

## Request for Proposal for

"Takeover, Modernization, Hosting, and Maintenance of E-Cinepramaan Online Certification Application and Website, Provisioning and Maintenance of Private Dedicated Cloud Management System, Revamping of Website, Design, Development, and Deployment of Mobile Application."

### Volume I : Functional and Technical Specifications



केन्द्रीय फ़िल्म प्रमाणन बोर्ड  
CENTRAL BOARD OF FILM CERTIFICATION



केन्द्रीय फ़िल्म प्रमाणन बोर्ड  
CENTRAL BOARD OF FILM CERTIFICATION

(Ministry of Information and Broadcasting)

**NOTICE INVITING TENDER**

Central Board of Film Certification (CBFC) invites proposals for "Takeover, Modernization, Hosting, and Maintenance of E-Cinepramaan Online Certification Application and Website, Provisioning and Maintenance of Private Dedicated Cloud Management System, Revamping of Website, Design, Development, and Development and Deployment of Mobile Application."

This RFP Document has three Volumes:

- **RFP Volume I:** Functional & Technical Specifications
- **RFP Volume II:** General & Financial Specifications
- **RFP Volume III:** Master Service Agreement

The Request for Proposal (RFP) document (in three volumes) can be downloaded from <http://cbfcindia.gov.in/> and can also be obtained from the office of CEO, Central Board of Film Certification, Films Division Complex, Phase-I Building, 24, Dr. G. Deshmukh Marg, Mumbai-400026 during working days against non-refundable RFP Documents fees of Rs.10,000/- in form of demand draft in favour of "Pay and Accounts Officer, Films Division, Ministry of Information and Broadcasting, Mumbai" payable at Mumbai.

The sealed bids in physical form should be submitted to the same address as mentioned above. Last date and time for submission of bids is **02.04.2026, 17:00 Hours**.

*CBFC reserves the right to accept or reject any bid without assigning any reason.*

Chief Executive Officer  
Central Board of Film Certification  
Ph no. 022-23510477  
Email : [ceo.cbfc@gov.in](mailto:ceo.cbfc@gov.in)

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**GOVERNMENT OF INDIA  
MINISTRY OF INFORMATION AND BROADCASTING  
CENTRAL BOARD OF FILM CERTIFICATION  
REQUEST FOR PROPOSAL (RFP)  
FOR**

"Takeover, Modernization, Hosting, and Maintenance of E-Cinepramaan Online Certification Application and Website, Provisioning and Maintenance of Private Dedicated Cloud Management System, Revamping of Website, Design, Development, and Deployment of Mobile Application."

**INVITATION**

Sealed bids are invited from eligible, reputed, qualified 'IT/IT enabled e-Governance Service provider' Firms with sound technical and financial capabilities for design, development, takeover and enhancements, maintenance and hosting of an end-to-end IT solution along with the establishment and operation of related outsourced process operating units as detailed out in this RFP Document. This invitation to bid is open to all Bidders who have qualified the eligibility criteria in the RFP.

The intent of this RFP is to invite proposals from Agencies/Firms/Companies (also referred to as 'bidders') to enable the Central Board of Film Certification (CBFC) to select a system implementation agency to take-over existing hardware and software, implement change requests as required to enhance the software, host the system and upgrade capacity, through provisioning of private dedicated cloud management system.

This RFP Document has three Volumes:

- **RFP Volume I: Functional & Technical Specifications**
- **RFP Volume II: General & Financial Specifications**
- **RFP Volume III: Master Service Agreement**

**SCHEDULE FOR SUBMISSION OF PROPOSAL/BID**

<b>Sr. No.</b>	<b>Key Activities</b>	<b>Date</b>
1.	Floating of Request for Proposal (RFP)	04.03.2026 10:00 Hrs.
2.	Last date of receiving queries from bidders	27.03.2026 17:00 Hrs.
3.	Pre-Bid Conference (if required)	30.03.2026 15:30 Hrs.
4.	Last date and time for submission of proposals	02.04.2026 17:00 Hrs.
5.	Opening of the Technical Proposal	23.04.2026 14:30 Hrs.
6.	Opening of the Financial (Commercial) Proposal	30.04.2026 14:30 Hrs.
7.	Award of tender	22.05.2026 11:00 Hrs.

RFP document containing the details regarding the scope of work, prescribed proforma, and qualification criteria can be downloaded from the website of CBFC. The completed Pre-qualification, Technical and Commercial bids are to be submitted before the date and time along with the prescribed EMD amount at the following address:

The Chief Executive Officer,  
Central Board of Film Certification,  
9th Floor, Films Division Complex,  
Phase 1 Building, Dr. G. Deshmukh Marg,  
Mumbai – 400026

**REQUEST FOR PROPOSAL**

This document adopts the following customized definitions:

#	Term	Definition
1	A&M	Approach & Methodology
2	ATS	Annual Technical Support
3	BCA	Bachelor of Computer Applications
4	CCN	Change Control Notes
5	CD	Compact Disc
6	CMMI	Capability Maturity Model Integration
7	COTS	Commercially Off The Shelf
8	CS	Computer Science
9	CV	Curriculum Vitae
10	CVC	Central Vigilance Commission
11	DD	Demand Draft
12	DFID	Department for International Development
13	DIT	Department of Information Technology
14	DR	Disaster Recovery
15	EMD	Earnest Money Deposit
16	EMS	Enterprise Management System

#	Term	Definition
17	EOI	Expression of Interest
18	ESH	Extended Service Hours
19	GFR	General Financial Rules
20	GIS	Geographical Information System
21	GoI	Government of India
22	ICT	Information and Communication Technology
23	INR	Indian National Rupee
24	iOS	i-phone Operating System
25	IP	Implementation Partner
26	IT	Information Technology
27	LD	Liquidated Damages
28	LLP	Limited Liability Partnership
29	Bid	A generic term covering “Proposal” or “Tender” submitted in response to this RFP
30	Bidder	A generic term meaning a respondent to this RFP
31	Contract	The agreement to be entered into between CBFC and a successful Bidder or Bidders as a result of this Request for Offer
32	CBFC	Central Board of Film Certification
33	Department	Central Board of Film Certification

## 1. Introduction

1.1 Overview of Central Board of Film Certification Central Board of Film Certification (CBFC) is a content certifying statutory body for moving images in India. It functions under Ministry of Information and Broadcasting, and regulates the public exhibition of films under the provisions of the Cinematograph Act 1952. All films, music videos, and documentaries meant for public exhibition, irrespective of their length, and media type (Digital, video, DCP, CD, or DVD version) are subjected to certification by CBFC. Cinematograph (Certification) Rules were revised in 2024.

The Board functions with its headquarters at Mumbai. It has nine Regional offices at Mumbai, Kolkata, Chennai, Bangalore, Thiruvananthapuram, Hyderabad, New Delhi, Cuttack, Guwahati and Facilitation Centre at Chandigarh.

For further details about the Organization and its functions including the Certification process, please visit our website: [www.cbfcindia.gov.in](http://www.cbfcindia.gov.in)

### 1.2 Vision of CBFC

To ensure the good and healthy entertainment in accordance with the provisions of the Cinematograph Act, 1952 and the Cinematograph (Certification) Rules 2024.

### 1.3 Mission of the CBFC

- To ensure healthy entertainment, recreation and education to the public.
- To make the certification process transparent and responsible.
- To create awareness among advisory panel members, media and film makers about the guidelines for certification and current trend in films through workshops and meetings.
- To adopt modern technology for certification process through computerization of certification process and upgradation of infrastructure.
- To maintain transparency about Board's activities through voluntary disclosures, implementation of e-governance, prompt replies to RTI queries and publication of annual report.
- To develop CBFC as a Centre of Excellence

#### 1.4 Objectives of Film Certification in India

The Cinematograph Act, 1952 lays down that a film shall not be certified if any part of it is against the interest of the sovereignty and integrity of India, the security of the State, friendly relations with foreign States, public order, decency or involves defamation or contempt of court or is likely to incite commission of any offence.

The Act requires that any film is to be judged in its entirety from the point of view of its overall impact. It is to be examined in the light of the period depicted in the film and the contemporary standards of the country and the people to whom the film relates, provided that the film does not deprave the morality of the audience. Guidelines are applied to the titles of the films also.

In this context, the overall objectives that the certification process aims to achieve are:

- The medium of film remains responsible and sensitive to the values and standards of society
- Artistic expression and creative freedom are not unduly curbed
- Certification is responsible to social changes
- The medium of film provides clean and healthy entertainment
- As far as possible, the film is of aesthetic value and cinematically of a good standard.

In pursuance of the above objectives, the CBFC strives to ensure that:

- Anti-social activities such as violence are not glorified or justified
- The modus operandi of criminals, other visuals or words likely to incite the commission of any offence are not depicted
- Scenes
  - Showing involvement of children in violence as victims or perpetrators or as forced witnesses to violence, or showing children as being subjected to any form of child abuse.
  - Showing abuse or ridicule of physically and differently abled persons; and
  - Showing cruelty to, or abuse of animals, are not presented needlessly
  - Pointless or avoidable scenes of violence, cruelty and horror, scenes of violence primarily intended to provide entertainment and such scenes as may have the effect of de-sensitizing or de-humanizing people are not shown

- Scenes which have the effect of justifying or glorifying drinking are not shown
- Scenes tending to encourage, justify or glamorize drug addiction are not shown
- Scenes tending to encourage, justify or glamorize consumption of tobacco or smoking are not shown
- Human sensibilities are not offended by vulgarity, obscenity or depravity
- Such dual meaning words as obviously cater to baser instincts are not allowed
- Scenes degrading or denigrating women in any manner are not presented
- Scenes involving sexual violence against women like attempt to rape, rape or any form of molestation or scenes of a similar nature are avoided, and if any such incidence is germane to the theme, they shall be reduced to the minimum and no details are shown
- Scenes showing sexual perversions shall be avoided and if such matters are germane to the theme they shall be reduced to the minimum and no details are shown
- Visuals or words contemptuous of racial, religious or other groups are not presented
- Visuals or words which promote communal, obscurantist, anti-scientific and anti-national attitude are not presented
- The sovereignty and integrity of India is not called in question through the medium
- The security of the State is not jeopardized or endangered through the medium
- Friendly relations with foreign States are not strained
- Public order is not endangered
- Visuals or words involving defamation of an individual or a body of individuals, or contempt of court are not presented
- National symbols and emblems are not shown except in accordance with the provisions of the Emblems and Names (Prevention of Improper Use) Act, 1950 (12 of 1950)

## **1.5 Functions of the CBFC**

*1.5.1 In pursuance to the objectives stated above, the board seeks to:*

- Judge any film in its entirety from the point of view of its overall impact

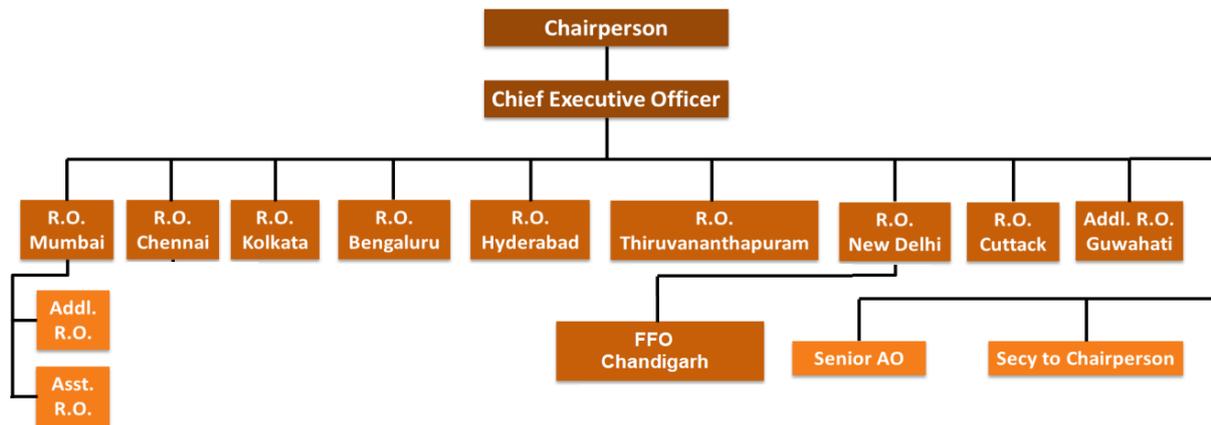
- Examine the film in the light of the period depicted in the films and the contemporary standards of the country and the people to which the film relates provided that the film does not deprave the morality of the audience
- Scrutinize the titles of the films carefully and ensure that they are not provocative, vulgar, offensive or in violation of any of the guidelines as laid down by the Act.

*1.5.2 Certify the films examined and classify them as per the conditions below:*

- If the film is found suitable for family viewing, that is to say, the film is such that all the members of the family, including children, can view it together, it is classified for unrestricted public exhibition
- If the Board, having regard to the nature, content and theme of the film is of the opinion that it is necessary to caution the parents/guardian to consider as to whether any child below the age of twelve years may be allowed to see such a film, the film shall be certified for unrestricted public exhibition with an endorsement to that effect.
- If the film meets the above-mentioned criteria but is considered unsuitable for exhibition to non-adults, it is certified for exhibition to adult audiences only.
- If the Board having regard to the nature, content and theme of the film, is of the opinion that the exhibition of the film should be restricted to members of any profession or any class of persons, the film shall be certified for public exhibition restricted to the specialized audiences to be specified by the Board in this behalf.
- Classify films into appropriate categories [U, U/A (**with makers**), A, S] based on content suitability.
- Coordinate with regional offices and advisory panels for film scrutiny.
- Maintain records of certifications and ensure compliance with the Cinematograph Act, 1952.

## **1.6 Organizational Structure of the CBFC**

The organizational structure of the CBFC is based on the provisions of the Cinematograph Act, 1952 and the Cinematograph (Certification) Rules 2024. It is depicted in Figure below:



**Figure 1: CBFC Structure**

Central Board of Film Certification comprises of Chairperson and around 25 members. The Chairman and other members of the Board are appointed for a term of three years or till such time as the directives of the central government. They are appointed by the Government of India. All the appointed members are eminent personalities from different spheres of the society representing like education, art, film, social sciences, law, etc.

An Advisory Panel assists the Central Board of Film Certification in its various regional offices headed by Regional Officers. The members of these regional advisory panels also represent a cross-section of the social interests. These members are generally selected for two years, or they hold office till such time as directed by the Central Government. However, the members can be reappointed.

### 1.7 Stakeholders

The broad stakeholder ecosystem and the roles and responsibilities of stakeholders related to the process of film certification are presented in this section.

## 1.7.1 Stakeholder Ecosystem

Governance	Stakeholder	Description
Policy Maker	Ministry of Information & Broadcasting (I&B)	I&B is a key Stakeholder as Central Board of Film Certification is a statutory body under it and certifies films for public exhibition in India. I&B is responsible to appoint its members.
Regulatory Body	CBFC Board Members	Their appointment is done by the Central Government. They also participate in the Revision Committees.
	Chairperson	Chairperson's appointment is done by the Central Government and functions with headquarters at Mumbai. He is responsible for review of examination reports and further needful actions.
	Chief Executive Officer	Appointment is done by the Central Government. The CEO is also the Head of the Department
	Regional Officers	Appointment is done by the Central Government. Regional officers receive and evaluate new applications for CBFC certificate. They are responsible to form Examination Committee.
	Advisory Panels	The Central Government may, after consultation with the Board, appoint any person whom it thinks fit to be a member of an advisory panel. They are part of the examining and/or the revising committee and, based on their verdict, certificate is issued to the films.
Implementation Partner	Film Producers	Producers play an integral role in the television, film and video industries. A producer oversees each project from conception to completion and may also be involved in the marketing and distribution processes. Producers work closely with the directors and other production staff

Governance	Stakeholder	Description
		on a shoot. Producer is responsible to apply for CBFC certificate.
Beneficiary	Viewers	Audience of the film.

## 1.7.2 Roles and Responsibilities

### 1.7.2.1 Chairperson

I. To work as the Head of the Department

II. Providing direction and guidance on behalf of CBFC to all Regional Officers in performing the statutory functions of film certifications.

III. Satisfies himself/herself that the film has been examined in the prescribed manner which does not go against the interests of the security of the State, or against friendly relations with foreign states. He/She also ensures that such Films do not violate public order, decency or morality, or does not involve defamation or contempt of Court or is not likely to incite the commission of any offence and that the film has been examined in conformity with the rules/directions of the Central government.

IV. Scrutinize the records of proceedings of the Examining Committee received from the Regional Officers.

V. Sanction of the film in four categories i.e., “U”, “UA”, “A” and “S”.

VI. Appoints and determines the time and place of the Revising Committee, presides over the Revising Committee for re-examination of the Certified Films.

VII. Signs for and on behalf of the Board Certificate authorizing the public exhibition of films

VIII. Advises the Central Government about the composition of the CBFC and also of the Advisory panels by suggesting suitable names.

IX. Acts as Public Grievance Officer for the redressal of grievance of the Citizen

### 1.7.2.2 Chief Executive Officer (CEO)

I. Advise the Chairperson, CBFC in all matters

II. Implement various plan and non-plan schemes pertaining to CBFC, sanctioned by the Ministry

III. Supervise the administrative work of CBFC headquarters and coordinate the work of all nine regional offices

- IV. Liaise with Ministry of Information and Broadcasting on financial and administrative issues.
- V. Examination of films in accordance with Cinematograph Act and the Rules made there under.
- VI. Appointing authority in respect of all the staff working in the CBFC headquarters and all regional offices of the CBFC except the Regional Officers and Additional Regional Officers of CBFC.
- VII. Transfer of the staff working in the CBFC headquarters and all the regional offices of the CBFC except the Regional Officers and Additional Regional Officers of CBFC.
- VIII. Initiation of the Annual Performance Appraisal Report of all the Regional Officers and Administrative Officers, CBFC
- IX. Chief Vigilance Officer (CVO) for CBFC
- X. Appellate authority for hearing appeals under RTI Act against the CPIOs i.e. the nine regional Officers
- XI. To represent the CBFC in all court and CAT cases and authorized to file affidavits on behalf of CBFC
- XII. To appear before National Commissions viz National Commission for SCs/STs, NHRC, CIC etc. on behalf of CBFC.
- XIII. Appointing authority in r/o all the staff working in CBFC Headquarters and all regional offices of CBFC except the Regional Officers and Additional Regional Officers of CBFC.

### **1.7.2.3 Regional Officers**

- I. To supervise the work of scrutiny on behalf of the CBFC of applications from producers of Cinematograph films or their representatives in respect to all films.
- II. Appoints an Examining Committee in respect of each application.
- III. Associate himself as a member of the Committee for examining the film in accordance with the guiding principles laid down in the Cinematograph Act.
- IV. Participates if invited in any meeting of a Revising Committee constituted by Chairperson.
- V. Examination of cuts given to the film
- VI. Sign on behalf of the Chairperson the certificates authorizing the public exhibition
- VII. Maintain a record register indicating application received for certification.
- VIII. Participates in various Meetings/Workshops/Seminars
- IX. Exercise powers of Head of the Office

X. Act as Public Information Officer

#### **1.7.2.4 Senior Administrative Officer**

I. To act as Drawing and Disbursing Officer

II. To advise the Chairperson on, Administrative, Accounts and Budgetary matters.

III. To exercise control on Budget and expenditure for CBFC as a whole.

IV. To process all cases relating to purchase and ensure that the purchases are made according to the Govt. orders.

V. To process the cases relating to the appointment/transfer/promotion matters

VI. To settle personal claims including pension of all the officials working in CBFC.

VII. To act as an officer of the CBFC and discharge the statutory duties attached to officer of the CBFC as outlined in the Cinematograph (Certification) Rules.

VIII. To deal with the Court cases on administrative/financial matters.

IX. To answer parliament questions.

### **1.8 Overall Film Certification Process**

The Cinematograph (Certification) Rules, 2024, under the Cinematograph Act, 1952, prescribe a detailed, structured process for film certification by the CBFC. All films, including feature films, short films, documentaries, trailers, or advertisements, intended for public exhibition—whether for theatrical release, OTT platforms, or festival screenings—must go through the CBFC's certification process.

#### **1.8.1 Certification Lifecycle – Manual and Digital Hybrid (Past)**

The current system allows applicants to:

- Submit film certification applications through the e-Cinepramaan portal.
- Upload scripts, supporting documents, and payment receipts.
- Receive screening notices, show-cause notices, and certificate issuance electronically.
- View dashboard updates and status reports online.

CBFC officials:

- Schedule screening committees and examining officers.
- Issue and track notices, manage applicant responses.
- Digitally sign certificates and trigger issuance.

### 1.8.2 Revised Certification Lifecycle – Post Modernization

With the scope of this RFP, the CBFC proposes a digitally orchestrated and end-to-end automated certification process, including:

Stage	Modernized Process Outcome
Application Submission	Through a modern frontend , integrated with file upload, preview, validation
Document & Video Upload	Via cloud storage, with auto-format validation, secure tamper-proof upload modules via exclusive dedicated cloud (to be compared between different cloud services.)
Committee Scheduling	Via workflow engine, using availability, quorum rules, and automated alerts with information to ROs at each step with backend approval of availability of APM from RO's login. CBFC is open for any AI based solution.
Screening Process	Video preview interface enabled for short films or trailers; scheduling sync for panel members and accommodation of e-Content delivery process. Generative and Agentic AI based solutions for short duration content to be provided.
Examination & Scrutiny	Automated dashboards for officers with action-based triggers and escalations. AI solutions based on scripts for long duration content.
Cut Submission & Modification	Online cut tracking, version control, audit trail for film content adjustments and online viewing of cut of any length accommodating eContent delivery process. AI based solutions may be provided.
Certification Issuance	Digital certificate with QR code and verifiable credentials embedded with the process of digital signing

Stage	Modernized Process Outcome
Public Disclosure	To provide service to RO to declare any detail for public disclosure.
Archival & Access	Central digital repository with searchable indexed history, traceability, and PDF exports. Audio visual content to be finally transferred to NFAI as per the timelines fixed by CBFC.

## 1.9 Present Status of Computerization and the Need for Modernization

Over the past several years, the CBFC has implemented e-Cinepramaan, a centralized web application developed by NSDL e-Gov, to manage the film certification process digitally. The application enables online submission, payment, scrutiny, and certification of films, replacing many manual processes.

### 1.9.1 Existing Web Portal

The current CBFC website ([www.cbfcindia.gov.in](http://www.cbfcindia.gov.in)):

- Is bilingual (English & Hindi).
- Offers access to information regarding CBFC's mandate, procedures, and updates.
- Provides public access to certified film details and ratings.
- Includes features such as picture galleries, news updates, and contact information.

The website is functional but not aligned with current UI/UX standards, mobile responsiveness, or modern content publishing workflows.

### 1.9.2 Existing Online Certification System – e-Cinepramaan

The existing system supports:

- Applicant-side submission, video/document upload, and payment via Bharatkosh.
- Officer-side scrutiny, scheduling, notice issuance, and certificate generation.
- SMS/Email alerts at major events (e.g., approvals, screenings).
- Dashboard-based workload management.

- Integration with legacy modules (e.g., Cut Register).

While effective for its time, e-Cinepramaan is monolithic, uses outdated frontend frameworks (e.g., GWTk), and lacks microservices scalability and modern security.

### 1.9.3 Existing e-Cinepramaan Mobile App

Platform	Technology Used
Android App	Android Studio IDE/ Java Language
IOS App	Xcode IDE/ Swift Language

### 1.9.4 Present Technology Stack –

Layer	Technology Used
Application Framework	Java with Google Web Toolkit (GWTk)
Web and APP Server	Apache and Jboss
Database	PostgreSQL
Operating System	Linux (Ubuntu/CentOS)
Frontend	JavaScript, CSS, HTML (manually integrated)
Architecture	Monolithic

### 1.9.5 Need for Modernization

*1.9.5.1 CBFC now seeks to overhaul the application and website infrastructure by:*

- Migrating to a modular, microservices-driven architecture using GoLang and Spring Boot.
- Replacing the GWTk frontend with a suitable alternate modern technology.
- Implementing a Workflow and Rule Engine to define business logic dynamically. Bidders can propose solutions using various open-source or commercial engines that comply with these standards (e.g., Camunda, Flowable, Activiti). Building the system on an open standard makes it easier to maintain in the long term. The bidder should

focus on building a solution which focuses on capability and configuration flexibility to make it future proof.

- Enabling digitally verifiable certificates through tamper-proof credentialing systems (VCs).
- Providing a new mobile app for applicants, panelists, and officials.
- Migrating hosting infrastructure to a private dedicated cloud setup.
- Ensuring full GIGW 3.0 and STQC compliance.

### 1.9.6 Proposed Modernized Technology Stack

The following table outlines the proposed technology stack for the next-generation CBFC platform. This stack has been selected to ensure scalability, performance, maintainability, and long-term support, while aligning with Government of India's digital standards and CBFC's functional requirements.

Component Layer	Proposed Technology	Purpose
Backend Services	GoLang 1.22+ (LTS) or any latest technology	High-performance, stateless microservices for data processing and APIs
Business Logic & APIs	Spring Boot 3.2+ (optional) or any latest technology	RESTful API backend where legacy Java interoperability is required
Frontend & UI Layer	The solution must use a modern, component-based JavaScript framework such as <b>React, Angular, or Vue.js</b> . or any latest technology	Dynamic content delivery and frontend UI management
Workflow & Rules Engine	Open Standard Workflow Engines	Drag-and-drop configuration of rules, approvals, notifications
Database	PostgreSQL	Relational data storage with support for JSON, full-text search, partitioning. The

Component / Layer	Proposed Technology	Purpose
		bidder can consider the archival and search functionality, such as a dedicated search engine like <b>Elasticsearch</b> or <b>OpenSearch</b> to work alongside PostgreSQL.
Web Server	Apache Tomcat or any latest technology	Continue support for Java-based services where applicable. However, this is not mandatory and it can be recommended for change by the bidder in future by providing proper justification.
Hosting Environment	Linux (Ubuntu or RHEL) + Private Cloud	Containerized deployment via Docker/Kubernetes in a secure private cloud
Authentication & Tokens	OAuth 2.0 / JWT	Secure user authentication and token-based API access
Digital Certificates	Verifiable Credentials (VCs) + QR Code	Tamper-proof digital film certificates with online verification with QR code storage.
Document Management	Secure File Storage + Cloud-native DMS	Scalable, structured storage of film data, video, and certification assets
Notifications	SMS Gateway + Email Server Integration	Alerts to applicants and officials at all workflow stages
Analytics & Dashboards	Embedded Reporting + Admin Console	Real-time visibility of workload, pendency, SLAs, and operational KPIs

#### Key Design Principles:

- **Micro services-first:** Decoupled architecture enabling independent service scaling.

- **Headless CMS:** Centralized content control with multilingual support and frontend flexibility.
- **Workflow-driven:** Minimize hardcoded logic by enabling rules to be configured without code.
- **Mobile-Ready:** Design all APIs and interfaces with responsive and Android-first compatibility.
- **Secure & Verifiable:** Every digital output (notices, certificates) is signed, tracked, and auditable.
- **Cloud-Optimized:** All deployments will be containerized and orchestrated on private cloud infra.

## 1.9.7 Hardware Infrastructure

### 1.9.7.1 Present Infrastructure

The current CBFC application (e-Cinepramaan) and web portal are hosted on physical/virtual machines provisioned via NIC or private data center partners. This includes:

- Web server nodes running Apache Tomcat on Linux (Ubuntu/CentOS).
- PostgreSQL database server hosted on dedicated VM.
- Backup servers and offline storage for film content and certificates.
- Load balancer for basic routing and uptime assurance.
- VPN-based administrative access for CBFC staff.

While this infrastructure has sustained operations so far, it lacks the elasticity, redundancy, and operational agility required for the modernized, scalable architecture proposed in this RFP.

### 1.9.7.2 Proposed Infrastructure – Private Cloud Model

The modernized solution will be hosted in a dedicated Private Cloud (MeiTY empanelled) environment, ensuring:

- High Availability (HA).
- Scalability on-demand.
- Stronger SLAs and disaster recovery provisions.
- Containerized service deployments via Docker + Kubernetes.
- Secure access controls using bastion hosts and audit logging.

**Target Hosting Setup:**

<b>Component</b>	<b>Deployment Model</b>
Web Application & CMS	Docker containers on Kubernetes nodes
API Gateway & Backend Services	Solutions based on open-source options like <b>Kong, Tyk</b> , or a cloud-native gateway integrated with Kubernetes
Rule & Workflow Engine	Separate Kubernetes service (stateful)
Postgre SQL DB	Stateful replica set with read replicas (Bidder to suggest a dedicated search engine like <b>Elastic search</b> or <b>Open Search</b> to work alongside Postgre SQL)
File Storage	Cloud object storage (block/file system)
Backup & DR	Scheduled snapshot, encrypted storage
Monitoring & Logs	Integrated with cloud logging and APM
Access Control	Role-based with VPN or Bastion jumpbox

**Hosting & Deployment Guidelines:**

- Must comply with MeitY Cloud Security Guidelines.
- All components must be hosted within India.
- Must allow secure administrative access to CBFC officials and MoI&B stakeholders.
- Must support future container orchestration, auto-scaling, and resource isolation.

### 1.9.8 Gaps in Current System & reasons for revamp

The existing CBFC application and web portal have served well in establishing an online certification process. However, the rapidly evolving needs of content creators, government stakeholders, and public transparency expectations necessitate a complete technology and functional overhaul.

#### 1.9.8.1 Technical Gaps

Current Limitation	Impact
Monolithic Java + GWTK framework	Limits modular scaling, difficult to maintain or modernize UI
Static frontend architecture	No CMS for real-time content editing or localization
No workflow configurability	Business rules and processes are hardcoded and require code-level changes
No verifiable digital certificates	Inability to verify certificate authenticity online or offline
No mobile-optimized interfaces	Users face issues accessing services on smartphones
No microservices or containerized deployment	Poor horizontal scalability and dependency isolation
Limited analytics and reporting	Admins lack real-time insights and actionable intelligence

#### 1.9.8.2 Operational Gaps

Current Challenge	Resulting Problem
Rigid scheduling of examination committees	Delays due to manual coordination

Current Challenge	Resulting Problem
Limited automation of officer workflows	High workload, missed follow-ups
Static dashboards and monitoring	Inadequate SLA tracking and workload distribution
Poor public interface discoverability	Citizens cannot easily verify certificate status or search film details
Lack of archival search	No full-text search or filtered retrieval of past certification records

### 1.9.8.3 Reasons for Modernization

The Central Board of Film Certification (CBFC) is launching a modernization drive to transform its operations through advanced technology, enhancing efficiency, transparency, and accessibility. This aligns with India's national digital agenda, aiming to make CBFC a model of e-governance that supports innovation and stakeholder satisfaction.

The initiative integrates with the Digital India program and e-Governance standards by adopting secure, interoperable digital infrastructure guided by MeitY. It promotes paperless operations, unified platforms, and smoother interactions between CBFC, producers, and the public.

A modular system architecture will replace the existing monolithic setup, using frameworks like GoLang or Spring Boot. This design improves maintainability, scalability, and adaptability while reducing long-term costs. It allows independent system updates and future enhancements aligned with industry needs.

Automation will expedite film certification, reducing processing times and improving transparency through real-time tracking, public dashboards, and open access to non-sensitive data, fostering trust and accountability.

The move to a cloud-native, MeitY-compliant infrastructure will ensure real-time scalability, high availability, and disaster recovery, supported by Docker and Kubernetes for efficient resource management and remote

CBFC officers will gain intelligent tools for reminders, decision support, and panel scheduling to streamline workflows and improve review quality. Content creators will benefit from mobile-first submission systems offering progress tracking, feedback, and verifiable digital acknowledgments, enhancing accessibility nationwide.

The Overall, this initiative marks a transformation toward a transparent, resilient, and technology-driven certification ecosystem that advances innovation, public service excellence, and India's cultural leadership.

## 2.0. Project Description/ Objectives-

The Central Board of Film Certification (CBFC) hereby invites proposals for a comprehensive digital transformation initiative focused on the modernization and optimization of core film certification processes. The proposed project encompasses end-to-end digitization through automated certification workflows, advanced microservices and rule-based architectures, deployment of tamper-proof digitally verifiable certificates with QR code integration, provision of mobile-first interfaces for real-time monitoring, adoption of scalable cloud-based infrastructure, and integration of analytics and reporting tools to support data-driven regulatory oversight. This initiative is designed to align CBFC operations with recognized digital governance standards, ensuring streamlined service delivery, enhanced transparency for stakeholders, and a citizen-centric approach in accordance with national Priorities.

### 2.1 Scope of work for proposed engagement-

The appointed Implementation Partner (IP) will be responsible for the full lifecycle management of the modernization program, spanning initial assessment, implementation, and ongoing maintenance of CBFC's Online Certification System and Web Portal. The scope of work shall be structured in clearly defined phases, each with specified activities, deliverables, and milestones. Bidders are required to submit detailed methodologies, resource allocation strategies, and comprehensive risk mitigation plans to demonstrate their capability for delivering a seamless, value-driven engagement.

The following table summarizes the key phases and their primary components for clarity:

Phase	Key Activities and Responsibilities
A. Takeover and Assessment Phase	<ul style="list-style-type: none"> <li>- Conduct a detailed technical and functional audit of the existing e-Cinepramaan system, including source code review, performance benchmarking, and vulnerability assessments.</li> <li>- Execute migration or secure archival of legacy data, documents, and certification records, employing encryption standards and data validation scripts to prevent loss or corruption.</li> <li>- Facilitate knowledge transition from incumbent development/vendor teams through structured handover sessions, documentation of processes, and shadowing periods.</li> <li>- Perform an in-depth assessment of current workflows, business rules, and custom integrations, utilizing BPMN (Business Process Model and</li> </ul>

Phase	Key Activities and Responsibilities
	<p>Notation) diagrams to map AS-IS states and identify optimization opportunities.</p> <ul style="list-style-type: none"> <li>- Migrate all old content from the legacy portal to the new platform, with metadata preservation and content integrity checks to ensure seamless continuity.</li> </ul>
B. Design and Development Phase	<ul style="list-style-type: none"> <li>- Architect a modular, microservices-based system using suitable technology for performant backend services ensuring loose coupling via APIs.</li> <li>- Rebuild the frontend using a contemporary component-based framework (e.g. Angular) to create a dynamic, GIGW-compliant portal that supports responsive design and progressive web app (PWA) features.</li> <li>- Develop a bespoke mobile application encompassing comprehensive workflows for applicants and officers, incorporating cross-platform compatibility.</li> <li>- Integrate a standard opensource Workflow Engine (or equivalent no-code/low-code solution) to dynamically manage business rules, user roles, notifications, and approval chains, allowing CBFC administrators to configure processes without coding.</li> <li>- Construct role-specific dashboards for Regional Officers (ROs), Chief Executive Officer (CEO), Administrators, and Ministry of Information &amp; Broadcasting (MoI&amp;B) officials, etc. featuring interactive filters, data visualizations (e.g., using Chart.js), and real-time analytics.</li> <li>- Enable QR code-based verifiable digital certificates with digital signatures for certified films and invoices, utilizing cryptographic libraries (e.g., OpenSSL) for tamper-proofing and offline verification capabilities.</li> <li>- Design the website with detailed, interactive elements such as searchable film archives and user forums.</li> </ul>

Phase	Key Activities and Responsibilities
	<ul style="list-style-type: none"> <li>- Incorporate an AI-powered chatbot supporting multiple languages (e.g., English, Hindi) using natural language processing (NLP) frameworks for query resolution and guidance.</li> </ul>
C. Migration & Deployment Phase	<ul style="list-style-type: none"> <li>- Deploy the system within a containerized private cloud environment, ensuring full compliance with MeitY guidelines through orchestration and cluster management.</li> <li>- Conduct secure data migration with advanced indexing (e.g., using Elasticsearch) and validation protocols for archival records, including the digitization of legacy scripts.</li> <li>- Configure auto-scaling groups, automated backups with encryption, full disaster recovery (DR) setups with granular access controls using RBAC (Role-Based Access Control).</li> <li>- Wherever necessary, establish integrations with external systems such as Bharatkosh for payments, Aadhaar/eSign for authentication, SMS/email gateways for notifications, cloud storage (e.g., AWS S3 or equivalent) for file handling, and DigiLocker for secure document sharing.</li> <li>- Implement indexing and storage solutions for physical scripts held by CBFC, digitizing them and tagging in a relational database (e.g., PostgreSQL) with metadata linking to associated films for efficient retrieval.</li> </ul>
D. Training, Support & Maintenance	<ul style="list-style-type: none"> <li>- Deliver technical and functional training programs to CBFC staff across headquarters and regional offices, structured in phased batches with hands-on simulations and certification modules.</li> <li>- Maintain the system throughout the contract period, encompassing corrective (bug fixes), preventive (proactive monitoring), and adaptive (feature enhancements) maintenance activities.</li> </ul>

Phase	Key Activities and Responsibilities
	<ul style="list-style-type: none"> <li>- Deploy a dedicated helpdesk and ticketing solution (e.g., Zendesk or ServiceNow) for issue tracking and resolution.</li> <li>- Develop and integrate reporting tools with SLA compliance dashboards, utilizing BI frameworks like Tableau or Power BI for visual insights.</li> <li>- Compile and hand over exhaustive documentation, including System Requirements Specifications (SRS), user manuals, administrative guides, and API references.</li> <li>- Furnish CBFC with a user-friendly document upload system integrated into the website, supporting secure file handling with version control and access permissions.</li> </ul>
E. Value-Added Functionalities	<ul style="list-style-type: none"> <li>- Establish a verifiable credential platform for film certification using tamper-proof digital formats.</li> <li>- Create public-facing dashboards displaying metrics like pending applications, certified films, built with real-time data feeds from the backend.</li> <li>- Develop tools for automated panel scheduling, digital consent forms, reminder notifications via cron jobs, and escalation workflows.</li> <li>- Enable real-time mobile notifications for applicants, examiners, and officers, leveraging push services.</li> <li>- Incorporate accessibility features for uploaded short film content, such as subtitles and audio descriptions generated via AI tools</li> <li>- Offer on-demand services for creating accessibility content, including captioning and descriptive audio, provided upon applicant request with predefined SLAs.</li> </ul>

The solution must strictly comply with the following regulatory and technical standards to ensure robustness, inclusivity, and security:

- Guidelines for Indian Government Websites (GIGW) 3.0 for content and design consistency.
- Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA for universal accessibility.
- Standardization Testing and Quality Certification (STQC) / Computer Emergency Response Team - India (CERT-IN) standards for cybersecurity and vulnerability management.
- Ministry of Electronics and Information Technology (MeitY) Cloud & Hosting Policy Guidelines for data sovereignty and infrastructure compliance.

## 2.2 Project Objectives & Digital Modernization Goals

The overarching objective of this engagement is to conceptualize, engineer, and operationalize a state-of-the-art digital platform for the Central Board of Film Certification, delivering expedited, transparent, and citizen-oriented certification services that resonate with India's national imperatives for digital governance. This platform will harness contemporary technologies to streamline processes, mitigate bottlenecks, and foster an ecosystem of accountability and innovation.

### Core Modernization Objectives (Exhaustive for Latest Technology)

To provide a thorough blueprint for transformation, the core objectives are elaborated below, incorporating the latest advancements in technology for a forward-looking implementation:

Objective	Detailed Description and Technological Focus
Complete Technology Revamp	Transition from the legacy monolithic Java-based GWT application to a modular microservices architecture utilizing modern technology (eg. Go-Lang) for high-throughput backend processing, enterprise-grade Java interoperability, and a headless CMS for content decoupling. This revamp will enable rapid feature iterations, reduced deployment risks, and simplified maintenance through containerized environments.
Mobile-First Enablement	Design and develop a comprehensive mobile application tailored for applicants, CBFC officers, and advisory panel members, prioritizing

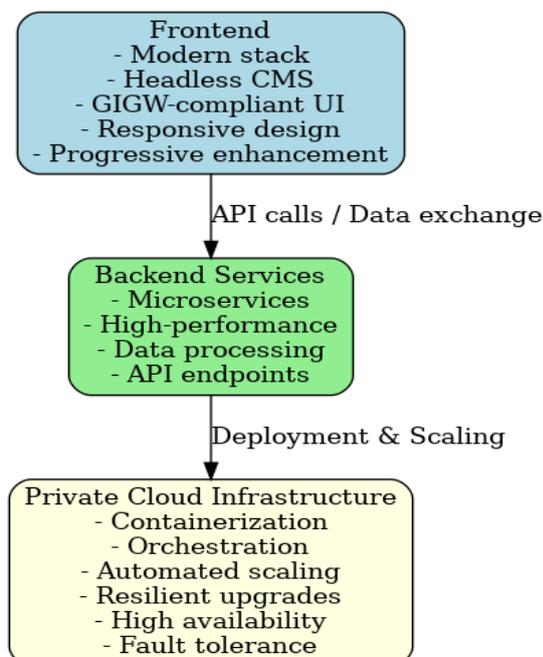
Objective	Detailed Description and Technological Focus
	responsive design principles using modern frameworks like React Native or Flutter. The app will support real-time push notifications and facilitate secure document handling with end-to-end encryption.
Verifiable Credentials and QR-Code Enabled Certificates	Introduce verifiable credentials for film certificates, employing digital signatures and QR codes allowing validation through public key infrastructure (PKI). This will ensure tamper-proof authenticity, verifiable by regulators or the public via a dedicated verification API.
Decoupled Workflow Management	Deploy a no-code/low-code or an opensource workflow engine to enable dynamic configuration of processes like panel scheduling, certificate issuance flows, document approvals, and internal SLAs through visual drag-and-drop interfaces. This decoupling minimizes hardcoding, supports BPMN 2.0 standards, and integrates with event-driven architectures (e.g., Kafka) for real-time updates.
Content Management Revamp	Migrate to a modern, API-first CMS for the public portal, facilitating dynamic content publishing with version control, multilingual translation APIs and GIGW 3.0 compliance. Features will include automated content moderation using NLP models to ensure guideline adherence.
Cloud-Native Infrastructure	Host the system on a dedicated cloud compliant with MeitY, incorporating tools for orchestration, and for containerization, auto-scaling policies based on metrics (e.g., CPU utilization >70%), RBAC for access control, RTO/RPO-optimized disaster recovery, and encrypted backups with immutable storage.
Public-Facing Transparency & Accountability	Integrate Elasticsearch-powered searchable archives for certifications, public APIs for film status tracking, and real-time dashboards for metrics like application status. This promotes openness, with audit logs and blockchain for immutable records, supporting data-driven governance.

### 2.2.1 Takeover of Current Working System

The selected bidder shall assume responsibility for the takeover of the existing e-Cinepramaan application, website, mobile application and infrastructure, encompassing the complete transfer of source code repositories, databases, and ongoing development artifacts. This process will involve a structured knowledge transfer protocol, including joint sessions with incumbent teams to map dependencies and ensure no loss of intellectual property. To guarantee seamless transition without operational disruption, bidders must implement a minimum or zero downtime strategy, where the new environment runs in parallel until validated, thereby preserving CBFC's service continuity during the handover phase.

### 2.2.2 System Architecture

The system architecture shall be engineered as a modular, microservices-oriented framework, with high-performance backend services for tasks like data processing and API endpoints. The frontend will leverage a modern technology stack and headless CMS for a dynamic, GIGW-compliant user interface, ensuring responsive design and progressive enhancement. Deployment will occur on a private cloud infrastructure, utilizing containerization and orchestration technologies, enabling automated scaling and resilient upgrades with minimal impact on live components, thus supporting high availability and fault tolerance.



### **2.2.3 Installation, Upgrade and Enhancement**

The installation and upgrade process will align the legacy system with the proposed technology stack through a phased approach, beginning with environment provisioning and dependency resolution. Enhancements will include the integration of workflow automation via rule engines, verifiable credential issuance, and analytics dashboards.. Bidders must provide proactive mechanisms for system health monitoring, such as automated patch deployment pipelines using CI-CD pipelines, and real-time notifications for anomalies detected via tools, ensuring ongoing optimization and fix deployment without service interruption.

### **2.2.4 Import and Export Facility**

The system shall support robust import-export functionalities to facilitate data interchange, accommodating uploads and downloads in standardized formats. This may include (but not limited to) Microsoft Excel, CSV, and TXT for tabular exports; PDF for document-based supporting materials; and image/video formats (BMP, JPEG, PNG for images; MP4, AVI for videos) optimized for film content submission. All file handling will incorporate security measures for integrity verification, malware scanning, and encryption during transit, ensuring tamper-proof operations and compliance with data protection regulations.

### **2.2.5 Integration**

Integration efforts will focus on establishing seamless connectivity with external systems wherever necessary, including Bharatkosh for payment gateways, Aadhaar/eSign for identity verification, SMS gateways (e.g., Twilio) for alerts, and email servers (e.g., SMTP via SendGrid) for communications. Internal data exchange will be facilitated through event-driven architectures, ensuring low-latency synchronization between modules. Bidders must employ API management tools like Kong for orchestration, with comprehensive testing for interoperability and fault tolerance.

### **2.2.6 Internet Access**

The platform should be designed for seamless access using internet for public users with HTTPS encryption and CDN acceleration. Support for protocols such as TCP/IP for networking, SMTP for emails, and web caching will optimize performance, reducing latency and enhancing load distribution across global networks.

### **2.2.7 Scalability**

Scalability will be embedded through horizontal expansion capabilities, ensuring the system sustains concurrent users without degradation, during normal and peak hours. Auto-scaling

policies in the cloud environment, triggered by metrics like CPU utilization, and failover redundancies should maintain performance, with load testing simulations required in bidder proposals.

### **2.2.8 Security**

Bidders should propose standard security architecture utilizing technologies like OAuth 2.0 or JWT for token-based authentication, incorporating audit trails for all transactions, comprehensive logging and automatic session termination after inactivity periods. Compliance with STQC/CERT-IN will be validated through regular vulnerability assessments and penetration testing, safeguarding against threats like DDoS or injection attacks.

### **2.2.9 System Control and Audit**

System control will feature detailed audit trails capturing user actions with timestamps and metadata, stored in immutable logs for forensic analysis. Rollback/redo functionalities, implemented via database transaction logs and versioned backups, will enable recovery from errors, ensuring data integrity and operational resilience.

### **2.2.10 Data Backup, Data Archival and Restore**

Backup mechanisms will support both online (real-time replication) and offline (scheduled snapshots) strategies, with user-configurable archival parameters for retention policies. Restoration processes will be tested quarterly, with archival on Linear Tape-Open (LTO) media as per CBFC schedules, utilizing encryption and compression for efficient storage and quick recovery.

### **2.2.11 Localization for India**

Localization will ensure adherence to Indian laws, including GST integration for payments and data residency within national borders. Multilingual interfaces supporting English and Hindi will be implemented using suitable libraries, with cultural adaptations for UI elements to enhance usability across diverse user bases.

### **2.2.12 User Interface**

The user interface will be developed as a browser-based, mobile-responsive GUI using modern frameworks, incorporating client-side validation, error logging, and SSO with protocols. This will provide an intuitive, accessible experience compliant with WCAG standards.

**2.2.13 Training and Online Help**

Training programs will encompass overview sessions for conceptual understanding, technical deep-dives for administrators, and end-user simulations, delivered in batches with interactive modules. Video tutorials and user manuals to be provided, hosted on a dedicated LMS platform for ongoing reference.

**2.2.14 Operational**

Operational standards will mandate maximum uptime during 8 AM–11 PM and 85% during 11 PM–8 AM, supported by real-time monitoring, performance tuning, and automated error reporting to maintain service reliability.

**2.2.15 Improving E-Cinepramaan Application**

Application improvements will enhance workflows through dynamic rule engines, refine aesthetics with Material Design principles for mobile responsiveness, and introduce Elasticsearch-powered searchable archives alongside public dashboards for metrics visualization.

**2.2.16 Types of Reports (Indicative)**

The system will generate a variety of reports to support decision-making, exportable to PDF/Excel formats with customizable filters for parameters like date ranges or categories. The indicative types are as follows:

S. No.	Reports Required
1	Certificates issued in each film category (celluloid, video, digital), Indian/Foreign, short/long films, by language/theme/application wise and date wise
2	Status of examination and revision committees formed
3	Films certified, refused, or under review by category
4	Panel member attendance and payment vouchers
5	FCAT/Court order register and violation reports

### **3. Proposed Upgradation of Existing Infrastructure**

The Central Board of Film Certification (CBFC) recognizes the critical need to modernize its existing technological foundation to support the evolving demands of a digital-first film certification ecosystem. This section outlines a comprehensive strategy for upgrading the current infrastructure, transitioning from a traditional on-premise setup to a robust, future-ready private cloud environment. The goal is to enhance performance, scalability, and security while ensuring seamless integration with the newly developed applications and services outlined in this Request for Proposal (RFP). This upgrade will lay a solid foundation for the modernized e-Cinepramaan platform, enabling CBFC to handle increasing workloads efficiently and maintain uninterrupted service delivery across its operations.

#### **3.1 Hardware, Network, and Environment Requirements**

##### **3.1.1 Migration to a Private Cloud Model**

CBFC plans to modernize its technological infrastructure by upgrading to a dedicated private cloud platform using containerization technologies like Docker and Kubernetes. This strategy aims to improve performance, scalability, security, and integration with new applications, supporting the e-Cinepramaan platform for efficient, uninterrupted operations. Bidders must detail their expertise and proposed approach for deploying and managing a containerized cloud ecosystem within CBFC's workflows.

##### **3.1.2 Optimization of Database and Web Server**

Postgre SQL and Apache Tomcat may be retained to leverage existing investments and ensure continuity. PostgreSQL supports complex queries for certification data, and Tomcat manages legacy applications. Bidders must assess compatibility with the new cloud architecture and propose needed upgrades or optimizations, such as Elasticsearch integration, to enable smooth migration and future enhancements.

##### **3.1.3 Utilization of Tier-III Certified Data Centers**

The upgraded infrastructure must use Tier-III certified data centers for production and disaster recovery, ensuring redundancy, high uptime, and maintenance without interruptions. Production sites will host the live platform; DR sites provide geographically dispersed backups. Bidders must specify compliant data center locations per MeitY guidelines and detail data replication, failover, and recovery plans to maintain operational continuity.

### **3.1.4 Implementation of Auto-Scaling, Encrypted Backups, and Secure Access Controls**

The infrastructure will feature auto-scaling to adjust resources by demand, encrypted backups using AES-256 for sensitive data, and secure access controls including MFA, RBAC, and VPNs. Bidders must submit security plans following STQC/CERT-IN standards to protect against cyber threats, ensuring a resilient system that supports CBFC's long-term goals.

## **4. Website**

### **4.1 Website Takeover and Revamping**

#### **4.1.1 Preliminary Study and Gathering Requirements**

Revamping CBFC's website aims to transform it into a dynamic, user-centric portal by evaluating the legacy system and enhancing usability, accessibility, and integration with the e-Cinepramaan portal. The website will serve as an informative resource aligned with government digital standards. Bidders must adopt a structured methodology with stakeholder engagement and iterative designs reflecting CBFC's values of transparency and efficiency.

#### **4.1.2 Alternate Designs and Operationalization by Specified Timelines**

Bidders must present responsive alternate design prototypes consistent with CBFC branding that include wireframes, mockups, and demos showing navigation and backend integration. After design selection, the solution will be refined and fully implemented, including testing, content migration, and optimization for performance and SEO, ensuring minimal downtime and enhanced features like AI-driven search and personalized dashboards.

### **4.2 GIGW Compliance**

#### **4.2.1 Ensuring Compliance with GIGW 3.0 and WCAG 2.1 AA Standards**

Compliance with the Guidelines for Indian Government Websites (GIGW) 3.0 is paramount to ensure the revamped CBFC website meets national standards for digital accessibility, usability, and security, thereby promoting inclusive e-governance. This adherence not only fulfills regulatory obligations but also enhances the platform's credibility as a public service tool, facilitating equitable access for diverse user groups, including those with disabilities or limited digital literacy. Bidders must integrate GIGW principles from the design phase onward, conducting regular audits to verify alignment and incorporating feedback loops for continuous improvement.

#### **4.2.2 Utilizing Unicode-Compliant Fonts for Universal Accessibility**

To support multilingual content and ensure cross-platform readability, the website shall employ Unicode-compliant fonts that accommodate diverse scripts, including Devanagari for Hindi and other regional languages. This choice facilitates accurate rendering of text across browsers and devices, preventing character encoding issues and enhancing user experience for non-English speakers. Bidders must select open-source fonts, optimized for web performance with variable weights and subsets to reduce file sizes, and integrate them via CSS @font-face declarations. Additionally, font fallback mechanisms should be implemented to maintain legibility in case of rendering failures, contributing to the overall accessibility framework and ensuring the website serves India's linguistically diverse population effectively.

### **4.3 Content Management System**

#### **4.3.1 Implementing CMS**

Bidders shall deploy a robust CMS, such as WordPress, Drupal, or a custom headless solution, tailored to CBFC's needs for dynamic content publishing. This CMS will enable real-time updates to pages, blogs, and announcements, supporting features like scheduled publishing and approval workflows to ensure content accuracy. Multilingual support will be integrated using plugins or built-in modules, allowing seamless translation management for English and Hindi languages with automatic detection of user preferences via browser settings. This functionality will not only enhance global accessibility but also facilitate CBFC's outreach to regional film industries, ensuring that content is culturally and linguistically appropriate.

### **4.4 Role-Based User Access**

#### **4.4.1 User Authentication**

Authorized users, such as administrators or regional officers, will have access to backend dashboards for content updates, with multi-factor authentication (MFA) enforced to mitigate risks of credential compromise. This setup will support granular permissions, such as read-only access for reviewers and full editing rights for content managers, ensuring a secure environment for maintaining sensitive information like certification rules or board announcements.

#### **4.4.2 Configurable Content Placeholders and Mobile/Tablet Compatibility**

The system shall include configurable content placeholders, such as widgets, that allow administrators to dynamically insert elements like banners, forms, or embedded media without altering core code. These placeholders will be managed through the CMS interface, supporting drag-and-drop functionality for ease of use. Furthermore, the website must be fully compatible

with mobile and tablet devices, employing responsive design principles to adjust layouts fluidly across resolutions. Bidders should conduct cross-device testing to verify compatibility, ensuring that all features, from navigation to content editing, function optimally on touch-enabled screens, thereby accommodating users accessing the site from diverse devices.

#### **4.5 Menu Management**

##### **4.5.1 Supporting Dynamic Header/Footer Menus Compliant with GIGW Standards**

Bidders must implement dynamic menu systems for headers and footers, allowing administrators to add, remove, or reorder items via an intuitive backend interface. These menus will comply with GIGW standards, incorporating accessible attributes for screen readers and hierarchical structures for nested sub-menus. This flexibility will enable CBFC to highlight priority sections, such as certification processes or regional office contacts, while maintaining a clean, user-friendly interface that enhances navigation efficiency.

#### **4.6 Version History**

##### **4.6.1 Implementing Version Management with Rollback Capabilities**

The CMS shall include built-in version management, automatically saving revisions of pages and posts with metadata like editor details and timestamps. Rollback capabilities will enable one-click restoration to any prior version, minimizing risks from erroneous updates. Bidders must ensure this system integrates seamlessly with the audit trail, providing a comprehensive record of changes for compliance purposes.

##### **4.6.2 Maintaining Version Records with Configurable Limits**

Version records will be stored with configurable retention limits, such as keeping the last revisions per item to balance storage efficiency with historical access needs. Administrators can adjust these limits via settings, with options for manual purging of older versions. This approach optimizes database performance while ensuring essential history is preserved for legal or operational reviews.

#### **4.7 Document Management System**

##### **4.7.1 Supporting Upload and Archival of Documents, Circulars, and Acts/Rules**

Bidders must implement a DMS that supports secure uploads of various file types, including PDFs for circulars, acts, and rules, with automatic categorization and tagging. Archival features will move documents to a dedicated repository after a set period, maintaining links from the main site for continuity. This system will include metadata fields for author, date, and keywords to enhance organization and retrieval.

## **4.8 Media Management System**

### **4.8.1 Supporting Photo, Video, and Audio Galleries with Add/Modify/Delete Options**

The system will support creation of galleries for photos, videos, and audio files, with admin tools for adding, modifying, or deleting items. Features like bulk uploads, metadata editing, and thumbnail generation will streamline management, ensuring galleries are optimized for web delivery with compression and lazy loading.

## **4.9 Other Features**

### **4.9.1 Including Editable Banners, Contact Details, and FAQ Sections**

The CBFC website will feature editable banners with a carousel interface for marketing and communication, allowing high-resolution images to rotate at customizable intervals. Integrated analytics, using tools like Google Analytics or a custom dashboard, will track view counts, click rates, and engagement to optimize content. Contact details will be managed centrally with real-time updates and validation to keep information accurate. A searchable FAQ section, categorized by topics like certification and appeals, will empower users to find answers independently, reducing support queries and enhancing navigation and user satisfaction.

## **4.10 Interactive Website**

### **4.10.1 Providing Collapsible FAQ Sections for Different User Groups**

Collapsible FAQ sections using an accordion-style design will improve user engagement and readability across devices by maximizing screen space. These sections will target specific user groups—like film producers, exhibitors, and the public—with tailored content based on feedback and usage. Implemented with HTML5 and CSS3 for smooth, mobile-friendly interaction, the design will comply with WCAG 2.1 AA accessibility standards. It will also allow CBFC officials to easily update FAQs, creating a dynamic, inclusive knowledge base that adapts to user needs.

### **4.10.2 Enabling Real-Time Feedback and Reporting Mechanisms**

The website will include interactive real-time feedback forms on key pages, allowing users to submit qualitative comments and quantitative ratings without page reloads. Feedback will be securely stored and analyzed through advanced reporting tools that generate insights on trends, sentiment, and recurring issues. This system will help CBFC identify improvement areas and implement timely updates, making the website a participatory platform focused on continuous enhancement.

## **4.11 Search Engine Optimization and Compliance Features**

### **4.11.1 Implementing SEO-Friendly URLs, Meta Descriptions, and WCAG Compliance**

A comprehensive SEO strategy will enhance the website's visibility with SEO-friendly, keyword-rich URLs to improve search engine crawlability. Dynamic meta descriptions within 150-160 characters will summarize page content to boost click-through rates. The site will meet WCAG 2.1 AA standards through accessibility features like high-contrast colors, keyboard

navigation, and semantic HTML5, validated by automated tests and manual audits. Bidders must submit detailed compliance reports to ensure global accessibility and reach.

#### **4.11.2 Supporting Multilingual Content (English, Hindi)**

Multilingual support will enable seamless content delivery in English and Hindi, supported by a translation management system integrated with the CMS. Machine translation APIs, combined with human review, will ensure accuracy for legal and technical terms. Users can switch languages dynamically without page reloads, facilitated by asynchronous loading. Bidders must ensure Unicode font compatibility and cross-browser testing to enhance accessibility and reach across India's diverse linguistic audience.

### **4.12 Usage Statistics**

#### **4.12.1 Generating Comprehensive Usage Statistics (Visitor Count, Region-Wise Data)**

The website will feature an analytics framework to track user behavior, providing real-time data on visitor counts, session duration, bounce rates, and region-wise insights using IP geolocation. Interactive dashboards with drill-down features will display trends by time, device, or content type. Bidders must ensure GDPR and IT Act compliance, enabling CBFC to optimize content and resource allocation based on usage patterns.

### **4.13 Security Features**

#### **4.13.1 Enabling Audit Trails, Password Recovery, and Secure Login Mechanisms**

Security will be strengthened with audit trails logging user actions for compliance with GIGW standards. Password recovery will include email verification and CAPTCHA to prevent attacks, while secure login features like multi-factor authentication, OTPs, HTTPS encryption, and session timeouts will protect access. Bidders must perform regular penetration tests and provide security assessment reports to maintain resilience against cyber threats.

### **4.14 Non-Functional Requirements**

#### **4.14.1 High Availability, Reliability, and Recoverability**

The website will ensure high availability with redundant architecture, load balancers, and failover across multiple private cloud servers. Reliability will be achieved through stress testing and continuous monitoring. Automated daily backups with incremental snapshots will be stored at geographically dispersed DR sites, targeting an RTO under 4 hours. Periodic disaster recovery drills will validate business continuity against hardware failures or cyber attacks.

#### **4.14.2 Modular Development with Minimal Inter-Component Dependencies**

A modular architecture will break the website into independent components like CMS, authentication, and media galleries using microservices. This reduces dependencies, enabling isolated updates and scaling via APIs and event-driven communication. Bidders must apply version control (Git) and CI/CD pipelines to streamline development, allowing rapid enhancements with minimal downtime.

### **4.15 Website Hosting Requirements**

#### **4.15.1 Private Cloud Deployment with Secure Data Transfer and STQC Compliance**

Hosting will occur on a private cloud within a Tier-III certified data center, ensuring isolation and compliance with MeitY data localization policies. All data transfers will be encrypted, including sensitive uploads, monitored by intrusion detection systems. STQC certification through third-party audits will confirm compliance with safety and security standards for critical public service hosting.

#### **4.16 Content Compilation**

##### **4.16.1 Content Aggregation and Validation with CBFC Officials**

Content compilation involves aggregating existing documents, guidelines, and multimedia into a central repository. Bidders will collaborate closely with CBFC through iterative reviews, workshops, and feedback to confirm accuracy, relevance, and legal compliance. Content will be structured using standardized templates, proofread, localized, and finalized to align with CBFC's strategic goals.

#### **4.17 User Acceptance Testing (UAT)**

##### **4.17.1 UAT on Development and Production Servers at No Extra Cost**

UAT will verify website functionality and usability across development and production environments at no cost. Scripted tests covering all features—including multilingual navigation and feedback forms—will be conducted by CBFC staff and external users simulating real-world conditions. Performance and accessibility checks will be included; defects will be tracked and resolved. Bidders must provide detailed UAT reports confirming readiness before launch.

#### **4.18 Certifications**

##### **4.18.1 Obtaining STQC Safe-to-Host and GIGW Compliance**

Bidders must secure STQC Safe-to-Host certification validating security controls and hosting environment via rigorous audits. GIGW Compliance Certificates, confirming adherence to Indian Government Website guidelines, will be obtained through third-party assessments focusing on accessibility and security. Coordination for audits, resolving non-conformities, and submission of certificates to CBFC are bidder responsibilities.

#### **4.19 Training & Handholding Support**

##### **4.19.1 Training CBFC Officials at HQ and Regional Offices**

Comprehensive training will be provided for CBFC officials, both in-person and remotely, covering CMS usage and related features. Workshops will be tailored for different roles and include hands-on sessions on content updates, user management, and troubleshooting. Training will span several days, with certification upon completion to ensure proficiency.

##### **4.19.2 Supplying Training Materials and Video Tutorials**

Bidders will deliver detailed user manuals, quick reference guides, and process flowcharts in PDF format accessible via CMS. Video tutorials with step-by-step instructions will be created in English and Hindi with subtitles. These resources will be securely hosted with download options and regularly updated for new functionalities.

## **4.20 Maintenance Support**

### **4.20.1 Ongoing GIGW Compliance and Security Fixes**

Maintenance will ensure quarterly audits to maintain GIGW 3.0 compliance covering accessibility, content, and security standards, with corrective actions per SLAs. Regular penetration testing and patch management will address vulnerabilities such as SQL injection and XSS promptly, maintaining a secure platform.

### **4.20.2 Monthly SLA Compliance Report**

Bidders will submit monthly SLA reports detailing uptime, support ticket response times, and resolution status, formatted in PDF or Excel. Reports will include graphical trends of downtime and ticket volumes, delivered by the 10th of each month to ensure transparency and accountability.

## **4.21 Scope of Maintenance Support**

### **4.21.1 Handling Modifications, Enhancements, and Browser Compatibility**

Maintenance will cover updates to content and design per CBFC requests, feature enhancements, and ensuring browser compatibility across major browsers tested via tools like BrowserStack. Changes will follow structured change management for staging, testing, and deployment with minimal disruption.

### **4.21.2 Coordinating with Data Centres for Uptime and Performance**

Maintenance includes collaboration with data center teams to monitor uptime and performance using real-time metrics. Bidders will coordinate maintenance windows, resolve hardware issues, and optimize load balancing, targeting SLA uptime guarantees and scalable capacity for traffic spikes.

## **5. e-Cinepramaan Mobile App**

The e-Cinepramaan Mobile App is a key part of CBFC's digital transformation, offering a mobile-friendly platform that simplifies film certification for applicants, officers, and the Chairman. It extends the e-Cinepramaan portal, providing real-time access to critical features, notifications, and workflows from anywhere to boost efficiency and accessibility. Designed for scalability, security, and bilingual support, the app uses modern frameworks and authentication protocols on Android and iOS. Bidders must ensure a responsive interface, thorough device testing, and backend integration to support a transparent, digitally sovereign certification system.

### **5.1 Login to Mobile App**

The login feature ensures secure, inclusive access, supporting India's linguistic diversity and industry-standard authentication for protected, personalized user interactions.

### **5.1.1 Bilingual Login and Authentication**

The app will offer English and Hindi login interfaces with Unicode fonts like Noto Sans Devanagari for accurate rendering. Users select their language during setup, with dynamic interface adjustments. Authentication will use OAuth 2.0 or JWT for SSO integration with CBFC's identity system or Aadhaar-based login. Bidders must implement strong token validation, refresh, session timeouts (e.g. 15 minutes inactivity), and conduct penetration tests per MeitY security guidelines.

### **5.1.2 Profile Viewing, Settings, and Logout**

After login, users access a personalized dashboard to view profiles, update editable fields (email, phone) subject to admin approval, customize notifications, language, and themes (dark mode). Logout securely ends sessions, clears tokens, and confirms exit to protect data and user control.

## **5.2 Dashboard**

The dashboard will serve as the central hub of the E-Cinepramaan Mobile App, providing a consolidated view of critical information and actionable tasks tailored to the user's role. This feature will enhance productivity by offering real-time updates and intuitive navigation, making it an indispensable tool for all stakeholders.

### **5.2.1 Display Application Status, Notifications, and Actionable Items**

The dashboard will feature a dynamic interface displaying the current status of certification applications—such as “Under Review,” “Approved,” or “Pending Documents”—updated in real-time via API calls to the backend system. A notifications panel will alert users to time-sensitive events, such as upcoming screening dates or response deadlines, delivered through push notifications or in-app alerts with customizable settings. Actionable items, presented as a prioritized task list (e.g., “Upload Missing Documents” or “Review Intimation”), will include clickable links to relevant sections, streamlining workflows and reducing manual navigation, thereby improving user efficiency and engagement.

### **5.2.2 Enable Role-Based Dashboards for Applicants, Officers, and Chairpersons**

To cater to the diverse needs of stakeholders, the dashboard will support role-based customization, rendering distinct layouts for applicants, officers, and the Chairman. Applicants will see application-specific data like submission history and status updates, officers will access scrutiny or scheduling tasks, and the Chairman will view high-level approvals and case summaries. This personalization will be driven by user role data fetched from the authentication system, with responsive design elements (e.g., collapsible panels) to optimize screen space on mobile devices. Bidders must ensure seamless role switching for users with multiple

designations, maintaining data segregation and security through role-based access control (RBAC) policies.

### **5.3 Functionalities for Applicants/Producers**

The app will empower applicants and producers with a comprehensive set of tools to manage the certification process end-to-end, fostering transparency and reducing administrative overhead. These functionalities will streamline submissions and interactions, aligning with CBFC's goal of a mobile-first ecosystem.

#### **5.3.1 Submit Applications, Upload Documents/Videos, and Track Status**

Applicants will be able to initiate certification requests directly from the app, completing forms with fields for film details, category, and language, validated in real-time to prevent errors. The upload feature will support multiple file types—PDFs for documents, MP4s for trailers—via a secure file picker with compression to optimize data usage, stored temporarily in encrypted cloud storage pending review. A tracking module will provide a detailed timeline of the application's journey—submission date, scrutiny stage, and final decision—updated via push notifications, with a progress bar for visual feedback, enhancing transparency and user trust.

#### **5.3.2 Respond to Intimations and Show-Cause Notices with Options for Review or Closure**

Upon receiving intimations or show-cause notices, applicants will access a dedicated response interface within the app, allowing them to upload supporting documents or written replies within a specified deadline. The system will include a preview option to review submissions before finalizing, ensuring accuracy, and offer choices to mark the issue as resolved (closure) or request further review by uploading additional evidence. Notifications will remind users of deadlines, with an escalation mechanism to notify officers if responses are overdue, facilitating a structured dialogue and reducing delays in the certification process.

### **5.4 Functionalities for Scrutiny Officer**

Scrutiny officers will benefit from a specialized set of tools designed to streamline their review and decision-making processes, enhancing accuracy and efficiency in evaluating applications.

#### **5.4.1 View Application Status, Approve/Reject Reports, and Manage Comments**

Scrutiny officers will access a consolidated view of all assigned applications, displaying statuses like "New," "In Progress," or "Ready for Decision," with filters for priority or age. The approval/rejection feature will allow officers to generate detailed reports—pre-populated with application data—editable with comments or justifications, saved as PDF and linked to the audit trail. A comments section will enable internal notes or queries to other officers, with

threading for follow-ups, ensuring a collaborative and documented review process that meets CBFC's transparency requirements.

## **5.5 Functionalities for Regional Officer**

Regional officers will oversee operational workflows, leveraging app functionalities to coordinate certification activities across their jurisdictions effectively.

### **5.5.1 Form Committees, Schedule Screenings, and Manage Workflows**

Regional officers will use the app to assemble examining committees by selecting members based on expertise and availability, stored in a roster database with automated conflict checks. Screening schedules will be created with calendar integration, allowing slot bookings and notifications to committee members, while workflow management will track task assignments (e.g., document review) with progress indicators. Bidders must ensure synchronization with the backend system, providing real-time updates and conflict resolution tools to maintain smooth regional operations.

## **5.6 Functionalities for Examining Officer/Report Generation Officer**

These officers will handle critical stages of the certification process, with tools to manage communications and generate official outputs efficiently.

### **5.6.1 Issue Intimations, View Responses, and Manage Screening Schedules**

Examining officers will issue intimations—such as requests for clarification—via the app, with templates customizable for different scenarios and sent as push notifications or emails. They can view applicant responses in a threaded interface, assessing uploaded files or text, and manage screening schedules by adjusting dates or venues, synced with regional officer inputs. Report generation officers will produce final certification documents, integrating data from reviews into standardized formats, with digital signatures for authenticity, streamlining the issuance process.

## **5.7 Functionalities for Chairman**

The Chairman will wield authoritative controls to oversee and finalize certification decisions, ensuring alignment with CBFC policies and legal standards.

### **5.7.1 Approve/Reject Applications, Re-Open Cases, and Initiate Re-Examinations**

The Chairman will access a high-level dashboard to review applications, approving or rejecting them with detailed rationales logged for audit purposes, using a digital signature for official records. The re-open feature will allow revisiting closed cases based on appeals or new evidence, updating statuses and notifying relevant parties, while the re-examination option will

trigger a new review cycle with committee reassignment. Bidders must implement role-based locks to prevent unauthorized changes, ensuring the Chairman's decisions are final and traceable, upholding CBFC's governance framework.

## **6. Schedule of Services**

The Schedule of Services delineates a comprehensive framework for the deployment, operation, and ongoing support of the E-Cinepramaan ecosystem, encompassing the takeover of existing IT infrastructure, development of new applications, and establishment of robust support mechanisms. This schedule is designed to align with CBFC's strategic objectives of modernizing its film certification processes through a technology-driven approach, ensuring scalability, security, and compliance with governmental standards. Bidders are required to adhere to a structured timeline and deliver high-quality services across all phases, leveraging advanced methodologies and tools to meet the specified functional, technical, and performance criteria.

### **6.1 Takeover and Maintenance of the Existing IT System**

This phase initiates the transition of CBFC's current IT ecosystem into a modernized framework, requiring meticulous planning and execution to preserve operational integrity.

#### **6.1.1 Meet All Functional and Technical Requirements Specified**

Bidders must conduct a thorough assessment of the existing IT system, encompassing hardware, network configurations, and software stacks, to ensure full compliance with the RFP's functional and technical specifications. This includes validating compatibility with the proposed private cloud architecture, containerization, and other components in the environments. A detailed gap analysis will be performed, followed by the deployment of necessary patches or upgrades to align with requirements such as GIGW 3.0 compliance and WCAG 2.1 AA accessibility. The transition will involve rigorous testing to verify that all legacy functionalities—such as application tracking or document management—are preserved and enhanced, ensuring a robust foundation for subsequent development.

#### **6.1.2 Ensure Seamless Transition and Operation Continuity**

The takeover process will employ a phased migration strategy, utilizing a parallel run approach to maintain operation continuity during the transition. This involves duplicating critical data and services onto the new infrastructure, with real-time synchronization using tools or database replication, while the legacy system remains active. Bidders must implement a rollback plan, including snapshot backups and failover mechanisms, to mitigate risks of downtime. Post-

migration, a stabilization period of at least 30 days will ensure all systems operate seamlessly, with continuous monitoring via tools like Nagios to address any anomalies, guaranteeing uninterrupted service delivery to CBFC stakeholders.

## **6.2 Business Process Analysis**

This phase focuses on optimizing CBFC's operational workflows through a systematic evaluation, laying the groundwork for an efficient digital platform.

### **6.2.1 Assess and Document Current Workflows and Business Rules**

Bidders will undertake a detailed business process analysis (BPA) using methodologies like Business Process Model and Notation (BPMN) to map existing workflows, including application submission, scrutiny, and certification issuance. This will involve stakeholder interviews, process observations, and data flow diagramming to identify bottlenecks, redundancies, and compliance gaps with current business rules. The documentation will include comprehensive reports—such as workflow diagrams, decision trees, and rule matrices—stored in a version-controlled repository (e.g., Confluence), serving as a blueprint for system design and enabling future process improvements tailored to CBFC's evolving needs.

## **6.3 Supply of Software/Application/RDBMS/Other Related Software/Licenses**

The provision of software and related licenses is critical to ensure the long-term viability and supportability of the E-Cinepramaan ecosystem.

### **6.3.1 Provide Licensed Software with Vendor Support for at Least 3 Years**

Bidders must supply fully licensed software components, including the CMS, RDBMS (e.g., PostgreSQL Enterprise Edition), application frameworks, and security tools, procured from reputed vendors with proven track records. Each license must include a minimum 3-year support contract, encompassing 24/7 technical assistance, bug fixes, and access to updates via vendor portals. Bidders are required to submit license agreements, support SLAs, and compliance certificates (e.g., ISO 27001) during the bidding process, ensuring CBFC benefits from reliable, vendor-backed solutions that align with its operational and budgetary constraints.

## **6.4 Documentation**

Comprehensive documentation is essential for system maintenance, training, and future enhancements, providing a detailed record of the project's technical and operational aspects.

### **6.4.1 Deliver SRS, Data Models, Workflows, Test Cases, and Integration Designs**

Bidders will deliver a suite of technical documentation, starting with a Software Requirements Specification (SRS) outlining functional and non-functional requirements, validated against

CBFC inputs. Data models will be provided in Entity-Relationship Diagram (ERD) format, detailing database schemas and relationships. Workflow documentation will include BPMN 2.0 diagrams for each process, while test cases will cover unit, integration, and system testing scenarios, complete with expected outcomes. Integration designs will specify API endpoints, data exchange protocols (e.g., RESTful services), and security measures, all stored in a centralized repository with version control, facilitating knowledge transfer and system evolution.

## **6.5 Integration**

Seamless integration with existing and external systems is vital to ensure the E-Cinepramaan platform functions as a cohesive ecosystem.

### **6.5.1 Ensure Seamless Integration with External Systems and Internal Modules**

Bidders must design and implement integration layers using middleware solutions (e.g., Apache Camel or MuleSoft) to connect the E-Cinepramaan system with external platforms like DigiLocker for document verification or MeitY portals for e-governance compliance. Internally, modules such as the CMS, mobile app, and dashboard will be integrated via a microservices architecture, utilizing RESTful APIs with JSON payloads and OAuth 2.0 authentication. Integration testing will validate data consistency, latency (target <200ms), and error handling, with detailed logs maintained for troubleshooting, ensuring a unified and interoperable platform.

## **6.6 Project Management**

Effective project management will drive the successful execution of the E-Cinepramaan initiative, ensuring timely delivery and stakeholder alignment.

### **6.6.1 Implement Robust Project Monitoring and Reporting Mechanisms**

Bidders will deploy a project management framework using tools like Microsoft Project or Jira, incorporating Agile/Scrum methodologies with sprints and milestones. Monitoring will involve real-time tracking of tasks, resource allocation, and risks via dashboards, with automated alerts for deviations from the schedule. Reporting mechanisms will generate weekly status reports—covering progress, issues, and resource utilization—shared with CBFC officials in PDF format, ensuring transparency and proactive issue resolution throughout the project lifecycle.

### **6.6.2 Conduct Monthly Progress Reviews with CBFC Officials**

Monthly progress reviews will be conducted via virtual or in-person meetings, facilitated by a project coordinator, to review deliverables, discuss challenges, and align on next steps. These

sessions will include presentations of key performance indicators (KPIs) like task completion rates and budget adherence, supported by detailed slides and action item logs. Minutes will be documented and circulated within 48 hours, fostering collaboration and ensuring CBFC's strategic input is integrated into the development process.

## **6.7 Testing and Commissioning**

Rigorous testing and commissioning are essential to validate the system's reliability and readiness for deployment.

### **6.7.1 Perform Functional, Performance, and Security Tests**

Bidders will conduct a multi-phase testing strategy, starting with functional testing to verify feature compliance (e.g., application submission) using automated tools industry standard tools. Performance testing will simulate 1000 concurrent users to ensure response times meet SLA thresholds, while security testing will identify vulnerabilities like SQL injection. Commissioning will involve deploying the system to a staging environment, followed by a 30-day stabilization period, with all test results documented in a comprehensive report for CBFC validation.

## **6.8 Training**

Training programs will equip CBFC personnel with the skills to operate and manage the new system effectively.

### **6.8.1 Provide Overview, Technical, and End-User Training in Batches**

Training will be delivered in batches, segmented by role (e.g., administrators, officers), across a 2-month period. Overview sessions will introduce system features via presentations, technical training will cover CMS and API usage with hands-on labs, and end-user training will focus on daily tasks like status tracking. Sessions will be conducted in English and Hindi, using virtual classrooms with recording options, ensuring accessibility for regional offices.

### **6.8.2 Supply Training User IDs for Self-Learning**

Bidders will provide dedicated training user IDs with restricted access to a sandbox environment, allowing self-paced learning of features like document uploads or dashboard navigation. These IDs will be accompanied by a user guide and video tutorials, hosted on a secure portal, with usage tracked to assess training effectiveness and address knowledge gaps.

## **6.9 User Help Desk**

A dedicated help desk will provide continuous support to users, ensuring smooth operation of the E-Cinepramaan system.

### **6.9.1 Operate a Helpdesk (8 AM to 8 PM) for User Support via Phone/Email**

The help desk will operate from 8 AM to 8 PM IST, staffed by trained support personnel to handle queries via a toll-free phone line and email (e.g., [support@ecinepramaan.gov.in](mailto:support@ecinepramaan.gov.in)). A ticketing system (e.g., Zendesk) will log issues, assign priorities, and track resolution times, with an SLA of 4 hours for critical issues, ensuring prompt assistance for CBFC stakeholders.

### **6.10 Disaster Recovery and Backup Policy**

A robust disaster recovery (DR) and backup policy will safeguard data and ensure business continuity.

#### **6.10.1 Formulate and Implement a DR and Backup Strategy**

Bidders will develop a DR strategy with a recovery time objective (RTO) of 4 hours and recovery point objective (RPO) of 1 hour, utilizing a secondary DR site with real-time replication. The backup strategy will include daily full backups and hourly incremental backups, stored on encrypted storage (AES-256) in a separate geographic location, with a retention policy of 90 days.

#### **6.10.2 Ensure Encrypted Backups and Rapid Recovery**

Backups will be encrypted during transfer and storage, managed via automated scripts with key rotation every 6 months. Rapid recovery will be tested quarterly, simulating server failures to validate restoration within RTO, with logs maintained for audit purposes, ensuring data integrity and availability.

### **6.11 Free Upgrades**

Continuous improvement will be supported through regular updates during the contract period.

#### **6.11.1 Provide Updates, Patches, and Upgrades During the Contract Period**

Bidders will deliver free updates for security patches and feature upgrades throughout the 3-year contract, deployed via a CI/CD pipeline with minimal downtime. A change management process will notify CBFC of updates, with testing in a staging environment prior to production rollout, ensuring system stability.

### **6.12 Maintenance Support**

Ongoing maintenance will address various needs to keep the system operational and optimized.

#### **6.12.1 Handle Corrective, Preventive, and Adaptive Maintenance**

Maintenance will include corrective actions for bugs (e.g., within 48 hours), preventive measures like quarterly performance audits, and adaptive updates for new OS/browser versions.

A dedicated support team will use monitoring tools to proactively address issues, maintaining system health.

### **6.12.2 Ensure Performance Tuning and SLA Compliance**

Performance tuning will optimize database queries and server resources, targeting response times below SLA thresholds. Monthly SLA reports will detail uptime (99.9%), incident resolution rates, and tuning activities, submitted to CBFC for review.

### **6.13 Standards of Performance**

Performance benchmarks will define the system's responsiveness and reliability.

#### **User Activity Max Response Time Threshold**

- User Login <3 sec <5 sec
- Query Retrieval (Simple) <5 sec <10 sec
- Query Retrieval (Medium) <8 sec <12 sec
- Query Retrieval (High) <15 sec <20 sec
- Report Generation (Simple) <5 sec <10 sec

These standards will be monitored using real-user monitoring (RUM) tools, with load testing to ensure scalability. Bidders must maintain logs to demonstrate compliance, addressing deviations through tuning or infrastructure upgrades.

## **7.0 Service Level Agreement**

This SLA for CBFC's E-Cinepramaan modernization defines realistic service levels, system availability, and performance criteria. It fosters collaboration to support a resilient, transparent certification platform, balancing flexible targets with penalty structures. Bidders are encouraged to propose innovative, contingency-focused solutions to ensure robust, user-friendly operations.

### **7.1 Purpose of this Agreement**

The SLA sets measurable service levels and availability commitments for the website, mobile app, and backend, aligning with GIGW 3.0 and MeitY standards. It aims to improve reliability, minimize disruptions, and establish clear expectations and resolution mechanisms, promoting operational efficiency and a sustainable partnership with CBFC.

## 7.2 Availability Management

Availability management is designed to balance high service uptime with realistic maintenance windows, offering bidders flexibility to manage infrastructure effectively.

### 7.2.1 Ensure 98% Uptime (8 AM–11 PM) and 85% Uptime (11 PM–8 AM)

The system shall target a minimum uptime of 98% during peak operational hours (8 AM to 11 PM IST), reflecting the period of highest user engagement, such as application submissions or status updates. During off-peak hours (11 PM to 8 AM IST), a minimum uptime of 85% will be acceptable, allowing for routine maintenance or minor disruptions without significant impact. Uptime will be measured monthly based on total available minutes minus scheduled downtime, monitored using enterprise-grade tools like Prometheus or Zabbix, with logs provided to CBFC for transparency. Bidders are encouraged to leverage load balancing and failover configurations to meet these targets, with flexibility to address unforeseen technical challenges.

### 7.2.2 Limit Planned Downtime to 60 Hours per Quarter, Preferably During Weekends

Planned downtime for system upgrades, security patches, or infrastructure enhancements shall not exceed 60 hours per quarter, with a preference for scheduling during low-traffic weekends (e.g., Saturday 11 PM to Sunday 11 PM) to minimize user inconvenience. Bidders must notify CBFC with at least 72 hours' advance notice, including a detailed maintenance plan and rollback strategy, tracked via a shared calendar tool. This extended window acknowledges the complexity of modern cloud deployments, allowing bidders to perform thorough updates while ensuring service restoration within a reasonable timeframe.

## 7.3 Problem Notification & Resolution Times

This section defines practical response and resolution timelines with graduated penalties to incentivize efficiency while providing bidders with manageable targets.

Issue Severity	Resolution Target	Grace Period Before Penalty	Penalty per Delay Increment
Critical	Within 6 hours	1 hour	0.05% of quarterly bill per 30 minutes

Issue Severity	Resolution Target	Grace Period Before Penalty	Penalty per Delay Increment
High	Within 12 hours	2 hours	0.05% of quarterly bill per 60 minutes
Medium	Within 48 hours	4 hours	0.05% of quarterly bill per 120 minutes

- **Critical Issues:** Defined as complete system outages or severe data integrity risks (e.g., certification portal unavailability), with a target resolution within 6 hours. A 1-hour grace period accommodates initial diagnostics, followed by a 0.05% penalty per 30-minute delay, calculated from the notification time, encouraging rapid response without undue pressure.
- **High Issues:** Involving partial service interruptions (e.g., delayed push notifications), targeted for resolution within 12 hours, with a 2-hour grace period and a 0.05% penalty per 60-minute delay, providing bidders with adequate time to troubleshoot.
- **Medium Issues:** Covering non-critical performance issues (e.g., slow query retrieval), with a 48-hour resolution target and a 4-hour grace period, incurring a 0.05% penalty per 120-minute delay. Bidders must deploy a ticketing system (e.g., Jira Service Management) to log, prioritize, and track issues, ensuring a structured approach to resolution.

#### 7.4 SLA Supervision

Supervision mechanisms are designed to facilitate collaboration and provide CBFC with oversight while supporting bidder performance.

##### 7.4.1 Implement Reporting Procedures for SLA Monitoring

Bidders shall establish automated reporting using tools like Grafana or Datadog to monitor SLA compliance, generating weekly and monthly reports on uptime, response times, and incident resolutions. These reports will include visual dashboards (e.g., uptime trends) and raw data exports, submitted to CBFC by the 7th of each month in a standardized format (e.g., PDF), enabling proactive performance reviews and adjustments.

#### **7.4.2 Allow CBFC to Review and Escalate Unresolved Issues**

CBFC will have access to real-time SLA dashboards and may conduct bi-monthly reviews to assess performance, with the option to escalate unresolved issues to the bidder's project lead within 48 hours of identification. This process will include a formal escalation request, triggering a joint review within 72 hours, fostering a collaborative resolution approach without imposing undue strain on bidders.

#### **7.5 SLA Change Control**

This section provides a flexible process for adapting SLA terms to evolving needs.

##### **7.5.1 Document and Negotiate SLA Changes as an Addendum to the Contract**

Proposed changes to SLA metrics—such as uptime targets or penalty rates—will be documented as an addendum, initiated through a joint proposal by CBFC and the bidder. This will involve a detailed impact assessment, including cost implications and technical feasibility, reviewed during quarterly meetings, with mutual consent required before implementation, ensuring a balanced adjustment process.

#### **7.6 SLA Change Process**

The change process supports adaptability while maintaining contractual clarity.

##### **7.6.1 Allow Mutual Amendments to SLA Terms with Documented Agreements**

Amendments will be proposed collaboratively, discussed in scheduled reviews, and finalized with signed agreements. Changes will take effect after a 15-day notice period, with updates reflected in the SLA document and communicated to all parties, providing bidders with sufficient lead time to adapt their operations.

#### **7.7 Version Control**

Version control ensures traceability and integrity of SLA documentation.

##### **7.7.1 Maintain Version History for SLA Documents and Changes**

A version control system (e.g., GitLab) will track SLA document revisions, assigning unique version identifiers (e.g., SLA\_v1.1) and logging changes with timestamps, authors, and rationale. This auditable history will be accessible to CBFC, supporting compliance and future reference, with backups maintained for at least 3 years.

#### **7.8 Issue Management**

Issue management establishes a systematic approach to address operational challenges.

### **7.8.1 Document and Resolve Issues with Clear Timelines and Solutions**

All issues will be recorded in a centralized ticketing platform, detailing severity, description, assigned resources, and resolution timelines per Section 7.3. Solutions will be documented with technical steps, validation results, and user confirmation, archived for knowledge sharing, enabling efficient problem resolution.

### **7.9 Issue Management Process**

This process outlines a practical approach to non-emergency issue resolution.

#### **7.9.1 Conduct Meetings or Calls to Resolve Issues Within 48 Hours for Non-Emergencies**

Non-emergency issues (e.g., minor UI bugs) will be addressed through meetings or calls within 48 hours of reporting, involving technical teams to diagnose and implement fixes. Action items will be logged, with follow-up reviews scheduled as needed, providing bidders with a reasonable timeframe to resolve issues without impacting critical services.

### **7.10 Issue Escalation Process**

Escalation ensures resolution of persistent issues with senior oversight.

#### **7.10.1 Escalate Unresolved Issues to Top Management for Decision-Making**

Unresolved issues will be escalated to the bidder's senior management and CBFC's designated officer within 48 hours, triggering a decision-making meeting within 72 hours. This will include a detailed escalation report, with outcomes documented and acted upon promptly, balancing urgency with practical decision-making timelines.

### **7.11 Risk and Cost Factor**

This section allocates responsibility with a focus on shared risk management.

#### **7.11.1 The Selected Bidder is Responsible for Risks/Costs Due to Non-Performance**

The bidder will bear responsibility for risks and costs arising from non-performance (e.g., prolonged outages), covering expenses for additional resources or third-party support. A risk mitigation plan must be submitted, outlining contingency measures and a capped liability fund, encouraging proactive management while protecting CBFC from excessive costs.

#### **7.11.2 Penalties Apply for SLA Breaches as Per Defined Thresholds**

Penalties will be applied as per Sections 7.3 and 7.12, deducted from quarterly invoices, with thresholds monitored via automated tools. Bidders are encouraged to propose a penalty cap

(e.g., 5% of quarterly bill) to manage financial risks, fostering a competitive yet sustainable bidding environment.

## **7.12 Breach of SLA**

This defines the consequences of significant SLA violations with a lenient cap.

### **7.12.1 Levy a 3% Penalty on Quarterly Bill Value for SLA Breaches**

A breach—defined as repeated failure to meet uptime (e.g., below 98% for 8 AM–11 PM) or resolution timelines across multiple incidents—will incur a 3% penalty on the quarterly bill value, capped at a maximum of 5% to avoid excessive financial burden. This penalty will be calculated post-audit, with a breach report submitted to CBFC, incentivizing performance while allowing bidders room to recover.

## **7.13 Exclusions**

Exclusions clarify circumstances beyond bidder control with a streamlined approval process.

### **7.13.1 Exclusions Include Force Majeure and Third-Party Network Issues (with CBFC Approval)**

The SLA excludes downtime or delays due to force majeure (e.g., earthquakes) or third-party network failures (e.g., ISP outages), provided these are documented and approved by CBFC within 24 hours of occurrence. Bidders must submit evidence (e.g., ISP downtime logs) and propose mitigation plans, ensuring mutual agreement to maintain fairness and operational continuity.

**8. Project Schedule**

<b>S. No.</b>	<b>Activities</b>	<b>Period</b>
1	Floating of RFP	04.03.2026
2	Submission of Proposals	02.04.2026
3	Technical Evaluation	23.04.2026
4	Financial Bid Opening	30.04.2026
5	Contract Award	22.05.2026
6	System Takeover & Assessment	01.07.2026
7	Design & Development Completion	25.09.2026
8	Website Design Submission	25.09.2026
9	Website Operationalization	20.11.2026
10	Mobile App Deployment	20.11.2026
11	Cloud Migration & UAT	10.12.2026
12	Training & Handover	31.12.2026

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