the changes requested take more than 3 working days) then a separate quotation shall be provided to Nandankanan Zoo Authority for approval of the same. Once approved then only the



work shall be carried out, and the bill shall be raised after completing the change request.

- SI may also request that Nandankanan Zoological Park Authority users carry out specific tests to pinpoint an issue. SI ability to provide a fast and effective resolution can potentially be affected by Nandankanan Zoological Park Authority users' responses to SI in these respects.

- Where the support desk requests information from Nandankanan Zoological Park Authority users, and SI does not receive the information within the agreed time, we will re-request the information. If we do not receive the information within one week of the second request case Nandankanan Zoological Park Zoo Authority user will be informed by email or official letter to Nandankanan Zoological Park Authority. The closure of a request is subject to review by the Nandankanan Zoological Park Zoo Authority.

The following process will be followed in case of a Change Request:

1. Nandankanan Zoological Park Zoo Authority requests any additional functionality or any new changes.
2. SI understands the changes required.
3. Technical Specification submitted by SI, reviewed and signed off by the Nandankanan Zoological Park Zoo Authority.
4. Development effort estimate based on signed off Technical Specification. This may require on-site development team members' visits.
5. Estimate agreed, signed off by the Nandankanan Zoological Park Zoo Authority.
6. Configuration & Development work completed; changes documented.
7. UAT by Nandankanan Zoological Park Zoo Authority officers. Once UAT is signed off after any corrections, CR is closed and the bill shall be raised against the CR.

## **Change Management Process**

The objective of change management to System Configuration is to carry out functional and technical changes economically and in a timely manner with minimal risk.

Purpose – A change is either a functional or technical enhancement within the existing environment to meet the changing needs of the business.

The purpose of the Change Management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes in order to minimize the impact of Change-Related Incidents on service quality and consequently to improve the day-to-day operations of the organization.

An appropriate response to a Change Request (CR) entails a considered approach to the assessment of risk, business continuity, Change Impact, resource requirements, and Change Approval. This considered approach is essential to maintain a proper balance between the need for the Change against the impact of the Change.

### **Existing Architecture:**

<b>S. No.</b>	<b>Software Category</b>	<b>Specifications</b>
1	Operating System	LINUX UBUNTU ver. 18.04 LTS GNU
2	Web Server	Apache ver. 2.4.29
3	Scripting	Apache ver. 2.4.29
4	Backend Admin Portal	PHP Framework
5	Database	PostgreSQL 13.8
6	Mobile API Development	PHP Framework
7	Mobile Application Development	Android/Flutter



**Deputy Director**  
**Nandankanan Zoological Park**