

Government of the People's Republic of Bangladesh  
Finance Division, Ministry of Finance  
**Skills for Industry Competitiveness and Innovation Program (SICIP)**  
Probashi Kallyan Bhaban (15<sup>th</sup> Floor)  
71-72 Eskaton Garden, Ramna, Dhaka-1000.  
[www.sicip.gov.bd](http://www.sicip.gov.bd)

Ref. No. FD/SICIP/Proc./SD-304/45/2024/760

Date: 16-10-2024

**REQUEST FOR EXPRESSIONS OF INTEREST (EOI) FOR SERVICES**

<b>GOVERNMENT OF THE PEOPLE'S REPUBLIC OF BANGLADESH</b>				
Ministry/Division	Ministry of Finance			
Agency	Finance Division			
Name of Procuring Entity	Executive Program Director, Skills for Industry Competitiveness and Innovation Program (SICIP)			
Title of Service	Training Management System (TMS) Upgradation & Maintenance			
Procuring Entity District	Dhaka			
Expressions of Interest for	Consulting Firm (National) (Lump-Sum)			
Eoi Ref No	FD/SICIP/Proc./SD-304/45/2024/760			
Date	16-10-2024			
<b>KEY INFORMATION</b>				
Procurement Sub Method	Quality and Cost Based Selection ( QCBS)			
<b>FUNDING INFORMATION</b>				
Budget and Source of Funds	Development budget			
Development Partners	Asian Development Bank (ADB)			
<b>PARTICULAR INFORMATION</b>				
Project / Programme Name	Skills for Industry Competitiveness and Innovation Program (SICIP)			
Eoi Closing Date and Time	31 October 2024 at 11 AM			
<b>Information for Applicant</b>				
Brief Description of the Assignment	<b>Details are provided in Terms of Reference (ToR). For Terms of Reference (TOR), Please visit: <a href="http://www.sicip.gov.bd">www.sicip.gov.bd</a></b>			
Experiences, Resources & Delivery Capacity Required	<p><b>Minimum Qualification criteria:</b></p> <ol style="list-style-type: none"> <li>Must have minimum of 10 (Ten) years' experience in Software development/IT/ITES business in Bangladesh;</li> <li>Must have experience of completing similar nature of service at least 02 (Two) large scale/ nationwide software development, implementation and maintenance service amounting taka 5,00,00,000 (Five Crores) with the Government/ Semi-Government/ Autonomous/Private Organization of Bangladesh either combined or separately, where designing, developing and implementing Web based Application/ Mobile Application/ Desktop based Application is included.</li> <li>Must have had an average annual turnover above TK 5,00,00,000 (Five Crores) in the last 02 (two) financial years. Must submit financial audit report showing annual turnover in this regard;</li> <li>The minimum amount of liquid assets or working capital or credit line(s) of the tenderer shall be Tk. 5,00,00,000 (Five Crores)</li> <li>Availability of appropriate skills/ experts among staff demonstrated capacity to handle such assignment in terms of resources;</li> <li>Updated Trade license, VAT &amp; IT certificates.</li> <li>Must have updated BASIS membership and ISO 9001 &amp; ISO 14001 certified.</li> </ol> <p><i>A shortlist of consulting firms will be prepared upon evaluation of Eoi's of the eligible applicants and a "request for proposal" document will be issued in their favor.</i></p> <p><i>The tentative duration of the contract is 53 (Fifty Three) months.</i></p>			
Other Details (If Applicable)	Not Applicable			
Association with foreign firms is	Not Encouraged			
<b>Eoi Detail Information</b>				
Ref No	Phasing of Services	Location	Start Date	Completion Date
01	Single	Dhaka	January, 2025	May, 2029
<b>PROCURING ENTITY DETAILS</b>				
Name of Official Inviting EOI	:	Mohammed Walid Hossain		
Designation of Official Inviting EOI	:	Executive Program Director		
Address of official Inviting EOI	:	Probashi Kallyan Bhaban (14 <sup>th</sup> & 15 <sup>th</sup> Floor), 71-72 Eskaton Garden, Ramna		

		Dhaka-1000.
Contact details of official Inviting EOI	:	Phone: +880255138753~5 Ext: 100 E-mail: epd@sicip.gov.bd
<b>The procuring entity reserves all the right to accept or reject any or all the EOIs without assigning any reasons whatsoever.</b>		

-Sd.-

**Mohammed Walid Hossain**

Executive Program Director, Skills for Industry Competitiveness and Innovation Program (SICIP)  
Finance Division, Ministry of Finance,  
Probashi Kallyan Bhaban (14<sup>th</sup> & 15<sup>th</sup> Floor), 71-72 Eskaton Garden, Ramna, Dhaka.

**Terms of Reference (ToR)**

**Of**

**Training Management System (TMS) Upgradation &  
Maintenance**

**For**

**Skills for Industry Competitiveness and Innovation Program  
(SICIP)**



## 1. Background:

The Government of Bangladesh and Asian Development Bank (ADB) have signed a loan arrangement for the Skills for Industry Competitiveness and Innovation Program (SICIP). The program is implemented by the Skills Development Coordination and Monitoring Unit (SDCMU) under the Ministry of Finance as the executing agency along with a number of implementing agencies/partners, which include around 13 industry associations and more than 50 public training institutes (PTIs). In addition to these, 4 universities and BIGM are also involved in implementing the program activities. For advance training program, some more training institutes will be selected in the process implementation.

In order to capture the different activities and performance of SICIP, a comprehensive online, real-time Training Management System (TMS) has been developed linking all the training partners to the SICIP training management system. The system collects detailed information on enrollment, assessment, certification and job placement of trainees according to each training program. Apart from this, trainers' and assessors' information will also be captured by the system. The TMS information is being entered into the system by each training provider to monitor the progress of training activities and to fulfil the requirements of milestone payments. One of the important features of TMS is to capture the personal and socio-economic information of the trainees.

## 2. Existing Systems introduced under the SEIP Project:

- a. Training Management System (TMS)
- b. Learning Management System (LMS)
- c. Skills Portal (SP)
- d. FinMan for PIU
- e. FinMan MiniERP for SDCMU
- f. SEIP Website
- g. Grievance Redressal System (GRS)

All the above systems will be adopted and adapted by SICIP program with necessary modification and expansion.

### a. Training Management System (TMS) of SICIP

The Training Management System of SICIP will comprise various modules like Profile Module (that keeps the profile of Training Partners, Training Institutes, Trainers, Assessors and Trainees), Course Module (that keeps information about courses and their batches by partners and institutes), Training Module (that keeps information about enrollment, attendance, assessment and certification), Job Placement Module (that keeps information about job placement and retention), Billing Module (that keeps information required for milestone claims), Stipend Module (that provides the list of eligible trainees for stipend and keeps information about the disbursement), field visit module, reporting module and asset register module.



All the above modules were introduced to the TMS under the SEIP project will continue to be there in SICIP TMS with necessary additions as mentioned hereinafter.

The detailed description is given below:

1. TMS will have "Admin Module Dashboard" with the following features-
  - 1.1. Dashboard activity
    - 1.1.1. Data entry and Approval of the following information with subsequent modifications - if required: Training Partners; training institutes, Course, Assessor; Trainer; Trainee, Training Target, Assessment; Training Institute Target etc.
    - 1.1.2. Mapping Trainers and assessors with training partners, Institutes, Courses, batches etc.
1. **TMS User Dashboard:** The TMS User Dashboard Module offers a concise overview of login, displaying essential metrics for seamless navigation. Users can access critical fields efficiently, ensuring easy extraction of relevant information.
2. **Training Partner:** This module will include a list of training partners with the provision of future modification, contracts of the training partners, trainee target with achievement of the target, periodic division of trainee targets for DLJ achievement etc.
3. **Training Institute:** In the TMS system, training institutes function as ultimate training providers operating under different industry associations and partner organizations. The associations oversee the training operations and management as well as billing aspects of the institutes under their purview. It is worthwhile to note that a single training institute can make partnership with multiple associations simultaneously provided they have such capacities. The Module must have the profile of TIs, provisions for addition, modification, deletion, change of status, assigning the course and trainee target etc.
4. **Course:** The TMS system will provide the users opportunity to add and manage courses selected by SICIP. Courses will require approval from the management or approved business plan before activation with basic information including course type, code, name, duration, and expenses. Associations can create, edit, and view courses based on which milestone claims can be submitted to SDCMU. Users can search for courses using various criteria and map courses with trainers and assessors.
5. **Batch Module:** The TMS Batch module helps in management of training batches. Users can create, edit, delete and view batches with auto-generated numbers. Key details are stored for data entry quality control, and it will limit how many batches can be created with the allotted trainee targets. The module handles assignment of trainers, duration of the industry attachment in applicable cases and course targets. Users can search and advance search using appropriate criteria, and view completed and ongoing courses. Advanced search options ensure precise batch searches. Overall, the module simplifies batch management in the TMS.
6. **Stipend Management:** The Special Stipend Module of SEIP project will remain as it was, but will be inactive and invisible for the time being, and will be activated if required in the future.

7. **Training:** The Training Module covers everything from the Trainers and Assessors' engagement to trainee enrollment, assessment, certification, job placement, etc. This Module will have the following sub-modules:
- 7.1. Trainers: This module will have all the details relating to trainers such as trainer's personal information, educational qualifications, experiences, attendance, addition, verification and approval process, etc.
  - 7.2. Assessor: This module will have all the details relating to assessor such as assessor's personal information, educational qualifications, experiences, attendance, addition, verification and approval process, etc.
  - 7.3. Training Operation: The Training Module handles Training Calendar setup and customization, trainee attendance, dropped-out trainee management, attendance during attachment, etc. It generates a training calendar, records daily class attendance, flags dropped-out trainees and tracks attendance of the trainees during attachment. Course completion requires assessment of module completion, or final assessment of the whole training batch.
  - 7.4. Trainee: The Trainee module manages registration, enrollment, list tracking, and search functions. Trainees can register via self-registration or manual entry, with verification by the Institute. Enrollment places trainees into batches based on criteria. The system provides Trainee lists and advanced search options for efficient management. Additional features include Income Certificate management for stipend disbursement.
  - 7.5. Enrollment: The Enrolment submodule will include trainee selection, approval process of selected trainees and training batches. Training Institute is assigned for the enrollment process. A trainee must fulfill some criteria to get enrolled in a course.
  - 7.6. Assessment: The Assessment sub module will capture assessment of trainees for certification. Trainees with at least 80% attendance are eligible for assessment with some approved concession by the SICIP authority. The system provides an Assessment Summary and Assessment List for detailed information including trainee status and assessor details. Provision for reassessment will also be there for unsuccessful trainees.
  - 7.7. Certification: The Certification submodule should contain the issuance of certificates to competent trainees. It should provide a summary of certified courses, batches, and trainees, along with partner-specific details. The system will be able to generate unique certificates for all competent trainees based on the assessment and reassessment. Users can customize the Certificate Templates and download certificates based on various criteria using Advanced Search.
  - 7.8 Job Placement: The Job Placement submodule should cover details of the graduates securing employment after the training. The job placement will include wage employment, self-employment, and entrepreneurship. In order to submit milestone claim to SDCMU 03 months job retention will be one of the conditions. It is important to note that 65% cumulative job placement for the new entrants will be required. In case

of upskilled trainees 90% job retention will be a condition for the submission of milestone claims.

7.8.1 Job tracking: A provision for job tracking will be there in the system for the graduates coming from the industries.

7.8.2 Training of Trainers (ToT) Program: This submodule will allow user to enter information relating Training of Trainers (ToT) carried out by SICIP in-country and overseas with detailed trainer information.

8. **Billing:** Training partners submit bills to SICIP for training activities, which are reviewed and approved before disbursement. The system allows for the submission of Claim 1 bills based on enrollment, Claim 2 bills based on assessment, and Claim 3 bills based on job placement. Each claim has specific rules based on course type. Users can view, approve, or reject bills and download invoices. Supplementary bills can be submitted for reassessment. SICIP can approve supplementary bills and view all submitted and approved bills for each claim type.

9. **Field visits:** All field visits to the training institutes by any officials working for SICIP will be captured by this module. Based on the SEIP's field visit module, this module will bring about further improvement and expansion if necessary.

10. **Report:** TMS have Report Module with following functionality

**10.1 Course Reports:** The Reporting Module in TMS provides various insights into ongoing and completed courses, monthly breakdowns, and course-wise statistics. Users can explore details such as enrollment, assessment, certification, and job placement with export options to Excel, PDF, and print. It also includes reports on course categories, mid-level courses, unique courses, course activities, and Training of Trainers (ToT) courses, offering detailed summaries and export options for each. This module has the following activities.

10.8.1. Ongoing Course Summary

10.8.2. Completed Course Summary

10.8.3. Course Summary (Monthly Breakdown)

10.8.4. Course Wise Training Statistics Report

10.8.5. Course Category Report

10.8.6. Mid-Level Course Category Report

10.8.7. Unique Course Details

10.8.8. Course Activity Report

10.8.9. ToT (Training of Trainers) Course Report

10.9. **Batch Module Report:** The Batch Module Report is essential for training management, covering batch creation and pending activities. The Batch Report offers specific batch details with search filters, including enrollment summaries and trainer information. Meanwhile, Pending Batch Activities provides an overview of pending tasks like enrollment, attendance, assessment, certification, and employment status, facilitating efficient training management. This module has the following activities,

- 10.9.1. Batch Report
- 10.9.2. Pending Batch Activities

10.10. **Trainee Module Report:** The Trainee Module Report is essential for efficient post-batch training management, providing quick access to vital trainee data. It includes reports like the Student Report for course and gender breakdowns, and the Age Group List for demographic insights. Reports on Ethnic Minority & Disable, Ethnic Minority, and Physically Disable trainees promote inclusivity, while the Poor Trainee Summary highlights disadvantaged backgrounds. The module also combines data on Ethnic Minority and Physically Disable trainees for comprehensive insights. Lastly, the Gender Equity Report emphasizes gender equality in training. This module has the following activities.

- 10.10.1. Student Report (Course & Gender)
- 10.10.2. Student Age Group List
- 10.10.3. Ethnic Minority & Disable Report
- 10.10.4. Ethnic Minority Report
- 10.10.5. Physically Disable Report
- 10.10.6. Poor Trainee Summary
- 10.10.7. Ethnic Group and Physically Challenged Trainee
- 10.10.8. Gender Equity Report

10.11. **Enrollment Module Report:** The Enrollment Module Report (12.04) efficiently manages trainee enrollment, providing three key reports: The Enrollment Summary offers an overview of enrollment by Tranche and Entity Type, detailing enrollment, assessment, certification, and job placement. The Institute Wise Enrollment Summary delves into enrollment on an institute-by-institute basis, with filters for Tranche and Training Partner, and export options. Meanwhile, the Batch Wise Enrollment Summary offers insights into enrollment by batch, with filters for Tranche and Training Partner, and exportable data for deeper analysis. This module has the following activities;

- 10.11.1. Enrollment Summary Report
- 10.11.2. Institute Wise Enrollment Summary Report
- 10.11.3. Batch Wise Enrollment Summary Report

10.12. **Attendance Report Module:** The Attendance Report Module (12.05) efficiently manages trainee attendance with features like real-time capture and restrictions on advance data input. It offers three main functionalities: The Student Attendance List provides details by registration number including date, status, and remarks; Monitor Trainee Attendance offers summaries by Tranche, Partner, Institute, Course, and Batch with metrics like attendance percentage; and Date Wise Trainee Attendance presents date-specific details with filters for Tranche, Partner, Institute, Course, Batch, and date. All reports offer export options for Excel, PDF, and print formats. This module has the following activities.

- 10.12.1. Student Attendance List
- 10.12.2. Monitor Trainee Attendance
- 10.12.3. Date Wise Trainee Attendance

10.13. **Job Placement Report Module:** The Job Placement Report Module (12.06) efficiently tracks trainee employment with four key features: Date Wise Batch Wise Job Placement Summary, Trainee Job Placement Summary, Overseas Job Placement Summary, and Job Placement List by Bill. These functionalities provide detailed insights into trainee placements by batch, individual trainees, overseas placements, and bill categorization. Users can export reports in various formats for further analysis. This module has the following activities

- 10.13.1. Batch Wise Trainee Attendance
- 10.13.2. Trainee Job Placement Summary
- 10.13.3. Overseas Job Placement Summary
- 10.13.4. Job Placement List by Bill

10.14. **Monitoring Report Module:** The Monitoring Report Module (12.07) offers concise summaries of program activities. It includes reports on motor driving license acquisition, trainee allowance details, motor driving course enrollment, and program implementation progress. These reports are filterable by various criteria such as Tranche, Partner, and Institute, and users can easily export the data in Excel, PDF, or print formats for further analysis.

This module has the following activities.

- 10.14.1. Motor Driving License Report
- 10.14.2. Trainee Allowance Summary
- 10.14.3. Trainee Allowance Summary (Running Batch)
- 10.14.4. Motor Driving Course Summary
- 10.14.5. Implementation Progress Report
- 10.14.6. Course Wise Training Activities Report

10.15. **TMS Reports:** The TMS Reports module provides users with access to various reports, including NID and BCN reports, Cumulative Progress Report, Active Status History Report, District Wise Training Report, Status Monitoring Report, and Institute Wise Training Statistics Report. These reports offer comprehensive insights into program activities, allowing users to filter data by different criteria and export it in Excel, PDF, or print formats. The External Monitoring Reports module includes Running Course & Batch and Institute-wise Enrollment Summary reports, facilitating evaluation of training institute performance and enrollment trends. Users can filter these reports and export the data for further analysis.

- 10.15.1. NID Report
- 10.15.2. BCN Report
- 10.15.3. Cumulative Progress Report
- 10.15.4. Active Status History Report
- 10.15.5. District Wise Training Report
- 10.15.6. Status Monitoring Report
- 10.15.7. Institute Wise Training Statistics Report

10.16. **External Monitoring Report:** The External Monitoring Reports module (12.09) provides access to reports like Running Course & Batch and Institute-wise Enrollment Summary. These reports offer insights into training activities and enrollment trends, allowing users to filter data by various criteria. Users can conveniently view summaries

and export information in Excel, PDF, or print formats for further analysis and decision-making. This module has the following activity.

- 10.16.1. Running Course & Batch
- 10.16.2. All Course & Batch
- 10.16.3. Institute Wise Enrollment Summary

10.17. **Asset Register Report:** The Asset Register feature in the TMS tracks and manages training infrastructure assets, recording details like type, quantity, location, and maintenance history.

- 10.17.1. Asset Register Report
- 10.17.2. Disbursement Statement

## b. Learning Management System (LMS)

This system has the following features:

1. Create a New Account
2. Sign in to the System as an Institute User
3. User Dashboard
4. Upload Course Contents
5. Course
  - 5.1. Course Overview
    - 5.1.1.Course Details
    - 5.1.2.Category & Tags
    - 5.1.3.Others
    - 5.1.4.Course Thumbnail
  - 5.2. Upload Course Material
    - 5.2.1.Section List
    - 5.2.2.Type
    - 5.2.3.Edit and Update lecture
    - 5.2.4.Modify Lesson
    - 5.2.5.Upload Lecture
  - 5.3. Submit Process
6. My Course
  - 6.1. My Courses List
  - 6.2. View Existing Courses
    - 6.2.1.Number of Lecture
    - 6.2.2.Number of Pdf
    - 6.2.3.Number of Video
    - 6.2.4.Number of Image
    - 6.2.5.Number of Audio
    - 6.2.6.Number of Text
7. Profile Info

## c. Skills Portal

This system has following features:

1. Dashboard
  - 1.1. Number of Training Partner
  - 1.2. Number of Training Institute
  - 1.3. Number of Courses
  - 1.4. Number of Trainees
2. SICIP Initiatives
  - 2.1. Free Training
  - 2.2. Trainee Allowance
  - 2.3. Special Allowance
  - 2.4. Infrastructure Development
  - 2.5. Trainers Provide Training
  - 2.6. Course Curriculum Design
3. Employer
  - 3.1. Find Apprentices and Trainees
  - 3.2. Frequently Asked Question
4. Students
  - 4.1. Find Course and Training Provider
  - 4.2. How to Control

## d. FinMan Cloud for PIU

This system has following features:

1. **Admin dashboard:** The Admin Dashboard displays essential information on the homepage through portions, boxes, or charts, tailored according to the user's type and permissions.
2. **Account Dashboard:** The system allows users from various associations to access it, providing control over user access privileges, permissions, and functionalities such as user registration, password management, and profile updates. This system has the following activities.
  - 2.1. Manage Account& user with password management
  - 2.2. **Account Settings different settings such as** Carry Forward, Lock Account, SoE Template, Tags, Entry Types, Email Settings
3. **Chart of Account and Ledgers:** The Chart of Accounts dashboard enables permitted users to perform actions such as creating, editing, and deleting chart of accounts, groups, and ledgers. This module has the activity such as Create, Edit, Delete Ledger:
4. **Budget:** The project budget represents the allocated funds for a specific project purpose over a defined period. Budget management aims to oversee project expenses within the approved budget while achieving project objectives. This module has the activities such as Budget entry and budget history.



5. **Vouchers:** In Finman-Cloud, vouchers serve as the sole mechanism for recording accounting transactions, adhering to the principles of Double-Entry Accounting. Through the Voucher dashboard, users can seamlessly add, edit, and delete vouchers to effectively manage financial transactions. Manage Voucher Types such as Receipt, Payment, Contra and Journal Voucher and Voucher List
6. **Report Module:** Reports play a vital role in monitoring system performance, serving as essential tools for stakeholders to track progress and make informed decisions. This module is designed to deliver customized reports tailored to the specific needs of various stakeholders, ensuring that each user receives the necessary information to effectively assess and manage the system. This system has the reports such as Financial Position, Trial Balance, Ledger Statement, Ledger Entries, Ledger Reconciliation, Cheque Register, Advice Register, Double Column Cash Book, Statement Received & Payment, Statement of Income and Expenditure, Cash Flow Statement and Budget Control Register
7. **Generate a Statement of Expenditure (SoE):** The SoE (Statement of Expenditure) Module serves as a platform for overseeing monthly Tranche-wise expenditure reports submitted by Associations. Additionally, authorized users have the capability to access and review the transaction lists of Association ledgers within this module. This module has the following activities.
  - 7.1. Prepare SOE by Coordinator and send it to Chief Coordinator
  - 7.2. Verify SoE by Chief Coordinator and submit to SICIP
8. **Settings:** Through the Setting module, users have the ability to modify voucher types and tags, ensuring flexibility and customization according to their specific accounting needs.

## e. FinMan MiniERP for SDCMU

This system has following features:

1. **Setting Module:** Setting Module encompasses various functionalities for managing project and fund-related details in the system. The system ensures transparency, accessibility, and data integrity while providing flexibility for customization and integration with external sources. Users can perform actions seamlessly within the module, ensuring effective management of project and fund-related data. This system has activities such as Implementing Agency, Funding Agency, Source of Fund, Fund Categories, Project Types, Project Sectors, Ministry, Ministry Directorates and Currency etc.
2. **Project Module:** The Project Module serves as a crucial tool for managing project-related information efficiently within the system. In Project Info, authorized users can create, edit, and delete project details, ensuring secure access and streamlined management processes. Meanwhile, Project Organization enables users to manage organizational aspects by adding, updating, viewing, and deleting organizations, with a focus on user-friendly interfaces and seamless navigation. Overall, the module enhances usability and efficiency in handling project-related data and organizational details. This module has the following activities.
  - 2.1. Project Information
  - 2.2. Project Organization

3. **Budget Module:** The Budget Module is a pivotal component of the system, comprising features tailored to diverse budget management needs, including ADB and ADP reports. These features enable efficient preparation of budget reports, empowering users to handle budget-related tasks effectively and ensure financial transparency across projects. Key functionalities include accessing original RDPP budget details, yearly budget views, and budget variance reports. Additionally, the module provides tools for tranche-wise allocation, IMED monthly progress reports, target and achievement tracking, ERD reports, and quarterly progress reports, among others. Each feature enhances visibility, accountability, and decision-making in budget management processes. This module has the following activities.

- 3.1. Original RDPP Budget
- 3.2. RADP Variance Report
- 3.3. Original DPP Setup
- 3.4. Yearly Budget Setup
- 3.5. ADP & RADP Yearly Budget
- 3.6. RADP Report
- 3.7. Yearly Variance Report
- 3.8. Tranche Wise Allocation
- 3.9. Tranche Mapping
- 3.10. IMED Monthly Progress Report
- 3.11. Target and Achievement Report
- 3.12. ERD Report-Monthly
- 3.13. Quarterly Progress Report-A
- 3.14. Quarterly Progress Report-B
- 3.15. Implementation Problem and Measure - C
- 3.16. Contract Implementation Report -D

4. **Letter Module:** The Letter Module offers various functionalities to meet user needs efficiently. It includes a Dashboard providing an overview of letter-related options, an Add Letter function for seamless creation, a Dispatch Letter feature for dispatching letters, and a Letter List to view a comprehensive list of letters. Users can access these features through menus and input necessary information with options for confirmation or cancellation using "Ok" and "Cancel" buttons. This module has the following activities.

- 4.1. Dashboard
- 4.2. Add Letter
- 4.3. Dispatch Letter
- 4.4. Letter List

5. **HRM Module:** Users access essential functionalities through a landing page. They can manage Employee Groups, Designation Groups, and Employee Designations, with options to view, add, edit, and delete entries. These features enable seamless organization and management of employee-related data. This system has the following activities.

- 5.1. Project Employee Group
- 5.2. Employee Designation Group
- 5.3. Employee Designation
- 5.4. Employee



6. **User Module:** In the User module, roles streamline permissions, reducing redundant data. Users access menu options, roles, and user functionalities to manage data efficiently. They can view, add, edit, and delete entries, with features like exporting and printing available. These interactions occur when the module is enabled. Additionally, the HRM Module's Employee section allows similar management of employee data- Menu, Role and User.
7. **Asset Module:** The Asset Management module, provides capabilities for tracking asset purchase and disposition, scheduling and monitoring maintenance activities, and managing asset costs and depreciation. Within this module, various use cases are defined to address specific functionalities and user interactions. This module has the following activities such as Supplier, Asset Location Menu, Asset Category, Challan, Assets, Asset Transfer, Fixed Asset Register etc.
8. **Consumer Item:** The Consumer Item module facilitates the maintenance of user consumer items.
9. **Payroll Module:** The Payroll module, serves to optimize HR and Accounts functionalities by capturing extensive employee data, facilitating accurate Salary Processing, Reimbursements management, Loan & Advances processing, and statutory compliance including PF, ESIC challans, and TDS. Payroll maximizes the potential of HR and Accounts by capturing more than 100 credentials of a single employee, enabling timely and accurate Salary Processing, efficient handling of Reimbursements, Loans & Advances, and statutory requirements including all PF and ESIC challans and TDS. This module has the activities such as Dashboard, Employee Payroll, Employee Contract, Monthly Salary Adjustment, Process Payroll salary, Additional Salary Process, Tax Challan, Vat Challan, Statement of remuneration, Monthly Salary Advice, Statement of Vat & Tax, Statement of Employee, Employee Statement of the individual, Employee Statement, Employee Bank Statement, Previous Expense, Tax Certificate, Employee Expenditure & Balance, Employee Contract Status

**Accounting Module:** Accounting module is records and processes of accounting transactions within functional modules such as COA, Ledger, Debit Voucher, Credit Voucher, Journal voucher, Group Statement, Ledger Statement, Trial Balance, Cheque Register, Advise Register, Vat & Tax certificate, Trial Balance -2. And different Financial Statements.

## f. SICIP Website

A standard portal with notices, publications, training manuals and a gateway of all systems.

## g. Grievance Redressal System (GRS)

A standard portal for submission of any grievance of program activities along with tracking facilities.



### 3. Purpose/Rationale for this Assignment

- a. The system was developed initially at 2014 and later upgraded for SEIP on 2015 as Trainee Tracking System. Various continuous enhancement has been done since 2015 to 2018 in the system to ensure the SEIPs ongoing business activities. Later on, 2018 new modules, like stipend management, billing module, field monitoring, graduate portal, etc. were added and transformed the tracking system into training management system.
- b. As technology changes overtime, it was necessary to upgrade the backend system to ensure the security and stability of the system. Therefore, the system has been rebuilt as an integrated system from 2021 to 2023 with aforesaid features. Now the SEIP program has been closed successfully on March 2024 and a new program has already been started as SICIP.
- c. The components and outputs have been rearranged in the new program SICIP, hence it becomes necessary to revamp the whole system and make it align for SICIP users and Partner organization users.

### 4. Scope of Work

The scope of work of this assignment will cover the following areas:

#### 4.1 Key Features of the proposed systems:

- a. Design and Develop DLI Dashboard and activity tracking to achieve the DLI targets.
- b. Modify the base data architecture and uploading system of base data for all PIU/TI as and when required according to the approved business plan.
- c. The TMS Dashboard should be aligned with the principles of DLI Dashboard to be capable of tracking individual trainees and DLI targets.
- d. NRB Brain circulation such as listing down in the system and tracking their engagement in different programs.
- e. Setting up of TMS by
  - (i) incorporating additional modules to monitor advanced technical skills training courses and
  - (ii) aligning training data collection along DLIs (segregated by each output and training partner) to track progress and DLI target achievement
- f. Upgrade the TMS system by developing in-built and automated checks to flag inconsistencies in data entry and reporting
- g. Ensure all observations from previous TMS system audits are all addressed and establish two rounds of TMS system audits once all upgrading of TMS
- h. Produce training progress data by output, DLIs, and training partner for regular monitoring, and reports are included in semi-annual program reports for the Finance Division and ADB (during program implementation).
- i. Develop data analytics module as per requirement from Research Team to assist them in developing plans for research briefing notes to meet the requirement of DLI 9 achievement
- j. Develop a procurement Module to manage package information and share the information with other modules as required.
- k. Develop a module for monitoring the progress of various construction activities under SICIP program and integrate the security surveillance system with the DLI/TMS and other modules as required.



- l. The UI/UX should be developed in an innovative way to cater different stakeholders.
- m. The system should be designed to accommodate any changes required to meet the business requirement utilizing existing architecture/framework incorporating the future technologies.
- n. Provide security test of the delivered system.
- o. Technology upgradation of SICIP website.

#### **4.1.1 (D1) Development of Disbursement Linked Indicators (DLI) Module:**

- Development of Disbursement Linked Indicators (DLI) Dashboard and integration with TMS, FinMan for PIUs and MiniERP Modules.
- Development of DLI protocols dashboard and integration with TMS, FinMan for PIUs and MiniERP Modules
- Development of Independent Verification Agency (IVA) Dashboard and integrated with DLI sub modules.
- Development of DLI related activities progress monitoring system and integration with TMS, FinMan for PIUs and MiniERP Modules

#### **4.1.2 (D2) Enhancement of Training Management System (TMS)**

##### **D 2.1 Dashboard activity:**

- Enhance each activity such as Training Partners, Institute, Course etc. as per new programmatic structure and grouping (scheme, output, activity, DLI requirement etc.). The dashboard activity includes the approval of training partners, institutes, courses, assessors, and trainers. Additionally, there is a need to approve the mapping of trainers with institutes and courses, as well as the mapping of assessors with institutes and courses. Further approvals are required for the trainee list, training targets, assessment, and training institute targets.

-Implement new searching criteria for each list while approval.

##### **D 2.2 Training Partner Module:**

-Enhance Entity Registration, Contract, Training Target Process, and Training Target Approval as per new programmatic structure and grouping (scheme, output, activity, DLI requirement etc.).

-Implement new search criteria for each processes such as Entity List, Training Target List, Pending and Approved Training Target list.

##### **D2.3 Training Institute Module:**

-Enhance Training Institute Registration, Training Target Process, and Training Target Approval as per new programmatic structure and grouping (scheme, output, activity, DLI requirement etc.).

-Implement new search criteria for each process such as Institute List, Training Target List, Pending, and Approved Training Target list.

##### **D 2.4 Course Module:**

- Enhance the Course Registration and Course Mapping process and reports as per the new programmatic structure and grouping (scheme, output, activity, DLI requirement etc.).



- Reflect all courses being run by the SICIP program such as basic courses, mid-level technical courses, mid-level managerial courses and advanced level courses, and link them with the DLIs set in SICIP document.
- Create a separate sub-module for International Certification and separate sub-module for disadvantaged groups such as ethnic minority groups, physically challenged people, retrenched garment workers, and separately targeted women trainees etc.
- Reflection of the status of construction works and associated courses to be run under them as applicable.

#### **D 2.4(1) ToT Module**

- This module will capture data and information relating to the target and progress of local and overseas Training of Trainers including the TVET managers and FM staffs related training programs.

#### **D2.5 Batch Module:**

-Enhance Batch related processes such as batch creation, editing, and batch week plan as per new programmatic structure and grouping (scheme, output, activity, DLI requirement etc.).

-Implement new search criteria for each process, list, and report such as running batch, batch view, and advanced reports.

#### **D2.6 Training Module:**

-Reengineered training-related process such as Trainers, Assessors, Training, Trainee Registration, Trainee Enrollment, Training Calendar, Trainee Attendance, Training Assessment, Training Reassessment, Training Certificate, Job Placement & Job Tracking as per new requirements.

-Implement new search criteria for each process, list, and report such as Trainee, Trainer, Assessor, Assessment, Certification and Job Placement Report.

#### **D2.7 Trainer Portal and Mobile App:**

- Role based access for trainer
- NID, Email and Phone Verification for Trainer
- Trainer can upload/update Personal Information/signature
- Trainer can provide attendance
- Trainer can provide lesson plan and/or link with LMS
- Trainer can upload data directly or with affiliated PIU/TI
- Android and IOS based mobile application(s) for trainer and Trainee Attendance data entry, visualization and reporting.

#### **D2.8 Assessor Portal and Mobile App:**

- Role-based access for assessor
- NID, Email, and Phone Verification for Assessor
- Assessor can upload/update Personal Information/signature
- Assessor can upload assessment data
- Assessor can upload data directly or with affiliated PIU/TI
- Android and IOS-based mobile application(s) for Assessor and Trainee Assessment data entry, visualization and reporting.

#### **D2.9 Billing:**

- **Enhancement of Milestone Billing and integration of FinMan Billing, Asset Register, Procurement Plan and packages:**
  - Establish the Milestone billing (Trainee Count and billing amount) as the integrated billing procedure.
  - Integrate the FinMan Billing with TMS as the integrated procedure.
  - Redefine the TMS billing submission process.
  - Develop the provision of Annual Procurement Plan for PIU and SDCMU to track the procurement progress
  - Integrate the procurement module with Asset Register module

#### **D2.10 Stipend Management:**

- Enhance stipend-related processes such as stipend eligible criteria, eligibility check, trainee selection, and stipend disbursement process as per new requirements. Necessary linkage setup with DLI.
- Implement new search criteria for each list and report such as stipend management reports.

#### **D2.11: Asset Management:**

This module should cover procurement planning, revision, and status. Users could entry add received goods and services and marked asset as fixed asset and specify asset type and inputting detailed asset information. The Asset Register Report allows users to access detailed asset information, including acquisition date, cost, depreciation, and physical verification details, categorized by organization type.

#### **D2.12 Field visit and Monitoring Management:**

- Enhance Field Visit related processes such as Field Visit and visit reports as per new programmatic structure and grouping,
- Role based access for QA Members
- NID, Email and Phone Verification for QA Members
- QA Members can upload/update Personal Information
- QA members can see the visit schedule
- QA members can upload field visit data
- PIU/TI can see the uploaded observations
- PIU/TI can provide response on the observation including required attachments to conform the compliance
- QA members can see the uploaded compliance data by PIU/TI
- Implement new searching criteria for each process, list and report.
- Android and IOS based mobile application(s) for Field visit data entry, visualization, reporting and response , compliance, follow up and confirmation.

#### **D2.13 Android & IOS based Mobile App for Attendance, Field Visit, Assessment & Certification etc.**

- Enhance Attendance, Assessment and certification info at the Mobile App
- Android and IOS based mobile application(s) for Field visit data entry, visualization, reporting and response, compliance, follow up and confirmation.



#### **D2.14 Reporting Module:**

- -This reporting module will cover provisions to generate the following reports and others whenever required.
- -All reports should be accessible from a single point reporting module.
- -Develop new searching criteria for the following reports as new programmatic requirements-
  
- **Course Report**
  - Ongoing Course Summary
  - Completed Course Summary
  - Course Summary (Monthly Breakdown)
  - Course Wise Training Statistics Report
  - Course Category Report
  - Mid-Level Course Category Report
  - Unique Course Details
  - Course Activity Report
  - ToT (Training of Trainers) Course Report
  
- **Batch Module Report:**
  - Batch Report
  - Pending Batch Activities
  
- **Trainee Module Report:**
  - Student Report (Course & Gender)
  - Student Age Group List
  - Ethnic Minority & Disable Report
  - Ethnic Minority Report
  - Physically Disable Report
  - Poor Trainee Summary
  - Ethnic Group and Physically Challenged Trainee
  - Gender Equity Report
  
- **Enrollment Module Report:**
  - Enrollment Summary Report
  - Institute Wise Enrollment Summary Report
  - Batch Wise Enrollment Summary Report
  
- **Attendance Report Module:**
  - Student Attendance List
  - Monitor Trainee Attendance
  - Date Wise Trainee Attendance
  
- **Job Placement Report Module:**
  - Batch Wise Trainee Attendance
  - Trainee Job Placement Summary
  - Overseas Job Placement Summary
  - Job Placement List by Bill



- **Monitoring Report Module:**
  - Motor Driving License Report
  - Trainee Allowance Summary
  - Trainee Allowance Summary (Running Batch)
  - Motor Driving Course Summary
  - Implementation Progress Report
  - Course Wise Training Activities Report
  
- **TMS Reports:**
  - NID Report
  - BCN Report
  - Cumulative Progress Report
  - Active Status History Report
  - District Wise Training Report
  - Status Monitoring Report
  - Institute Wise Training Statistics Report
  
- **External Monitoring Report:**
  - Running Course & Batch
  - All Course & Batch
  - Institute Wise Enrollment Summary

-Monitoring log maintenance in real-time surveillance system as per requirements of SICIP.

#### 4.1.3 (D3) Enhancement and Maintenance of SICIP Site

- Provide maintenance support for SICIP website
- Integrate SICIP site with Training Management System for public data visualization
- Provide end-user support for SICIP web site

#### 4.1.4 (D4) Enhancement of FinMan MiniERP for SDCMU

- Enhancement of Account Dashboard, SoE report as per new requirements-
- Scheme-wise budget implementation.
- Few Sources of Funds (SoF) need to be removed hence all budget entry, view, and report forms need to be developed following the new SoF.
- All voucher entry screens need to be changed considering the scheme and IBAS++ bill no and approval status.
- The voucher will be approved once the bill is approved by IBAS++.
- After IBAS++ approval, the system should have the option to enter IBAS++ bill no and update the voucher status as approved/rejected.
- Only the IBAS++ approved bill amount will be reflected in the MiniERP accounting reports.
- System should have the provision of uploading IBAS++ reports and reconciling the accounts automatically.
- A comprehensive report management module should be developed to access all reports from one menu and sub-menus.
- All reports need to be re-engineered considering schemes and SoF.
- Develop new reports such as the followings-



- Time-wise work plan report.
- Budget allocation, budget release, actual expenses and adjustment report.
- Sanction Letters
- PFS Reports
- and TR-Form No.-21  
as per the format and data availability.

#### **4.1.5 (D5) Enhancement of FinMan Cloud for PIU**

##### **Onboard different PIUs in FinMan:**

- FinMan Configuration with Chart of Accounts and Budget of SICIP.
- Allow one association to work in different schemes.
- Scheme-wise budget implementation.
- Adding Scheme selection while entering all types of vouchers.
- Scheme-wise & Contract-wise Budget Control while entry payment vouchers.
- All report modifications considering Schemes.
- Ensure attachment upload limit to a maximum of 10 MB for all SICIP applications.
- Reengineer the SoE and different report as per program need.
- Provide Training to end users.
  - i. Provide hands-on support to end users.
  - ii. Support wrong data entry correction.
  - iii. Bug fixing and technical support.
  - iv. Add new features as necessary.

#### **4.1.6 (D6) Learning Management System (LMS)**

Enhance and maintain the "Learning Management System (LMS)" for features such as dashboard, Upload Course Contents, Course, Upload Course Material, Submit Process, My Course, My Courses List, Profile Info etc.

#### **4.1.7 (D7) Skills Portal**

- Enhance the Skills Portal such as **Dashboard, SICIP Initiatives, Employer, Students** as per program requirements.

#### **4.2 (D8) Deployment, Customization; Configuration and Integration Service;**

#### **4.3 (D9) Wild card (2-level) SSL certificate for all SICIP products for the entire contract period**

#### **4.4 (D10) Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.**

#### **4.5 (D11) Data Migration Service;**

#### **4.6 (D12) Data Entry Service;**

#### **4.8 (D13) Support and Maintenance Service of FinMan (miniERP and FinMan for IAs/PTIs/TT/PTAs):**



- Provide hands-on support to end users.
- Support wrong data entry correction.
- Bug fixing and technical support.
- Database backup and tuning
- Add new features as necessary.

#### **4.9 (D14) Support and Maintenance Service of TMS:**

- a. Maintain current system and provide necessary support to SDCMU and TP/Tis.
- b. Provide day-to-day infra monitoring and support
- c. Assist in system orientation at SICIP office to the TP/Tis
- d. Provide help-desk support to the TP/TI Users
- e. Provide onsite support to the SICIP users
- f. Provide data migration services to transfer data from existing system to newly implemented system

#### **4.10 (D15) Change Management and Version Control:**

- a. Recording and reporting the change documents and source code management
- b. Record Change Request(CR) and enhance the system as per CR
- c. Recording and reporting the change documents and source code management
- d. Ensure all levels of testing before execute changes in a production environment
- e. Manage test instance and production instance separately

#### **4.11(D16) Post-hosting and sizing support**

- f. Regular Database Backup Tuning;
- g. Regular Code Backup and Application Configuration;
- h. Continuous health check of application server
- i. Continuous health check of database server

#### **4.12 (D17) Capacity Management and Knowledge Transfer**

- j. Facilitate workshops with SEIP team for knowledge transfer
- k. Provide technical consultancy to the client for system usage
- l. Provide authentic access to client experts to source code and documents

#### **4.13 (D18) Documentation and Reporting:**

Prepare the following reports for new requirements by complying with existing features:

D18.1 Prepare/update the Software Requirements Specifications (SRS) as per the new changes and enhancements.

D18.2 Prepare/update the User Manual as per the new changes and enhancements.

D 18.3 System Administration; Operation and Maintenance Manual;

D 18. 4 Quality Assurance Report;

**\*\* The provision of future inclusion of any business requirement needs to be incorporated.**



## 5. Technology Specification:

The vendor will follow any industry-accepted and widely used open source based technologies, frameworks, platforms. Following are some technical specifications which vendor should consider as reference but not as the ultimate method of developing the system. Technology specification may change in real-time based on the context of the project and future trend.

- a. Open Source MVC Framework
- b. Bootstrap, JQuery and Ajax for best UX
- c. MySQL or any other open source RDBMS
- d. Redis, Memcache for caching and faster data delivery
- e. Code Version Controlling using GIT or Bit bucket in private mode
- f. Future technology change, iterative prototyping and agility in framework design are the generic expectation
- g. Wild card (2-level) SSL certificate Integration
- h. Masked SMS Gateway Integration

## 6. Security

The authentication and permission process of the system needs to be robust to ensure highest level of security. The following measures should be taken to prevent any kind of security breach:

- a. No invalidated input should be accepted in any web forms – all incoming data should be validated, checked and purified before acting on that. This should cover both data integrity and user access level.
- b. URL restriction should be tight. The system should recognize a logged-in user with proper rights and only present the part of the system that falls within his/her authorization scope. Furthermore, trying to access a URL by guessing should also be prohibited.
- c. The admin panel URLs of the system should be protected (only known to administrators and relevant personnel) and separate from the well-known portal URLs. The communication between the user's browser and the administration panel should be SSL encrypted to prevent data hijacking through network protocols.
- d. All kinds of password in the system should be hashed using one-way algorithm and salts should be used to strengthen the hashing mechanism.
- e. User sessions and cookies should be re-generated each time they log in. Also, session and cookies should be uniquely generated.
- f. In case of any system failure or error condition, no sensitive information (ex: database credential) should be displayed on the site. All kinds of errors should be suppressed and logged and should only be accessible by the administrators with proper rights.



- g. No system level file/information should be accessible throughout the web browser. The system should never allow executing direct files.

The vendor should follow any of the industry standard secure development methodology such as (but not limited to) Comprehensive Lightweight Application Security Process (CLASP) by OWASP etc.

- a. The vendor should consider (but not limited to) common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc.
- b. Vendor will undertake responsibility for Input Validation Controls, Authorization/Authentication Control and other security controls in place in both test and production environment of application.
- c. The following vulnerabilities must be checked and ensured security from the beginning:
  - i. Cross Site Request Forgery (CRSF)
  - ii. Cross Site Scripting (XSS)
  - iii. Session hi-jacking o Session Fixation
  - iv. SQL Injection
  - v. Input Validation/Filtering
  - vi. Output Escaping
  - vii. Code Injection
  - viii. Secure File Access

## 7. Experience of the firm:

Consulting firms are expected to demonstrate the organizational strengths and experience in design, development, implementation, maintenance, training and project management for:

- a. Minimum 8 years of experience in design and development of skills based online centralized and distributed database application;
- b. Conduct of organizational need assessment;
- c. Organizational Process Flow analysis; and
- d. Electronic Document Management System.

## 8. Methodology:

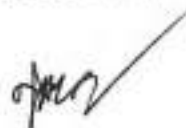
### a. **System Overview:**

Consulting firms are required to provide an overview of the proposed system. The overview should identify the features that are specific to the design and implementation process of the system; schematic diagram/s of the proposed system which will includes all the elements of the proposed solution.

### b. **Project Management Plan:**

Consulting firms are expected to provide a detail project plan and an implementation strategy of the project. This plan is expected to include:

- i. Information regarding the design, development and implementation process;
- ii. Maximum lead time for completion of all deliverables indicating milestones;



- iii. Implementation method and schedule with indicative timeline (Gantt chart) with duration of task including start and end date; milestone information; predecessor; required resource;
- iv. Risk management strategy and quality control mechanism;
- v. Any anticipated development/integration tasks or, assumptions that may be required to render the solution fit-for-purpose;
- vi. User training and documentation;
- vii. Post implementation services; and
- viii. Comprehensive contingency plan.

c. **Process Flow Documentation:**

Consulting firms are expected to provide the method statement to identify and outline the process flow mechanism of the existing and the proposed system including the role, features and functionalities of all the concern users and stake holders.

d. **Business Requirement Analysis:**

Consulting firms are expected to provide the method statement to identify and outline the business requirement analysis of the proposed system including the role, features and functionalities of all the concern users and stake holders.

e. **Software Requirement Analysis:**

Consulting firms are expected to provide the method statement to identify and outline the software requirement analysis of the proposed system including the role, features and functionalities of all the concern users and stake holders.

f. **Hardware Requirement Analysis:**

Consulting firms are expected to provide the detail technical specification and tentative costing of all the hardware/equipment for the proposed solution based on the system design. The information should include (BoM; BoQ; technical specification for server(s); storage; data backup system; network equipment (router; firewall; switches) interconnecting mechanism; power backup system; HVAC provision); and any other required hardware; software and license or the proposed solution.

Consulting firms are expected to provide details of possible total storage capacity and redundancy provision for the overall system which will address the technical details of servers; backup storage and other necessary hardware; software and licenses that might be required to extend the proposed solution in the future. The system should have the automated data archive facility for future information reference.

Consulting firms are expected to provide detail features and associated cost of (hardware; software and license) as integrated into the application: i). Online payment gateway; ii). Biometrics security system (Finger print; retinal scanner); iii).SMS integration; iv). Secure Socket Layer certificate; v). Other third party software (if required)

g. **System Design:**

Consulting firms are expected to provide the method statement to outline the application software including the features and functionalities of all modules; processes and sub-process. The system is expected to comply with the following requirements:

- i. be a completely independent and integrated enterprise solution providing hardware, software, all the related licenses and features;

- ii. be a scalable solution to provide expansion for future additional clients, servers and relevant system;
- iii. consist of server software applications and client software applications;
- iv. allow for upgrades of storage capacity;
- v. securely transmit all command and control data to prevent eavesdropping or tampering;
- vi. allow system administrator to administer the system from a single window that can be located anywhere on the network;
- vii. Authenticate users before granting access to the system to ensure varied levels of access.
- viii. All system access rights and account login passwords are to be managed by the designated system administrator.
- ix. provide a maintenance log and audit trail of all system errors and events;
- x. provide the ability to change/adjust the parameters/settings for the information sources;
- xi. able to create, edit predefined playlists and display the contents at specified interval;
- xii. system should allow for the following operations to be undertaken with no downtime:
  - (a) back up of system data and replacement of faulty components;
  - (b) hardware upgrades and software upgrades and patches; and
  - (c) Configuration changes including modification of roles and business rules.

The proposed solution should be a completely independent and integrated enterprise solution comprising hardware, software and related licenses to enable the client to cater for potential expansion of the proposed system. Extension of the system should occur without interruption to quality of service arrangements. The tendered solution (system):

- i. Will achieve 99.99% availability based on industry standard rating and configuration;
- ii. Should be fully redundant with no single point of failure; and
- iii. Should be able to isolate any failed redundant components and generate an alert condition without interruption to services.

**h. Software Development; Customization and Integration Process:**

Consulting firms are expected to provide the method statement to develop; customize and integrate the application software including source code generation; graphics design and other relevant services.

**i. Quality Assurance Process:**

Consulting firms are expected to provide the method statement to outline the quality assurance process of application software. It should include test case, test log, regression test report, integration test report; load balancing test report, unit test report; features and functionalities test report of all modules; processes and sub-process.

**j. Change Management System:**

Consulting firms are expected to provide the method statement to manage the changes in application software including source code modification; system modification;

customization and up-gradation to meet the organizational requirement through a standard procedure.

**k. System Implementation Process:**

Consulting firms are expected to provide the method statement to outline the system implementation plan and the subsequent tasks to meet the highest performance from the proposed system.

**l. Support and Maintenance Procedure:**

Consulting firms are expected to provide the method statement to outline the details of support services and maintenance of all components of the proposed system. This should include all system and support service levels, cost, periods, extent of coverage and related issues on annual basis up to 5 years after system acceptance and deployment.

Consulting firms are expected to provide a dedicated system and database administrator for providing process automation related system/network administration and database administration service and any other IT service according to client's requirement and supervision.

Consulting firms are expected to provide one (1) dedicated Support Engineer stationed at SICIP SDCMU Office and three (3) dedicated Support Engineer stationed at consulting firm's office for providing TMS, FinMan and all other deliverables related support service through online and offline and any other IT support according to client's requirement and supervision.

**m. Project Documentation:**

The successful consulting firm will be required to supply comprehensive documentation for the system and all its components as a condition of the contract. Applicants are expected to provide a detail plan for the documentation. The documentation will include but not be limited to:

- i. System overview and specification;
- ii. functional description;
- iii. configuration information;
- iv. interface connections;
- v. system and sub system schematics;
- vi. overview of build requirements;
- vii. system requirements;
- viii. software user guide and administration manual;
- ix. software versions;
- x. test procedures + how to use;
- xi. rollback + how to load;
- xii. build procedure for servers and;
- xiii. maintenance procedures; and
- xiv. System support procedures.

**n. User training:**

Consulting firms are expected to include a training plan that includes the following:

- i. Detail and extensive training for administrators; and operators;
- ii. Training contents and outline of the training;



- iii. Duration and cost for the training;
- iv. Conduct all training on-site, using the live system including practical test;
- v. Provide, in consultation with client, a training and assessment plan;
- vi. Provide one (1) copy of all training material in electronic form (.PDF or .doc) for review, a minimum of 2 weeks prior to training occurring;
- vii. Ensure training covers information and procedures on administration, operation, fault-finding, restoration and support;

As a part of knowledge transfer initiative, the development of knowledge documents of a) Administration Manual; b) Maintenance Manual; and c) Operations Manual and conduction of consecutive user's training on a) administration process; b) maintenance process and c) operations of the system to all concern stake holders; will carry a high score in terms of evaluation which includes various awareness programs and campaigns to promote the system to be a successful business case.

**d. System Acceptance:**

The successful consulting firm shall nominate a test representative who is technically competent and is familiar with the proposed system. The test representative will conduct the initial user acceptance test (UAT) in coordination with the nominated client representative(s) prior the system approval by the authority. Applicants are to provide contact details and relevant qualifications of the test representative. The test representative shall be responsible for:

- i. Providing all documentation for test programs and test procedures and signed off by the authority prior to commencement of the acceptance tests;
- ii. Demonstrating that the acceptance tests have been satisfactorily completed;
- iii. Verification, diagnosis and correction of any defect or suspected error in the system under test or the test equipment and programs used;
- iv. Provide the details of internal software faults as well as details of system monitoring and diagnostics for the system; and
- v. Incorporate the full report of test results on the working day following an acceptance test day.

After the installation is fully commissioned, the system is required to perform reliably for a period of two (2) consecutive months. Then the final user acceptance test will be performed by the client's representative, designated persons for the system (administrator and operator), who were trained by the applicant prior to the final user acceptance test and nominated representative from the vendor. The full proof and positive result from the UAT will lead the authority to consider the acceptance of the system. After the system is accepted, the successful applicant will hand over the system to the client. The acceptance period will be successfully completed after:

- i. all software modules are successfully analyzed, designed, developed, tested, delivered; change the features and functionalities as per client's requirements;
- ii. all equipment is successfully installed and commissioned;
- iii. all faults in the faults-register are cleared or accepted by authority as a minor design fault;
- iv. all scheduled training for operators and administrator has been provided;
- v. all system support and maintenance arrangements are in place; and
- vi. The system has performed reliably for a period of 8 consecutive weeks.



The successful consulting firm requires prior approval from the client before commencing any activity for the proposed solution.

*p. Project Sign-off/Handover:*

Consulting firms are expected to provide the indication of achievement (impact analysis) and the way forward/recommendations and lessons learnt during the project tenure for the proposed solution along with the deliverables handover note. The project signoff document should be duly signed by the applicant and the client as a reference document.

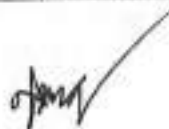
## 9. Qualification, Team Composition & Other Requirements:

Consulting firms are expected to provide the structure; responsibility matrix, and CVs of the proposed team members stating names, highest qualification, professional certification, length of experience, role/function(s) and location of technical staff and other related information.

The information should be duly signed by the concern member(s) with the confirmation of accuracy and availability during the assignment tenure. It will carry a high score in terms of the following specific criteria: i) general qualification of the Key Professional(s); and ii) adequacy for the assignment.

SN	Key Experts	Total Person - Months	Key Qualification and Tasks
1	Project Manager (Team Leader)	1 X 17 MM	The Team Leader and project manager should have Bachelor degree in Computer Science/ Information Technology or, any other relevant subject from a reputed university. S/he must have twelve (12) years of relevant experience for managing similar assignment(s) for similar organizations. S/he should have specialized skills on managing software development projects in different organizations. Any professional certification would be treated as advantage. S/he will manage the team for FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.
2	Solution Architect	1 X 4 MM	The Solution Architect should have post graduate degree in Computer Science/ Information Technology or any other relevant subject from a reputed university. S/he must have ten (10) years of relevant experience for managing similar assignment(s) for similar organizations. S/he should have specialized skills on designing software development projects in different organizations. Any relevant

SN	Key Experts	Total Person - Months	Key Qualification and Tasks
			professional certification would be treated as advantage. S/he will design the architecture for FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.
3	System Analyst	1 X 5 MM	The System Analyst should have post graduate degree in Computer Science/ Information Technology or any other relevant subject from a reputed university. S/he must have eight (8) years of relevant experience for managing similar assignment(s) for similar organizations. S/he should have specialized skills in analyzing and designing software development projects in different organizations. Any relevant professional certification would be treated as advantage. S/he will review and analyze FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.
4	Programmer	2 X 28 MM	The Programmers should have Bachelor degree in Computer Science/ Information Technology or any other relevant subject from a reputed university. The Programmer should have six (6) years of relevant experience for developing similar assignment(s)/web based application(s). S/he should have specialized skills on analyzing software development projects for different organizations. Any relevant professional certification would be treated as advantage. S/he will generate, review and analyze the code for FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.
5	Associate Programmer	5 X 24 MM	The Associate Programmer(s) should have Bachelor degree in Computer Science/ Information Technology or any other relevant subject from a reputed university. The Junior Programmer(s) should have four (4) years of relevant experience for developing similar assignment(s)/web based application(s) for different organizations. Any relevant professional certification would be treated as advantage. S/he will generate, review and



SN	Key Experts	Total Person - Months	Key Qualification and Tasks
			analyze the code for FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.
6	Support Engineer Onsite	1 X 53 MM	The Support Engineer(s) should have minimum Bachelor degree in ICT or, relevant subjects from a reputed university. S/he must have three (3) years of relevant experience for providing IT support in similar organizations. Any relevant professional certification would be treated as advantage. S/he should have specialized skills on FinMan, TMS and IT Support for different organizations. S/he will provide technical support for FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.
7	Support Engineer Offsite	2 X 53 MM	The Support Engineer(s) should have minimum diploma in ICT or, relevant subjects, or, Bachelor degree in any relevant subject from a reputed university. S/he must have three (3) years of relevant experience for providing IT support in similar organizations. Any relevant professional certification would be treated as advantage. S/he should have specialized skills on IT Support for different organizations. S/he will provide technical support for FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.
8	Mobile Application Developer	2 X 11 MM	The Mobile Application Developer should have Bachelor degree in Computer Science/ Information Technology or any other relevant subject from a reputed university. The Mobile Application Developer should have five (5) years of relevant experience for developing similar Android and IOS based mobile application(s). S/he should have specialized skills on for developing similar Android and IOS based mobile application(s) projects for different organizations. for different organizations. Any relevant professional certification would be treated as advantage.

SN	Key Experts	Total Person - Months	Key Qualification and Tasks
			S/he will provide technical support to develop Android and IOS based mobile application(s) for FinMan, TMS and other IT relevant mobile app support for SICIP SDCMU and other partner organizations.
7	Quality Assurance Engineer	1 X 17 MM	The Quality Assurance Engineer(s) should have Bachelor degree in Computer Science/Information Technology or any other relevant subject from a reputed university. The Quality Assurance Engineer(s) should have four (4) years of relevant experience for testing and assuring the quality of service for similar assignment(s). S/he should have specialized skills on quality assurance process of web based application in different organizations. Any relevant professional certification would be treated as advantage. S/he will conduct quality assurance process, review and analyze the code for FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.
10	Technical Content Writer	1 X 15 MM	The Technical Content Writer should have Bachelor degree in any relevant subject from a reputed university. The Technical Content Writer should have four (4) years of relevant experience for writing technical document(s) of similar assignment(s). S/he should have specialized skills on developing technical document(s)/ report(s) in English and Bengali for different organizations. Any relevant professional certification would be treated as advantage. S/he will write the technical document(s) for FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.
11	System and Database Administrator	1 X 16 MM	The System and Database Administrator should have Bachelor degree in Computer Science/ Information Technology or any other relevant subject from a reputed university. S/he must have eight (8) years of relevant experience for managing similar assignment(s) for similar organizations. S/he should have specialized

SN	Key Experts	Total Person - Months	Key Qualification and Tasks
			skills on System and Database administration for software development project in different organizations. Any relevant professional certification would be treated as advantage. S/he will System and Database administration for FinMan, TMS and IT relevant Support for SICIP SDCMU and other partner organizations.

## 10. Duration of Assignment:

- Total Duration of the assignment is **53 Months** which should not be more than six **(6) months** for the successful deployment and system acceptance from the contract commence date. And fifty **(47) months** of post-implementation service after acceptance of the system. The consultant will be required to provide a detail work plan with specific milestones for accomplishment of all tasks.
- Successful consulting firm will have to sign separate SLA and Non-disclosure agreement as part of the core agreement for the contract duration.
- In case of termination, consulting firm will transfer technology knowledge and provide maintenance and support for next six months from the date of notifying the contract termination.

## 11. Deliverables:

SN	Deliverables
	<b>Inception report</b>
<b>D1</b>	<b>Development of Disbursement Link Indicator (DLI) Module</b>
D1.1	Development of DLI Dashboard
D1.2	Activity monitoring and tracking each activity and sub-activities of each DLI
D1.3	Integrate the DLI Dashboard, activities with other module of entire system
<b>D2</b>	<b>Enhancement of Training Management System (TMS)</b>
D2.1	TMS Dashboard
D2.2	Training Partner
D2.3	Training Institute
D2.4	Course
D2.5	Batch Management
D2.6	Training Module: Trainers, Assessors, Trainee, Trainee Registration, Enrollment, Attendance

SN	Deliverables
D2.6(1)	Training Module: Assessment, Certification and Job Placement
D2.7	Trainer Portal and Mobile App
D2.8	Assessor Portal and Mobile App
D2.9	Bill Management
D2.10	Stipend Management
D2.11	Asset Management
D2.12	Field Visit and Monitoring Management
D2.13	Android & IOS based Mobile App for Attendance, Field Visit, Assessment & Certification etc.
D2.14	Reporting Module
D3	<b>Enhancement and Maintenance of SICIP Website</b>
D4	<b>Enhancement of FinMan MiniERP for SDCMU</b>
D5	<b>Enhancement of FinMan Cloud for PIU</b>
D6	<b>Skills Portal</b>
D7	<b>Learning Management System (LMS)</b>
D8	<b>Deployment, Customization; Configuration and Integration Service;</b>
D9	<b>Wild card (2-level) SSL certificate for all SICIP products for the entire contract period</b>
D10	<b>Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</b>
D11	<b>Data Migration Service</b>
D12	<b>Data Entry Service</b>
D13	<b>Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TT/PTAs)</b>
D14	<b>Maintenance and Support of TMS</b>
D15	<b>Change Management and Version Control</b>
D16	<b>Quarterly Report on Post-hosting and sizing support</b>
D17	<b>Quarterly Report on Capacity Management and Knowledge Transfer</b>
D18	<b>Documentation and Reporting</b>
D18.1	Prepare/update the Software Requirements Specifications (SRS) as per the new changes and enhancements.
D18.2	Prepare/update the User Manual as per the new changes and enhancements.
D 18.3	System Administration; Operation and Maintenance Manual;
D18.4	Quality Assurance Report

**The firm must provide a set of comprehensive; smooth functional web and mobile-based real-time applications modules as stated in the Scope of Work of the Terms of Reference (ToR):**

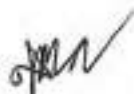
- i. Complete and module-based software with source code;
  - ii. Deployment, Customization; Configuration and Integration Service;
  - iii. Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.
  - iv. Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.
  - v. Data Migration Service;
  - vi. Data Entry Service;
  - vii. Training Service;
  - viii. Support and Maintenance Service.
- a. Reporting Requirement:**
- i. Inception Report;
  - ii. Progress Report;
  - iii. Work Flow chart Report for existing and proposed system;
  - iv. Business Requirement Analysis Report;
  - v. Software Requirement Specification Report;
  - vi. Hardware Requirement Report;
  - vii. System Administration; Operation and Maintenance Manual;
  - viii. Quality Assurance Report;
  - ix. User Acceptance Test (UAT) Report;
  - x. Training Report with Manual;
  - xi. Project Sign Off Document;

## 12. Counterpart Inputs:

The client will provide available required documents, concern data and information to the applicant. The consulting firm should include all eligible expenditure in the financial proposal for accommodation, logistics and required manpower for successful implementation of the assignment.

Consulting firms are required to state human resource personnel and any requirements expected from the client including a responsibility matrix, showing how the responsibilities will be shared between the consulting firm and the client and a list of any constraints or assumptions. The successful consulting firm must complete the assigned tasks as per the proposed time frame to avoid any kind of liquidity damage(s) due to completion of late deliverables.

The successful consulting firm needs to submit all the reports to the client for the endorsement from the client to proceed into the execution of the proposed task(s) thereafter. The client has to review and endorse the report with positive mandate or, recommendations for any modification as per organizational requirement. This process should be completed by next 10 working day(s) after submission of the report. The successful consulting firm must receive the formal approval from the client before commencing any activity of the proposed solution.



### 13. Team Composition and Engagement Schedule:

SN	Designation	Qty	PIM	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13
1	Project Manager (Team Leader)	1	17.00	1	1	0.5	0.5	0.5	0.5	0.25	0.5	0.5	0.25	0.25	0.25	0.25
2	Solution Architect	1	4.00	0.5	1	0.5	0.5	0.5	0.25	0	0	0.25	0	0	0	0
3	System Analyst	1	5.00	1	1	0.5	0.5	0.5	0.5	0	0	0.5	0	0	0	0
4	Programmer	2	56.00	0	2	2	2	2	2	2	1	1	1	1	1	1
5	Associate Programmer	5	120.00	0	3	5	5	5	5	4	2	2	2	3	2	2
6	Support Engineer - Onsite	1	53.00	1	1	1	1	1	1	1	1	1	1	1	1	1
7	Support Engineer - Offsite	2	106.00	2	2	2	2	2	2	2	2	2	2	2	2	2
8	Mobile Application Developer	2	22.00	0	1	2	2	2	2	1	2	2	0	0	0	2
9	Quality Assurance Engineer	1	17.00	0	0.5	1	1	1	1	0.25	0.25	0.5	0.25	0.25	0.25	0.25
10	Technical Writer	1	15.00	0	0.5	0.5	0.5	0.5	0.5	0.25	0.25	0.5	0.25	0.25	0.25	0.25
11	System and Database Administrator	1	16.00	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.25	0.25	0.25	0.25

SN	Designation	Qty	PIM	M14	M15	M16	M17	M18	M19	M20	M21	M22	M23	M24	M25	M26
1	Project Manager (Team Leader)	1	17.00	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
2	Solution Architect	1	4.00	0	0	0	0	0	0	0	0	0	0	0	0	0
3	System Analyst	1	5.00	0	0	0	0	0	0	0	0	0	0	0	0	0
4	Programmer	2	56.00	1	1	1	1	1	1	1	1	1	1	1	1	1
5	Associate Programmer	5	120.00	2	2	2	2	2	2	2	2	2	2	2	2	2
6	Support Engineer - Onsite	1	53.00	1	1	1	1	1	1	1	1	1	1	1	1	1
7	Support Engineer - Offsite	2	106.00	2	2	2	2	2	2	2	2	2	2	2	2	2
8	Mobile Application Developer	2	22.00	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Quality Assurance Engineer	1	17.00	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
10	Technical Writer	1	15.00	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
11	System and Database Administrator	1	16.00	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25

SN	Designation	Qty	PIM	M27	M28	M29	M30	M31	M32	M33	M34	M35	M36	M37	M38	M39
1	Project Manager (Team Leader)	1	17.00	0.25	0.25	0.25	0.25	0.25	0.25	0.5	0.25	0.25	0.25	0.25	0.25	0.25
2	Solution Architect	1	4.00	0	0	0	0	0	0	0.5	0	0	0	0	0	0
3	System Analyst	1	5.00	0	0	0	0	0	0	0.5	0	0	0	0	0	0
4	Programmer	2	56.00	1	1	1	1	1	1	1	1	1	1	1	1	1
5	Associate Programmer	5	120.00	2	2	2	2	2	2	2	2	2	2	2	2	2
6	Support Engineer - Onsite	1	53.00	1	1	1	1	1	1	1	1	1	1	1	1	1
7	Support Engineer - Offsite	2	106.00	2	2	2	2	2	2	2	2	2	2	2	2	2
8	Mobile Application Developer	2	22.00	0	0	0	0	0	1	1	0	0	0	2	0	0
9	Quality Assurance Engineer	1	17.00	0.25	0.25	0.25	0.25	0.25	0.25	0.5	0.25	0.25	0.25	0.25	0.25	0.25
10	Technical Writer	1	15.00	0.25	0.25	0.25	0.25	0.25	0.25	0.5	0.25	0.25	0.25	0.25	0.25	0.25
11	System and Database Administrator	1	16.00	0.25	0.25	0.25	0.25	0.25	0.25	0.5	0.25	0.25	0.25	0.25	0.25	0.25

SN	Designation	Qty	PIM	M40	M41	M42	M43	M44	M45	M46	M47	M48	M49	M50	M51	M52	M53
1	Project Manager (Team Leader)	1	17.00	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.5	0.5
2	Solution Architect	1	4.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	System Analyst	1	5.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	Programmer	2	56.00	1	1	1	1	1	1	1	1	0.5	0.5	0.5	0.5	1	1
5	Associate Programmer	5	20.00	2	2	2	2	2	2	2	2	2	2	2	2	2	2
6	Support Engineer - Onsite	1	53.00	1	1	1	1	1	1	1	1	1	1	1	1	1	1
7	Support Engineer - Offsite	2	106.00	2	2	2	2	2	2	2	2	2	2	2	2	2	2
8	Mobile Application Developer	2	22.00	0	0	0	0	0	0	0	0	1	0	0	0	1	0
9	Quality Assurance Engineer	1	17.00	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.5
10	Technical Writer	1	15.00	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.5
11	System and Database Administrator	1	16.00	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.5

*APR*

### 14. Deliverables Schedule:

SN	Deliverables	Months																			
		1	3	6	9	12	15	18	21	24	27	30	33	36	39	42	45	48	51	53	
<b>D1</b>	<b>Delivery of Inception report</b>																				
D1.1	<b>Development of Disbursement Link Indicator (DLI) Module</b>																				
D1.2	Development of DLI Dashboard																				
D1.3	Activity monitoring and tracking each activity and sub-activities of each DLI																				
D1.3	Integrate the DLI Dashboard, activities with other module of entire system																				
<b>D2</b>	<b>Enhancement of Training Management System (TMS)</b>																				
D2.1	TMS Dashboard																				
D2.2	Training Partner																				
D2.3	Training Institute																				
D2.4	Course																				
D2.5	Batch Management																				
D2.6	Training Module: Trainers, Assessors, Trainees, Trainee Registration, Enrollment, Attendance																				
D2.6(1)	Training Module: Assessment, Certification and Job Placement																				
D2.7	Trainer Portal and Mobile App																				
D2.8	Assessor Portal and Mobile App																				
D2.9	Bill Management																				
D2.10	Stipend Management																				
D2.11	Asset Management																				
D2.12	Field Visit and Monitoring Management																				
D2.13	Android & IOS based Mobile App for Attendance, Field Visit, Assessment & Certification etc.																				
D2.14	Reporting Module																				
<b>D3</b>	<b>Enhancement and Maintenance of SICIP Website</b>																				
D4	Enhancement of FinMan MiniERP for SDCMU																				
D5	Enhancement of FinMan Cloud for PIU																				
D6	Skills Portal																				
D7	Learning Management System (LMS)																				
D8	Deployment, Customization; Configuration and Integration Service;																				
D9	Wild card (2-level) SSL certificate for all SICIP products for the entire contract period																				

SN	Deliverables	Months																		
		1	3	6	9	12	15	18	21	24	27	30	33	36	39	42	45	48	51	53
D10	Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.																			
D11	Data Migration Service																			
D12	Data Entry Service																			
D13	Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs)																			
D14	Maintenance and Support of TMS																			
D15	Change Management and Version Control																			
D16	Quarterly Report on Post-hosting and sizing support																			
D17	Quarterly Report on Capacity Management and Knowledge Transfer																			
D18	Documentation and Reporting																			
D18.1	Prepare/update the Software Requirements Specifications (SRS) as per the new changes and enhancements.																			
D18.2	Prepare/update the User Manual as per the new changes and enhancements.																			
D18.3	System Administration; Operation and Maintenance Manual;																			
D18.4	Quality Assurance Report																			

### 15. Reporting and Payment Schedule:

SN	Report	Due Date	Key Deliverables	Payment %
1	Inception Report	Within 1 month of contract signing	Inception Report with detailed project planning	4%
2	2 <sup>nd</sup> Report	Within 3 months of contract signing	<b>(D1) Development of Disbursement Linked Indicators (DLI) -</b> <b>(D2) Enhancement of Training Management System (TMS):-</b> <ul style="list-style-type: none"> <li>• D 2.1 Dashboard activity</li> <li>• D 2.2 Training Partner Module</li> <li>• D2.3 Training Institute Module</li> </ul>	6%

SN	Report	Due Date	Key Deliverables	Payment %
			<ul style="list-style-type: none"> <li>• D 2.4 Course Module</li> <li>• D2.5 Batch Module</li> <li>• D2.6 Training Module</li> </ul> <p>(D8):- Deployment, Customization; Configuration and Integration Service.</p> <p>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</p> <p>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</p> <p>(D11):- Data Migration Service.</p> <p>(D12):- Data Entry Service.</p> <p>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/FTIs/TI/FTAs).</p> <p>(D14):- Quarterly Report on Maintenance and Support of TMS.</p> <p>(D15):- Quarterly Report on Change Management and Version Control.</p> <p>(D16):- Quarterly Report on Post-hosting and sizing support.</p> <p>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</p> <p>(D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> </ul>	



SN	Report	Due Date	Key Deliverables	Payment %
3	3 <sup>rd</sup> Report	Within 6 months of contract signing	<ul style="list-style-type: none"> <li>• Quality Assurance Report</li> </ul> <p><b>(D2) Enhancement of Training Management System (TMS):-</b></p> <ul style="list-style-type: none"> <li>• D2.6.1 Training Module: Assessment, Certification and Job Placement</li> <li>• D2.7 Trainer Portal and Mobile App</li> <li>• D2.8 Assessor Portal and Mobile App</li> <li>• D2.9 Billing</li> <li>• D2.10 Stipend Management</li> <li>• D2.11 Asset Management</li> <li>• D2.12 Field visit and Monitoring Management</li> </ul> <p><b>(D3) Enhancement and Maintenance of SICIP Site.</b></p> <p><b>(D4) Enhancement of FinMan MiniERP for SDCMU.</b></p> <p><b>(D5) Enhancement of FinMan Cloud for PIU.</b></p> <p><b>(D8):- Deployment, Customization; Configuration and Integration Service.</b></p> <p><b>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</b></p> <p><b>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</b></p> <p><b>(D12):- Data Entry Service.</b></p> <p><b>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</b></p> <p><b>(D14):- Quarterly Report on Maintenance and Support of TMS.</b></p> <p><b>(D15):- Quarterly Report on Change Management and Version Control.</b></p> <p><b>(D16):- Quarterly Report on Post-hosting and sizing support.</b></p>	7%



SN	Report	Due Date	Key Deliverables	Payment %
			<p>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</p> <p>(D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul>	
4	4 <sup>th</sup> Report	Within 9 months of contract signing	<p>(D2) Enhancement of Training Management System (TMS):-</p> <ul style="list-style-type: none"> <li>• D2.13 Android &amp; IOS based Mobile App for Attendance, Field Visit, and Assessment &amp; Certification etc.</li> <li>• D2.14 Reporting Module               <ul style="list-style-type: none"> <li>○ Course Report</li> <li>○ Batch Module Report</li> <li>○ Trainee Module Report</li> <li>○ Enrollment Module Report</li> <li>○ Attendance Report Module</li> <li>○ Job Placement Report Module</li> <li>○ Monitoring Report Module</li> <li>○ TMS Reports</li> <li>○ External Monitoring Report</li> </ul> </li> </ul> <p>(D6) Learning Management System (LMS).</p> <p>(D7) Skills Portal.</p> <p>(D8):- Deployment, Customization; Configuration and Integration Service.</p>	5%



SN	Report	Due Date	Key Deliverables	Payment %
			<p>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</p> <p>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</p> <p>(D12):- Data Entry Service.</p> <p>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</p> <p>(D14):- Quarterly Report on Maintenance and Support of TMS.</p> <p>(D15):- Quarterly Report on Change Management and Version Control.</p> <p>(D16):- Quarterly Report on Post-hosting and sizing support.</p> <p>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</p> <p>(D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul>	
5	5 <sup>th</sup> Report	Within 12 months of contract signing	<p>(D8):- Deployment, Customization; Configuration and Integration Service.</p> <p>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</p>	6%



SN	Report	Due Date	Key Deliverables	Payment %
			<p>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</p> <p>(D12):- Data Entry Service.</p> <p>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</p> <p>(D14):- Quarterly Report on Maintenance and Support of TMS.</p> <p>(D15):- Quarterly Report on Change Management and Version Control.</p> <p>(D16):- Quarterly Report on Post-hosting and sizing support.</p> <p>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</p> <p>(D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul>	
6	6 <sup>th</sup> Report	Within 15 months of contract signing	<p>(D8):- Deployment, Customization; Configuration and Integration Service.</p> <p>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</p> <p>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</p> <p>(D12):- Data Entry Service.</p>	5%

SN	Report	Due Date	Key Deliverables	Payment %
7	7 <sup>th</sup> Report	Within 18 months of contract signing	<p><b>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</b></p> <p><b>(D14):- Quarterly Report on Maintenance and Support of TMS.</b></p> <p><b>(D15):- Quarterly Report on Change Management and Version Control.</b></p> <p><b>(D16):- Quarterly Report on Post-hosting and sizing support.</b></p> <p><b>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</b></p> <p><b>(D18):- Documentation and Reporting</b></p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p><b>(D8):- Deployment, Customization; Configuration and Integration Service.</b></p> <p><b>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</b></p> <p><b>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</b></p> <p><b>(D12):- Data Entry Service.</b></p> <p><b>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</b></p> <p><b>(D14):- Quarterly Report on Maintenance and Support of TMS.</b></p>	5%



SN	Report	Due Date	Key Deliverables	Payment %
8	8 <sup>th</sup> Report	Within 21 months of contract signing.	<p>(D15):- Quarterly Report on Change Management and Version Control.</p> <p>(D16):- Quarterly Report on Post-hosting and sizing support.</p> <p>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</p> <p>(D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p>(D8):- Deployment, Customization; Configuration and Integration Service.</p> <p>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</p> <p>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</p> <p>(D12):- Data Entry Service.</p> <p>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</p> <p>(D14):- Quarterly Report on Maintenance and Support of TMS.</p> <p>(D15):- Quarterly Report on Change Management and Version Control.</p> <p>(D16):- Quarterly Report on Post-hosting and sizing support.</p> <p>(D17):- Quarterly Report on Capacity Management and</p>	5%



SN	Report	Due Date	Key Deliverables	Payment %
9	9 <sup>th</sup> Report	Within 24 months of contract signing	<p><b>Knowledge Transfer</b></p> <p><b>(D18):- Documentation and Reporting</b></p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p><b>(D8):- Deployment, Customization; Configuration and Integration Service.</b></p> <p><b>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</b></p> <p><b>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</b></p> <p><b>(D12):- Data Entry Service.</b></p> <p><b>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</b></p> <p><b>(D14):- Quarterly Report on Maintenance and Support of TMS.</b></p> <p><b>(D15):- Quarterly Report on Change Management and Version Control.</b></p> <p><b>(D16):- Quarterly Report on Post-hosting and sizing support.</b></p> <p><b>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</b></p> <p><b>(D18):- Documentation and Reporting</b></p>	5%



SN	Report	Due Date	Key Deliverables	Payment %
10	10 <sup>th</sup> Report	Within 27 months of contract signing	<ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p>(D8):- Deployment, Customization; Configuration and Integration Service.  (D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.  (D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.  (D12):- Data Entry Service.  (D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TL/PTAs).  (D14):- Quarterly Report on Maintenance and Support of TMS.  (D15):- Quarterly Report on Change Management and Version Control.  (D16):- Quarterly Report on Post-hosting and sizing support.  (D17):- Quarterly Report on Capacity Management and Knowledge Transfer  (D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> </ul>	5%



SN	Report	Due Date	Key Deliverables	Payment %
11	11 <sup>th</sup> Report	Within 30 months of contract signing	<ul style="list-style-type: none"> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p>(D8):- Deployment, Customization; Configuration and Integration Service.  (D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.  (D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.  (D12):- Data Entry Service.  (D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).  (D14):- Quarterly Report on Maintenance and Support of TMS.  (D15):- Quarterly Report on Change Management and Version Control.  (D16):- Quarterly Report on Post-hosting and sizing support.  (D17):- Quarterly Report on Capacity Management and Knowledge Transfer  (D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul>	5%
12	12 <sup>th</sup> Report	Within 33 months of contract signing	<p>(D8):- Deployment, Customization; Configuration and Integration Service.</p>	5%



SN	Report	Due Date	Key Deliverables	Payment %
			<p>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</p> <p>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</p> <p>(D12):- Data Entry Service.</p> <p>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</p> <p>(D14):- Quarterly Report on Maintenance and Support of TMS.</p> <p>(D15):- Quarterly Report on Change Management and Version Control.</p> <p>(D16):- Quarterly Report on Post-hosting and sizing support.</p> <p>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</p> <p>(D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p>(D8):- Deployment, Customization; Configuration and Integration Service.</p> <p>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</p>	
13	13 <sup>th</sup> Report	Within 36 months of contract signing		6%

SN	Report	Due Date	Key Deliverables	Payment %
			<p>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</p> <p>(D12):- Data Entry Service.</p> <p>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TT/PTAs).</p> <p>(D14):- Quarterly Report on Maintenance and Support of TMS.</p> <p>(D15):- Quarterly Report on Change Management and Version Control.</p> <p>(D16):- Quarterly Report on Post-hosting and sizing support.</p> <p>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</p> <p>(D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul>	
14	14 <sup>th</sup> Report	Within 39 months of contract signing	<p>(D8):- Deployment, Customization, Configuration and Integration Service.</p> <p>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</p> <p>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</p> <p>(D12):- Data Entry Service.</p>	5%



SN	Report	Due Date	Key Deliverables	Payment %
15	15 <sup>th</sup> Report	Within 42 months of contract signing	<p><b>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</b></p> <p><b>(D14):- Quarterly Report on Maintenance and Support of TMS.</b></p> <p><b>(D15):- Quarterly Report on Change Management and Version Control.</b></p> <p><b>(D16):- Quarterly Report on Post-hosting and sizing support.</b></p> <p><b>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</b></p> <p><b>(D18):- Documentation and Reporting</b></p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p><b>(D8):- Deployment, Customization; Configuration and Integration Service.</b></p> <p><b>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</b></p> <p><b>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</b></p> <p><b>(D12):- Data Entry Service.</b></p> <p><b>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</b></p> <p><b>(D14):- Quarterly Report on Maintenance and Support of TMS.</b></p>	5%



SN	Report	Due Date	Key Deliverables	Payment %
16	16 <sup>th</sup> Report	Within 45 months of contract signing	<p><b>(D15):- Quarterly Report on Change Management and Version Control.</b></p> <p><b>(D16):- Quarterly Report on Post-hosting and sizing support.</b></p> <p><b>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</b></p> <p><b>(D18):- Documentation and Reporting</b></p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p><b>(D8):- Deployment, Customization; Configuration and Integration Service.</b></p> <p><b>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</b></p> <p><b>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</b></p> <p><b>(D12):- Data Entry Service.</b></p> <p><b>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TT/PTAs).</b></p> <p><b>(D14):- Quarterly Report on Maintenance and Support of TMS.</b></p> <p><b>(D15):- Quarterly Report on Change Management and Version Control.</b></p> <p><b>(D16):- Quarterly Report on Post-hosting and sizing support.</b></p> <p><b>(D17):- Quarterly Report on Capacity Management and</b></p>	5%



SN	Report	Due Date	Key Deliverables	Payment %
17	17 <sup>th</sup> Report	Within 48 months of contract signing	<p><b>Knowledge Transfer</b></p> <p><b>(D18):- Documentation and Reporting</b></p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p><b>(D8):- Deployment, Customization; Configuration and Integration Service.</b></p> <p><b>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</b></p> <p><b>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</b></p> <p><b>(D12):- Data Entry Service.</b></p> <p><b>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</b></p> <p><b>(D14):- Quarterly Report on Maintenance and Support of TMS.</b></p> <p><b>(D15):- Quarterly Report on Change Management and Version Control.</b></p> <p><b>(D16):- Quarterly Report on Post-hosting and sizing support.</b></p> <p><b>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</b></p> <p><b>(D18):- Documentation and Reporting</b></p>	5%



SN	Report	Due Date	Key Deliverables	Payment %
18	18 <sup>th</sup> Report	Within 51 months of contract signing	<ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p>(D8):- Deployment, Customization; Configuration and Integration Service.  (D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.  (D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.  (D12):- Data Entry Service.  (D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TTI/PTAs).  (D14):- Quarterly Report on Maintenance and Support of TMS.  (D15):- Quarterly Report on Change Management and Version Control.  (D16):- Quarterly Report on Post-hosting and sizing support.  (D17):- Quarterly Report on Capacity Management and Knowledge Transfer  (D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> </ul>	5%



SN	Report	Due Date	Key Deliverables	Payment %
19	Final Report	Within 53 months of contract signing	<ul style="list-style-type: none"> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p>(D8):- Deployment, Customization; Configuration and Integration Service.</p> <p>(D9):- Wild card (2-level) SSL certificate for all SICIP products for the entire contract period.</p> <p>(D10):- Masked SMS gateway service with the provision of estimated 1.2 million SMS over entire contract period.</p> <p>(D12):- Data Entry Service.</p> <p>(D13):- Quarterly Report on Maintenance and enhancement of FinMan (miniERP and FinMan for IAs/PTIs/TI/PTAs).</p> <p>(D14):- Quarterly Report on Maintenance and Support of TMS.</p> <p>(D15):- Quarterly Report on Change Management and Version Control.</p> <p>(D16):- Quarterly Report on Post-hosting and sizing support.</p> <p>(D17):- Quarterly Report on Capacity Management and Knowledge Transfer</p> <p>(D18):- Documentation and Reporting</p> <ul style="list-style-type: none"> <li>• Prepare the Software Requirements Specifications (SRS) as per the new changes and enhancements.</li> <li>• Prepare/update the User Manual as per the new changes and enhancements.</li> <li>• System Administration; Operation and Maintenance Manual</li> <li>• Quality Assurance Report</li> </ul> <p>Final Reports including</p>	6%



SN	Report	Due Date	Key Deliverables	Payment %
			<ul style="list-style-type: none"> <li>a. Software source Code</li> <li>b. Work Flow chart Report for implemented system</li> <li>c. Updated Business Requirement Analysis Report</li> <li>d. Updated Software Requirement Specification Report</li> <li>e. Updated Hardware Requirement Report</li> <li>f. Updated Quality Assurance Report</li> <li>g. Updated System Administration Manual</li> <li>h. Operation and Maintenance Manual</li> <li>i. Final Training Report</li> <li>j. User Acceptance Test (UAT) Report</li> <li>k. Project Sign Off Document</li> </ul>	

**Note: The reimbursable expenses and provisional sum will be paid on actual basis and will be made as and when required upon submission of proof of payment and other relevant documents.**

