

## Annexure –II

Deliverable	Duration
Support of the software	24 months
Maintenance of the software	24 months
Devolution to Institutes/Field Formations	24 months
Total	

### Detail of Deliverables:

The supplier will provide the following services for the ERP modules mentioned in scope of the work.

1. Support:
  - a. Bug Fixes
  - b. Response to Queries related to the software usage.
  - c. Resolution of reported errors.
  - d. Data Backup and Recovery
  - e. Solving software conflicts
  - f. Usability problems
  - g. Supplying updates
2. Maintenance:
  - a. Customizations of the existent features
  - b. Customization of the reports
  - c. Patches for bugs and security holes in the program etc.
  - d. Performance Tuning & Optimization of code
3. Devolution:
  - a. Devolution of Budget & Accounts module to more than 115 institutes/field formations.
  - b. The supplier will make the required customization and configurations for user access rights of each institute.
  - c. The access rights of one institute should be different from another institute. The data of one institute shouldn't be visible to another institute.
  - d. The supplier will create and manage the user accounts.

**NOTE:** Supplier must be ODOO partner (any level learning and official)