

# REQUEST FOR PROPOSAL

Vol-II

Terms Of Reference



SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT AND  
IMPLEMENTATION OF IMPROVEMENT OF RH PORTAL, FOR  
PANCHAYATI RAJ AND DRINKING WATER DEPARTMENT,  
GOVERNMENT OF ODISHA

**RFP REF NO: OCAC-SEGP-SPD-0050-2022-23039**

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## 1. Project Background

### 1.1. About the PR & DW

Rural development is the main pillar of state development. Rural Odisha has lagged in development because of many historical reasons. The thrust of policies and programmes of the Panchayati Raj Department is on all-around economic development and social justice through empowerment.

Odisha's poverty is an enigma for planners and administrators. The state is endowed with rich natural resources in form of vast mineral deposits, forests, fertile land, plentiful surface and ground water resources, long coastline, and picturesque tourist potential. But such resources have not been exploited adequately to raise the PQLI of people. Poverty eradication strategy therefore must be a combination of natural and human resources management.

### 1.2. Project Background

The Panchayatiraj and Drinking Water Department, Odisha is aiming to build an application to monitor the progress of distributing the house to the concerned beneficiary as per a definitive system. The data that is being in the Department is stored in an un-organized way and this system will help the Department in organizing the data in a more structured way. Through the introduction of this software several process such as payment to the beneficiary, Beneficiary Registration, Beneficiary Approval, managing the record of employee at the lower level, attendance management, tracking the progress of various projects as per the defined criteria will be streamlined and can be done from a single application.

This will benefit the Department officials to take speedy decisions with the help of data being generated through the system itself. It will also help to act as a single repository for the storage and retrieval of data pertaining to the Beneficiary. Through API integration the data can be fetched from or can be pushed to other system which will greatly benefit the overall cause of the Department.

The Primary objective of this project shall be to track and monitor the Department Vision of giving every houseless and those who are staying in kutcha houses a pucca house through various schemes.

## 2. Scope of Work

Scope of work of this project includes software development, testing and QA, training of master trainers, managing database & application services for non-interrupted operation and providing change management & maintenance support service during pilot & rollout of Improvement of RH Portal system. This term of reference contains an indicative top-level requirement of envisaged Improvement of RH Portal System for reference. The software vendor is desired to deliver a comprehensive bespoke system as per the signed requirement specification for implementation. Accordingly, the scope of services will encompass the following:

- a) Preparation of SRS, Detailed Design, and other Technical Artifacts
- b) Application Development
- c) Third party tools and licenses
- d) Software Testing
- e) Support during User Acceptance Testing
- f) Support during Security Audit and Quality Assurance
- g) Data Porting
- h) Training of Master Trainers
- i) Operation & Maintenance Services
- j) Change Request Management
- k) Project Closure

### 2.1. Preparation of SRS, Detailed Design and other Technical Artifacts

The Service Provider shall perform a detailed assessment of the service and solution requirements as per the User Requirement Specification (URS) and Functional Requirement Specification (FRS) provided by the department. Based on the assessment, service provider shall develop & finalize the Detailed Design Document (DDD) and the System Requirement Specifications (SRS). While doing so, it is suggested that the SP should:

- a) Consult with Water resource department and OCAC officials.
- b) Engage some domain experts during the study.
- c) Follow standardized template for requirements capturing.
- d) Maintain traceability matrix from SRS stage for the entire implementation.

Besides SRS and DDD, the service provider shall prepare other necessary technical artifacts at each phase of software development life cycle. Version management with release note of all technical artifacts is mandatory. IEEE standard must be followed while preparing these technical documentations.

## 2.2. Application Development

The service provider shall identify, design, and develop components / functionalities that are required to address the application requirements according to approved SRS and DDD. The service provider shall consider following activities:

## 2.3. Development of Improvement of RH Portal

The service provider will be responsible for development of Improvement of RH Portal System as per top level requirement given in these terms of reference. The software development team should operate from their office premises.

## 2.4. Integration:

Integration with following applications can be done, the list and number of integrations can be change as per requirement of department.

- I. Payment Gateways
- II. SMS Gateways
- III. E-mail Services

## 2.5. Web Design Considerations

The application should be able to support all common browsers (like Internet explorer, Mozilla, Chrome, Safari etc). The Service Provider shall strictly follow Responsive Web Design (RWD) approach for developing user interfaces. At least labels used in the forms, reports etc. in the application shall be bilingual and be available in English and Odia following UNICODE standard.

## 2.6. Notification Facility

Proposed application should issue SMS alerts to the respective users for time bound actions and escalation mechanisms for non-attended activities. The service provider will integrate the relevant modules with messaging gateway provided by OCAC for inbound or outbound SMS for different functionalities. Application should support e-mail and popular messaging app integration.

## 2.7. Software Testing

Testing activities for application will be carried out in iterative manner for each of the module as the service provider keep on developing. Testing activities must be carried out on the testing environment of the server provided by the service provider.

The service provider shall submit the test plan to department/OCAC earlier for testing the developed application (module) along with traceability matrix. The test plan should be in line with the functional requirement specifications. The service provider shall prepare test cases based on

duly approved test plan the testing procedures should be carried out for each unit, module and for the system as well. Test reports with defect list should be submitted to department for reference. The service provider shall deliver the tested and fault rectified application to department and deploy the same on the staging server. Staging server shall be provided by the OCAC.

## 2.8. Support during User Acceptance Testing

User Acceptance Testing will be carried out on the staging server. The service provider shall be responsible to deploy the application on staging server and facilitate Project Management Committee in department to conduct User Acceptance Testing. Selected users from department will carry out the UAT of the developed modules. The service provider will provide necessary training to the selected users for carrying out the UAT. All feedback with respect to functionalities, performance, user experience and reported bugs must be addressed by the service provider concurrently. The department will issue user acceptance certificate to the service provider for further actions.

## 2.9. Support during Security Audit and Quality Assurance

The service provider shall carry out following activities relating to Security Audit of application.

- a) The service provider needs to ensure that the solution is following the CERT-In Security Policy and Guidelines.
- b) The service provider shall appoint CERT-In empaneled auditor who shall be responsible for performing the Security Audit of the solution.
- c) The third-party agency shall conduct audit on minimum below mentioned parameters.
- d) The cost of audit & rectification of non-compliances shall be borne by the service provider. As per the quantity mentioned in the commercial bid.
- e) Coordination with the CERT-In empaneled firm for security audit and obtain the compliance certificate.
- f) Carryout security audit before Go-live of application and obtain the safe-to-host certification
- g) Carryout the periodic audit & certification as and when it is required as per the OSDC policy.

## 2.10. Training to Master Trainer

Train the Trainer model is adopted for imparting training for application. The Service provider shall be responsible for imparting training to the master trainers on developed modules. The resource person of the service provider responsible for training, shall work under the supervision of Handlooms, Textiles & Handicrafts Department officials.

## 2.11. Training Content

- a) The Service provider shall ensure that the training content is relevant to the target trainees depending upon the role played by them in the system. There should be separate training materials for different level of users. The training material should be illustrative enough for easy understanding of the user and smooth adaptability of the software.
- b) The Service provider shall submit the training content to department for approval. It shall be submitted at least 15 days in advance before the conduction of the training. The department will review and provide comments to the service provider on the training content within 7 days of the submission of draft training content. The Service provider shall incorporate and implement changes suggested by department in training delivery and content.

c) The service provider should prepare pre-training content separately. These pre-training content should be circulated among the trainees 7 days prior to the training program. The purpose of such pre-training content is to make the trainees prepared for receiving the training.

d) Providing hard copies of training material to participants shall not be responsibility of the software vendor.

#### 2.12. Training Calendar

Objective of the training is to ensure proper adaptation and use of the software by the end users. To meet this objective, the service provider shall prepare training calendar for each phase of software development in consultation with the department. The software vendor shall set up training environment for hands on practice on the modules of the application.

#### 2.13. Training Venue

Training of the master trainers shall take place virtually through MS Teams/ Zoom/Google Meet. In case of physical training requirement, the training shall be conducted centrally at Bhubaneswar and Cost of travelling of trainees for attending the training will be borne by the department. The department shall provide the venue including furniture, Internet, projector, workstation essential for the training.

#### 2.14. Training Participants

a) Indicative number of master trainers to be trained is 100 (One hundred).

b) Department shall identify the participants (master trainers) for the training.

Each batch should not have more than 20 (twenty) participants.

#### 2.15. Application Roll out.

On successful UAT the application will be rolled out across the state.

#### 2.16. Post-Training Assessment

a) The service provider needs to submit training completion report at end of training of each phase separately.

#### 2.17. Language for Delivery of Training

The language of training delivery shall be in English and Odia.

#### 2.18. Online Help/Reference with Search Option

a) It is also proposed that the training contents / user manuals be made available to users in downloadable (PDF) format so that the users may refer / download it for their own personal reference as and when needed.

b) It is envisaged that any user will be able to search and read the directions / information for the right content. On entering the key words for search criteria, the system should pull out and display the links to the content as mapped.

c) The system should support dynamic search facility i.e. as soon as the key words are changed; a new set of content links with page shall be displayed to the user.



### 2.19. Deployment and Configuration

It is also the responsibility of the service provider to deploy the developed modules on the staging server for testing by the state level and division level users. The service provider should comply with all the feedback reported by the selected users of department. Once the module gets cleared and accepted by selected user groups it should be deployed on training and production environment.

- a) The Service Provider's team should submit deployment plan and get it approved by the department/ocac.
- b) Each deployment should carry a release note for the users.

### 2.20. Operation and Maintenance:

Currently the Operation and Maintenance is for 1 year from the date of go live and this can be further extended for another 2 years upon mutual decision of department and OCAC.

### 2.21. Application Support

Application support includes, but not limited to, production monitoring, troubleshooting, and addressing the functionality, availability and performance issues, implementing the system change requests etc. The Service provider shall keep the application software in good working order; perform changes and upgrades to applications as requested by department. Key activities to be performed by the service provider in the application support phase are as follows:

- a) Enhancement of Analytical MIS report as per the requirement
- b) Database query report management on emergency
- c) Optimization of the already developed reports
- d) Tuning of transactions
- e) User & access management
- f) The service provider shall ensure compliance to SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by the service provider ensuring the SLA requirements are met at no additional cost to the department.

### 2.22. Software Maintenance

- a) The service provider shall provide support through Telephone / Email as required as per the service window defined in the RFP
- b) The service provider shall address all the errors / bugs / gaps in the functionality in the solution implemented by the service provider (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.
- c) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the service provider to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.
- d) Tuning of products / applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of

any hardware/ network failures/ if any hardware/ network components must be replaced, shall be the responsibility of the service provider.

e) Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the service provider and periodically submitted to the department.

## 2.23. System/Infra Support

### 7.24.1. Database Administration

Regular monitoring & management of all the applications installed / re-installed and databases hosted as and when it required for the project.

- i. Installation & configurations the RDBMS software
- ii. Database administration, optimization and trouble Shooting.
- iii. Database & file back-up as per the policy of OSDC
- iv. Application Load balancing and Database Clustering
- v. Perform Database, event & system log analysis.

### 7.24.2. Security Administration

- i. Regular analysis of events and logs generated.
- ii. User ID and group management services

### 7.24.3. Backup and Restore Management

- i. Preparation of backup plan
- ii. Backup of operating system, database, and application as per OSDC policy
- iii. Monitoring and enhancement of the performance of scheduled backups

### 7.24.4. System/Network Administration

- i. Network configuration
- ii. Patch update
- iii. System Administration and Trouble Shooting
- iv. Application & System Software Administration (including performance tuning)
- v. Application and database level performance tuning.

## 2.24. Change Request Management

It may be so required to customize the application to accommodate revise guidelines and betterment of the application evolving time and again. Any such customization will be considered as change request.

Major enhancement to the existing modules which may affect the application process & database (To be agreed by technical committee)

- i. Development of new Module/Form/Report
- ii. Any changes in the Workflow/data flow or Core application framework
- iii. Any new integration with other system
- iv. System Administration

Change requests from the stakeholders of e-Tour Guide considered for implementation on priority basis and assigned to the service provider to work upon. The service provider should adapt following procedure to implement assigned change requests into application.

- a) To understand change requests and to analyze impact of desired change on existing modules.
- b) To prepare effort estimate based on overall-person-days to bring desired changes in the application. The estimate of effort to implement the change requests must be approved by PMC before the vendor takes it up for implementation.
- c) To revise requirement specifications, design document prepared earlier including traceability matrices, test plan, test cases and other related technical artifacts to incorporate desired change.

To revise the existing source code in related modules according to the revised design document, conduct test with test cases and recording of test results.

- e) To revise all related manuals and preparing release notes.
- f) To redeploy upgraded version of application onto the staging, training and production environment.
- g) To close change-request-ticket after receiving note of satisfaction from the PMC

#### 2.25. Project Management

The envisioned project is a multi-disciplinary initiative. An effective Project Management Plan and commitment to adhere to it is a mandatory requirement. The project plan should also include the resource, task, and time plan for the entire duration of the project.

The service provider shall employ best practices in project management methodology to ensure that the envisioned project components are developed and implemented within the defined time. A copy of the project management Plan (both soft and hard copy) shall be handed over to Handlooms, Textiles & Handicrafts Department to keep track of the progress of the project.

#### 2.26. Hand holding support:

One Technical resource to be deployed on the client premises for a period of one year to provide hand holding technical support to the concerned officials or end users. The department will provide MPR (Monthly progress report) of the resource to OCAC on end of each month. The resource must be well convergent with the aforesaid application.

In case of replacement of resource during the deployment period the SI must inform department as well as OCAC one month prior to the replacement.

#### 2.27. Project Closure

The last month of the project is considered as Project Closure period. Department will not assign any new tasks or change request during the project closure period. During the project closure, the service provider shall clear all pending work as follows.

- a) To ensure that all the feedback, issues, complaints, change requests received from the users are resolved to the satisfaction of department.
- b) To ensure that all technical artifacts delivered meets the quality standard and comply with the feedback of the third-party quality auditor.

c) To ensure that the final version of all the artifacts including source code of the application is handed over to Handlooms, Textiles & Handicrafts Department technical team.

d) To ensure proper transfer of knowledge to the department technical team.

### 2.28. Project Documentation

The service provider shall share below list of documents to OCAC during the project contract period.

<b>Milestone</b>	<b>Documentation</b>
Preparation of SRS, Detailed Design and other technical artifacts	<ul style="list-style-type: none"> <li>▪ System Requirement Specifications (SRS)</li> <li>▪ Detailed Design Document (DDD)</li> </ul>
Testing	<ul style="list-style-type: none"> <li>▪ Test Plan,</li> <li>▪ Test Cases,</li> <li>▪ Test Results,</li> <li>▪ Defect List,</li> <li>▪ Traceability Matrices</li> </ul>
Training	<ul style="list-style-type: none"> <li>▪ Training calendar</li> <li>▪ Training Manual</li> <li>▪ Operation Manual,</li> <li>▪ User Manual</li> </ul>
Exit Management	<ul style="list-style-type: none"> <li>▪ Programme Source Code</li> <li>▪ Programmers Manual</li> <li>▪ Installation Manual</li> </ul>

### 2.29. Project Timeline

<b>Sl#</b>	<b>Activity</b>	<b>Tentative Deliverables</b>	<b>Timeline</b>
a)	System Study & Prototype Design	<ul style="list-style-type: none"> <li>- Detailed Team Structure with team members</li> <li>- Point of Contact</li> <li>- FSR/SRS Document</li> <li>- Screen prototypes</li> </ul>	T+3 Weeks
b)	Design, Development & Implementation	<ul style="list-style-type: none"> <li>- Source Code</li> <li>- Test Plans &amp; Test Cases</li> <li>- Operation Manual</li> <li>- FAQs</li> <li>- Load Testing report</li> </ul>	T1+ 16 Weeks

		– Hosting in staging environment	
c) `	UAT, Training & Go live	<ul style="list-style-type: none"> <li>– Preparation Test Cases</li> <li>– UAT certificate</li> <li>– Training to users and provide training completion report.</li> <li>– Movement of application from Staging to Production environment</li> <li>– Safe to host certificate issued by Cert-in empaneled firm</li> </ul>	T1+ 18 Weeks
d)	Operation & Maintenance	<ul style="list-style-type: none"> <li>– Issue Logs</li> <li>– Quarterly Activities report</li> </ul>	One year from the date of Go live
e)	Hand holding support	<ul style="list-style-type: none"> <li>– Monthly Attendance Sheet</li> </ul>	One year from the date of Go live

\*T= Date Work Order Issuance

\*T1= Date of SRS Approval

### 2.30. Service Level Agreement & Penalty

If the selected bidder fails to achieve the below scope of work within the corresponding Delivery Period and any extension thereof, unless such failure is due to force majeure situation or due to OCAC's default, penalty shall be imposed by OCAC on the selected bidder.

If at any time during the Contract, the selected bidder should encounter conditions impeding timely performance of service, the selected bidder shall promptly notify to OCAC in writing of the fact of the delay and its likely duration along its cause(s). As soon as practicable after receipt of the selected bidder's notice, OCAC shall evaluate the situation and may at its discretion waive the penalty on the request of the selected bidder.

Sl#	Major Area	Parameter	Requirements	Penalty
a)	Development & Implementation	Major milestone during development and implementation as per project timeline.	As per project timeline	Rs. 500/- per day delay
b)	Response time for bug fixing	Time taken (after the request has been informed) to	Within 24 hours from the	Rs. 100/- per hour delay

		acknowledge problem	time the bug is reported.	
c)	Resolution Time (Only for Bug fixing)	Time taken by the service provider to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- per hour delay
d)	Resource Deployment	Start of service	As per project timeline	Rs. 200/- per day delay

In case, the delay is more than 24 weeks, and the cause of delay is attributable to System Integrator, authority reserves right to increase the penalty value and/ or take appropriate action against the bidder such as cancellation of contract etc.

**Application Availability:**

The Application covering all the features shall remain operational during the scheduled operation time

Measurement	Reporting Period	Target	Penalty
Daily	Monthly	> 98%	Nil
> 95% but <98%		0.5% of Quarterly billed value of Application Maintenance Support	
> 90% but <95%		1.0% of Quarterly billed value of Application Maintenance Support	
<90%		2.0 % of Quarterly billed value of Application Maintenance Support	

- a) Performance of system refers to the proper and timely functioning of the system’s functionalities. The application should be available and performing as per functionalities.
- b) The non-availability for application service is measured on monthly basis and excluding the scheduled maintenance shutdown and incidents.
- c) Application availability and performance will be monitored, and reports will be generated as per the monitoring system deployed at OSDC.

**2.31. Bill of Material & Quantity**

Sl#	Category	Items	Qty
a)	Study, Design, Development / Customization, Testing, Deployment / Implementation	Application development as per requirement mentioned under clause no. 3 of this document.	4.5 months
b)	Operation & Maintenance of the application	Application Support, Software Maintenance, System Support, etc mentioned in this document.	1 Year

c)	Handholding support executive Deployment	Deployment of Manpower as specified	1 Year
d)	SSL certificate	As per the scope	2 years
e)	Cyber Security Audit	As per the scope	2 Nos

### 2.32. Payment Terms

SI No	Category	Payment Terms	
a)	Design, Development and Implementation	<ul style="list-style-type: none"> <li>▪ 20% payment of Application development on SRS Approval</li> <li>▪ 30% payment of Application development on completion of UAT.</li> <li>▪ 40% payment of Application development on receipt of security audit certificate and Go-Live Certificate.</li> <li>▪ Balance 10% of application development will be paid after 6 months of successful Go-Live of the application.</li> </ul>	
b)	Operation & Maintenance	Application Support Software Maintenance System/Infra Support	100% cost of this item equally divided into 4 quarters
c)	Security Audit cost	100% payment on submission of Safe-To-Host Certificate	
d)	SSL certificate	100% payment on submission of configuration report	
e)	Integration with Other application	100 % payment after successfully integration and go live of each Integration, the payment will be made as per actual number of integrations.	
f)	Hand holding support cost	Monthly after receiving MPR	
g)	Additional Modules / Change Request	100% payment on Go-Live of the additional modules / change request upon approval	

### 3. Functional Requirements of Improvement of RH Portal

#### 3.1. SINGLE SIGN ON

- Single Sign On (SSO) portal would be the main interface to access different applications.
- The valid SSO-Id holders would simply login through SSO portal and click on the defined Application icon to access the same.
- After clicking on the Application icon from the SSO portal dashboard user will be redirected to the Application interface.
- SSO admin would be able to add a new user by giving the required details and update details of an existing user.
  - Provision to Add Name
  - Provision to add Mobile no
  - Provision to add Email id
  - Select Role
- The SSO admin would have privilege to provide user access to the stakeholder roles.
- Configuration and mapping with the user role are a key functionality of the SSO admin user
- The admin would be responsible to maintain the master data with proper mapping such as District Master, Block Master.

#### 3.2. MASTERS:

- There are master data those are to be recorded in the system to carry out the application processes.
- System has provision to store the master data for:
  - Demography (District-Block-GP-Village, Municipality-ward, Sector)
  - Different Schemes
  - Applicant category
  - Beneficiary category
  - Bank masters
  - Schemes
- SSO Admin would be able to configure all the master data.
- User would be able to assign masters menu to other registered users.
- Master data would be identified with unique code.
- Master details would be edited and updated.
- All the masters would be activated/deactivated by the SSO admin as per application scope.

#### 3.3. IDENTITY ACCESS MANAGEMENT SYSTEM

- System would have provision to be maintained, modified, and monitored throughout each user's "access lifecycle."
- System would allow to detect risky identity behaviors.



- System would allow to manage user access requests.
- System would allow to manage user sessions and authentications.
- There would be provision to add/remove/amend a role's access rights.
- Provision would be there to maintain sensitive data, system-information, and location details.
- Provision would be there to manage multi-factor authentication process for a secured login into the applications.

### 3.4. SSO PROCESS

- Currently department is running with different schemes and application interfaces i.e., BPGY TITLI, RFMS, Repair Grant, Incentive, Grievance Redressal, HRMS, Case Record , Performance Monitoring, Letter Management System etc. with individual login feature.
- User is currently getting the MIS details through separate logins.
- There would be provision for the SSO admin user to on-board stakeholders and other users under the SSOportal by providing valid User ID and password.
- On boarded users would be able to get the credentials through email communication.
- Concerned user would have the provision to login through the valid credentials following the 2-wayauthentication.
- System would have provision for SSO to check the credentials are valid or not by syncing with database.
- After successful authentication, SSO would identify the authorized application for the concerned user.
- After successful identification, system would allow the user to access the specific application throughauthentication.
- System would allow the provision for the users to go back to SSO portal for accessing other application.

#### 3.4.1. SSO INTEGRATION WITH APPLICATIONS

- System would allow the provision to register new applications under SSO by providing unique access ID.
- Provision would be there to set logos for the applications from the front end.
- Stakeholder details would be added and mapped with the registered application.
- There would be provision for configuration of applications from UI end.
- Provision would be there to auto generate token against newly added applications and user under SSO andget the encrypted one at the application end.
- System would have scope to manage least impact on existing application.

#### 3.4.2. CASE RECORD 2.0

- System should have the provision to record the data of the Beneficiary.
- System must maintain all the record of Beneficiary including their basic details.
- System must be able to add the bank details of the beneficiary.

- There will be approval process for the Beneficiary data in the District Level.
- The district level user shall have the provision to reject the Beneficiary data.
- The district level user can view the details of the Rejected Beneficiary.
- The rejected beneficiary details shall be viewed to the Block Level user.
- The Block level user shall have the functionality to edit the beneficiary details which has been rejected by the district level.
- There shall be provision to maintain sanctioned and not sanctioned beneficiary data.
- There will be provision to fetch the details of the Beneficiary from other sister application.
- There also be a provision to provide the Beneficiary information to other application through API integration.
- The system should be able to fetch the beneficiary records based on the common parameters.
- Provision would be there to fetch data through a scheduler.
- Provision would be there to revert with updated status to Case Record Portal based on the same process.
- Provision would be there to keep track of the fetched records.
- The system should act as a repository of Beneficiary records.
- Provision to also give the instalment by a beneficiary even if he/she has taken some amount in other application.
- There shall be provision to generate Work order for a particular beneficiary.
- Provision to update the instalment of Beneficiary.
- There shall be also provision to generate report according to scheme wise of beneficiary.
- There shall be provision to create analytical dashboard based on the data that is available in the Case Record module.
- Provision to export the report in excel/pdf/csv format.
- Provision to access beneficiary through her/his mobile.

### 3.5. AAMA GHARA MOBILE AAP

- The application shall be Android Based.
- The application needs to integrate with Ama Ghara Mobile Application for Geo-Tagging purpose.
- There would be API based provision to manage the requests and its responses.
- The system needs to send geo tag request on real time mode based on the required parameters.
- Once the geo tag done the Ama Ghara app needs to store in database where the Incentive application would get the required details through API.
- Each request needs to be labelled against unique id's.

- The system should be able to send the recapture request of geo tagging.
- The system should be able to capture multiple images with geo-tagging facility for each level of house completion.
- The system should be able to capture the image against the Pre-Registration time.
- The system should be able to capture the Geo-tagged image after the completion of Foundation Laying level.
- The system should be able to capture the Geo-Tagged image after the completion of Plinth Level.
- The system should be able to capture the Geo-Tagged Image after the completion of Lintel level, Roof level, and Roof Case level.
- After the construction is completed, the user needs to enter the final geo-tagged picture for reference.
- The images or data thus generated will be synced with the Web Application.
- System should have the provision to assign a specific location with specific boundaries for a project.
- System should have the provision to validate the user captured images against the corresponding assigned location/project to maintain data authenticity.
- Approval of the submitted inspection report online through a web application.
- Provision of the Mobile Application to facilitate the tracking, and monitoring of the progress of the approved project.

### 3.6. RFMS (BPGY-NSPGY)

#### Deliverable Modules

- a) Target Configuration
- b) Beneficiary Management
  - a. Beneficiary Auto-Data Pull
  - b. Beneficiary Registration
  - c. Delete Beneficiary
  - d. Manage Instalment
- c) Geo-Tag Management
- d) Payments Module
  - a. FTO Management
  - b. Reprocess Mechanism of Failed Payments
- e) Beneficiary Death Case Management
- f) Integrations
  - a. Ama Ghara Mobile App Integration
  - b. SMS & e-Mail Integration
- g) MIS Reports

### 3.6.1. TARGET CONFIGURATION

- Provision to set target at each role level who are mapped with respective demography.
- Provision to set overall target on financial year wise.
- Provision to set target at multiple level
- System should be able to manage the target through the required validations in order not to exceed its parent target.
- System should be able to restrict the beneficiary FTO's if the respective role level doesn't have the sufficient targets.
- Carry-Forward functionality to be introduced where the leftover targets would be summed up with the next financial year's target.
- Provision to restrict to set target against the previous financial years.

### 3.6.2. BENEFICIARY RETRIEVAL & MANAGEMENT

#### → BENEFICIARY AUTO-DATA PULL

- System should be integrated with Case Record Portal to fetch beneficiary records from RH-Odisha database.
- The fetched beneficiary records should be visible to the user-roles based on their demography mappings.
- The system should be able to fetch the beneficiary instalments along with the beneficiary basic details.
- The system should have the provision to list out the beneficiary records followed by the provided filters.
- Provision would be there to change Aadhar and Phone number details.
- Provision would be there to verify and mark the beneficiaries to send for geo-tagging.
- Provision would be there for bulk verification.

#### → BENEFICIARY REGISTRATION

- Provision to register beneficiaries through the application.
- Provision to enter the each and every beneficiary details which are captured through auto-data fetch process.
- Provision to enter no of instalments along with its instalment dates.
- The system should have the provision to list out the beneficiary records followed by the provided filters.
- Provision would be there to verify and mark the beneficiaries to send for geo-tagging.
- Provision would be there for bulk verification.

#### → DELETE BENEFICIARY

- Provision to delete fetched/registered beneficiaries through the application.

- The system should be able to restrict the beneficiary from delete if the beneficiary FTO is pending at the bank end.
- The system should be able to restrict the beneficiary from delete if the beneficiary's account verification is under process.
- Approve/reject functionality to be provided for beneficiaries if it is marked for delete.
- Provision to enter reason if the beneficiary delete request is rejected.
- The system should have the provision to list out the beneficiary records followed by the provided filters.
- Provision would be there for bulk verification.

#### →MANAGE INSTALLMENT

- Provision to enter instalment details for the auto-fetched/manually registered beneficiaries.
- Provision would be there to change instalment numbers and dates.
- Provision would be there for the approval of the instalment details at the approver end.
- Provision would be there for bulk verification.
- The rejected instalment details need to be entered again and needs to be sent for its further approval process.

#### 3.6.3. GEO-TAG MANAGEMENT

- The system should be able to send request to Ama Ghara Mobile App for the geo tag of respective beneficiaries.
- The system should be able to fetch the geo-tag details i.e Latitude, Longitude, Area and captured photo against a beneficiary.
- The system should be able to segregate and show the Geo Tagged and Non-Geo-Tagged beneficiaries.
- Provision to view the geo tagged captured photos.
- Provision to mark and send for verification of the geo tagged details against a beneficiary.
- Provision would be there for bulk verification.
- Provision would be there to reject records.
- System should be able to allow a user to select rejection reason and based on the selection the workflow needs to be followed.

#### 3.6.4. PAYMENTS MODULE

##### →FTO MANAGEMENT

- Provision to show account verified cases to process for its FTO at the respective logins based on the mapped demography.
- Provision to mark and send for FTO approval at the maker role end.
- Provision of multiple level of FTO approvals needs to be there.
- Provision of OTP based approvals needs to be there.

- The system should be able to allow bulk approval as well as rejection of FTO requests at the approver roles end.
- Provision to add remarks if any FTO gets rejected.
- The system should be able revert the beneficiary stage if its FTO gets rejected at the approvers end.
- Once the FTO verified the same record needs to be pushed for its payment through Snorkel and its status needs to be maintained once it's getting the transaction response.

#### →REPROCESS MECHANISM OF FAILED PAYMENTS

- Provision to show failed payments in a separate menu at the respective logins for further process.
- Provision to show remarks/reason of the failed payments against the reverse MIS received through theSnorkel.
- Provision to reprocess the failed payments for verification.
- Provision to skip the re-verification process if the same bank details entered.
- Provision to send for approval with the respective workflows if the bank details get changed.

#### →BENEFICIARY DEATH CASE MANAGEMENT

- Provision to mark a beneficiary as "Death Case".
- Provision to send for approval/rejection once marked as "Death Case".
- Provision to enter nominee against the "Death Case" marked beneficiaries.
- Provision to send for approval/rejection of the nominee details.
- Provision to select remark in case any request rejected.
- Provision would be there for bulk verification.
- Provision to hold the beneficiary flow once marked as "Death Case".
- Provision to update new bank details against the nominee.
- Provision to send for account verification for the approved records.
- System should be able to follow the same process as followed for name mismatch cases.

#### 3.6.5. MIS REPORTS

- System should be able to generate the following reports for effective monitoring.
  - Work Progress Report
  - Geo Tag Report
  - Beneficiary Instalment Summary Report
  - Daily Transaction Report
  - Financial Year Wise Progress Report
  - Track Deleted Beneficiaries
  - Beneficiary Death Case Report
- Downloadable reports in excel & pdf formats.

- Other customized reports as per requirement should be developed.

## 4. Roles & Responsibilities of Different Stakeholders

### 4.1. Responsibility of the Panchayati Raj & Drinking Water Department

The Panchayati raj & Drinking water department shall play an important role in the fruition of the envisioned system. The following are the roles and responsibilities.

- Provide information on Business Process / Domain related issues to the SI.
- Provide data /documents that need to be digitized and brought to the system.
- Provide and validate all users' requirement documents.
- Review the deliverable (interim and final) submitted by the SI.
- Identify Officers for different training needs.
- Approve the SRS, FRS following OCAC.

### 4.2. Responsibility of the OCAC

- OCAC will supervise and monitor project implementation, and coordinate with to facilitate smooth implementation of the project, and, for meeting the administrative requirements about the project.
- Approving Project Management Plan and Project Inception Report submitted by the SI to implement the project within a defined timeline.
- Approving the project reporting formats submitted by the SI to monitor and analyse the progress of the project.
- Monitor the Project Implementation in terms of managing the project timelines, quality of deliverables by close coordination with SI.
- Conducting Weekly / Monthly project review with the SI in regards to the progress of the project
- Monitoring key metrics and SLA compliance by SI as per RFP terms
- Reviewing and approving/organizing approvals for all the deliverables such as SRS, SDD, Design Documents, etc. submitted by the SI within a defined timeline throughout the implementation phase in consultation with Department.
- Project tracking and monitoring for ensuring to timeline.
- Establishing appropriate processes for notifying the SI of any deviations from the norms, standards, or guidelines at the earliest instance after noticing the same to enable them to take corrective action.
- Reviewing the UAT readiness & overseeing the UAT and the results thereof
- Direct and supervise the activities needed for stabilizing the system and tuning the system for meeting the performance expectations during the early phase of O&M post-go live.
- Review and provide recommendations on the change requests identified by the SI and assist Department in approving/modifying/rejecting such requests.

### 4.3. Responsibility of the System Integrator

- Prepare and submit the Integrated Project Management Plan (IPMP) for implementation of the project. The IPMP shall comprise of all the components of deliverables prepared for Inception.
- Prepare the project reporting formats to report the progress of the project to OCAC for approval.
- Participate in Weekly / Monthly project review regarding the progress of the project.
- Identify and escalate issues/risks OCAC and provide the mitigation plan.
- Adhere to the directions of OCAC as and when provided.
- Prepare and deliver for approval all the deliverables such as SRS, SDD, Design Documents, etc. within a defined timeline, as agreed in the IPMP and to the satisfaction of OCAC / Department, throughout the implementation phase.
- Install/configure/deploy all the components of the system and get approval from OCAC.
- Provide detailed training plan to OCAC and Department and train the personnel identified by the Panchayati Raj and Drinking Water department and report the results.
- Ensure UAT readiness & conduct the UAT and report the results thereof to OCAC and obtain acceptance thereof. The UAT report should also include the feedback of the UAT participants.
- Ensure completeness of the solution concerning requirements and performance, acceptance expectations from the solution, and get signoff from appropriate authority through OCAC.
- Coordinate with System Integrators of other relevant systems for ensuring that the system seamlessly exchanges data with them.
- Deploy and manage handholding support for addressing the issues and incidents raised by users; resolve such issues and report the status OCAC periodically.
- Prepare an SLA report based on the SLA parameters given in RFP continuously and deliver it to OCAC for review and necessary action.