

# Request for Proposal (RFP)

FOR selection of System Integrator (SI) for

## INTEGRATED FINANCIAL MANAGEMENT SYSTEM (IFMS) 3.0

DIRECTORATE OF TREASURIES & INSPECTION, ODISHA, FINANCE DEPARTMENT

**Mar- 2024**

**Directorate of Treasuries and Inspection**  
Finance Department, Government of Odisha  
Bhubaneswar-751001

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### Disclaimer

All information contained in this Tender Document is in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the preparation of this Tender Document, the interested firms shall satisfy itself that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Directorate of Treasuries and Inspection (DT&I), Finance Department reserves the right to reject any or all of the proposals submitted in response to this Tender Document at any stage without assigning any reasons whatsoever. DT&I also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Tender Document response. DT&I reserves the right to change/ modify/ amend any or all the provisions of this Tender Document. Such changes would be posted on the website of DT&I ([www.odishatreasury.gov.in](http://www.odishatreasury.gov.in)).

Neither DT&I nor its employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Tender Document, any matter deemed to form part of this Tender Document, the award of the Assignment, the information and any other information supplied by or on behalf of DT&I or their employees or otherwise arising in any way from the selection process for the Assignment.

**Information provided in this document or imparted to any respondent as part of the Tender Document process is confidential to DT&I and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.**

**Important Information for the Bidders**

Table 1:

Particulars	Details
Bid Inviting Authority	Directorate of Treasuries and Inspection, Finance Department, Govt. Of Odisha
Request for Proposal No:	DTI (O)-COMP-IFMS-0008-2022-NO-3395
RFP publication date	15/03/2024
Non Refundable RFP Document Purchase price	INR 10000 (Ten Thousand) only
Last date & time of submission of written queries for Clarifications on RFP document. The format for submission of query is provided in Section-6.1.6. Queries can also be sent to the e-mail ID- <a href="mailto:ifmsodisha@gmail.com">ifmsodisha@gmail.com</a> in the required format only.	Date: 05/04/2024 Email ID: <a href="mailto:ifmsodisha@gmail.com">ifmsodisha@gmail.com</a>
Place of submission of bid documents	Directorate of Treasuries and Inspection, Finance Department, Govt. Of Odisha, at Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar.
Address for correspondence	Directorate of Treasuries and Inspection, Finance Department, Govt. Of Odisha, at Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar.
Date time venue for pre-bid conference (Only two representatives from each bidder with necessary authorization letter)	Date : 15/04/2024 Time: 11:30 hrs Venue: Sixth Floor Conference Hall, Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar. Virtual meeting details can be shared upon receipt of request.
Tentative Date, time for query response	Date : 23/04/2024

**RFP for Selection of SI for Implementation of IFMS 3.0, Odisha**

Earnest money deposit (EMD)/Security payable	INR 12,00,00,000.00 (Rupees Twelve Crore Only)
Last date and time for submission of proposal/bid	Date : 15/05/2024 Time: 15:00 hrs Venue: Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar.
Date, time and venue for opening of Pre - Qualification bids	Date : 15/05/2024 Time: 16:00 hrs Venue: Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar.
Tentative Date, time and venue for declaration of PQ result and opening of Technical bids	Date : 22/05/2024 Time: 15:00 hrs Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar
Tentative Date, time and venue for Technical presentation	Date : 01/06/2024 Time: 12:00 hrs Venue: Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar
Tentative Date, time and venue for declaration of technical bid result and opening of commercial bids	Date : 21/06/2024 Time: 15:00 hrs Venue: Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar
Bid Validity	The bid shall remain valid for at least for 180 days from the last date for submission of proposal/ bid
Contact Person	Mr. Bibhuprasad Barik, Deputy Director, Directorate of Treasuries and Inspection Phone: 0674-2534025 Mob:+91 98531 07809 Fax: 0674-2531142 <a href="mailto:Bibhuprasadbarik@orissatresury.gov.in">Bibhuprasadbarik@orissatresury.gov.in</a>



## **1. INTRODUCTION**

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### **1.1 PROJECT BACKGROUND**

Finance department, Government of Odisha has strategically planned its e-Governance intervention. One such strategic plan was automation of financial processes of the State Government and to build a robust IT infrastructure. Integrated Financial Management System (IFMS) is a custom based system that bundles many essential financial management and provides a standard platform for all types of financial transactions to the citizen on one hand and the Government agencies on the other. The whole life cycle of the financial process of the state government like Budget Preparation, Budget Authorization, Sanction Order Preparation, Accounts Correction, Receipt and Payment management, Debt and Fund Management, UC management, Budget Review and Fiscal Monitoring, Audit and Evaluation etc. are managed through IFMS application. Different major stakeholders such as the Accountant General of Odisha, Reserve Bank of India, Works Divisions, Forest Divisions, P & C Department, Other Administrative Departments, Accredited Agency Banks, Central Government agencies such as NSDL, PFMS are also part of the IFMS system. Integration with applications like HRMS, WAMIS, VATIS, I3MS, Sarathi & Vahan, Subordinate Staff Selection Commission of Government of Odisha, Government of India agencies like PFMS, NSDL, e-Kuber of RBI and Other agency banks.

#### **1.1.1 ABOUT THE DEPARTMENT**

The Finance Department, Government of Odisha monitors all receipts and expenditures of the state. The Department also looks after the allocation and monitoring of budget; assessing availability of funds for various schemes and monitoring the status of government investment in equities, loans, etc. Ensuring proper financial management and monitoring of audit also falls under the jurisdiction of the Finance Department.

#### **1.1.2 FUNCTIONS OF STATE GOVERNMENT TREASURY**

Directorate of Treasuries and Inspection (DT&I) Odisha is the heads of department under Finance Department. There are 30 (thirty) District Treasuries, 9 (nine) Special Treasuries (one located at New Delhi), 1 (one) Cyber Treasury, 1 (one) State Pension Treasury and 128 (one hundred twenty-eight) Sub-Treasuries under respective jurisdiction of District Treasuries. Directorate of Treasuries and Inspection (DT&I) Odisha was established in the year 1962; the primary functions being to act as the Heads of Department for the Treasuries and Sub-Treasuries in the State. The DT&I Odisha monitors this primary activity on monthly basis and

acts as the administrative head for these treasuries as well. In addition to these, inspection activity of all the Treasuries is done on a regular basis which include the verification of stock of stamps and valuables in the strong room, bill transaction details, verification of pension related issues, P.L. Account operations and other allied activities at treasuries and Sub-Treasuries levels.

## **1.2 ABOUT IFMS**

The Directorate of Treasuries & Inspection (DT&I), Finance Department, Government of Odisha has implemented the Integrated Financial Management System (IFMS) to perform its operation, enabling both DT&I, other State Departments of Govt. of Odisha and certain Central Government Agencies to operate in a single integrated environment. IFMS has been deployed state-wide in conjunction with government process improvements and standardized best practices that permanently reduced state costs while simultaneously improving government performance, integrity and accountability. It provides both tangible and intangible benefits that improves the efficiency and effectiveness of various financial disciplines and control processes.

## 2. INSTRUCTIONS TO BIDDER

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### 2.1 DEFINITIONS

In this document, the following terms shall have following respective meanings: -

**“Acceptance”** means the Government’s written certification that following installation, the system(s) (or specific part thereof) has been tested and verified as complete and/or fully operational, in accordance with the acceptance test defined in the Acceptance Test Documents.

**“Acceptance Test Documents”** means a mutually agreed document which defines procedures for testing the functioning of the system, against requirements laid down in the agreement. It should define tests to be carried out, test equipment and expected test results.

**“Contract Agreement”** means the Agreement to be signed by the Successful Bidder and Directorate of Treasuries and Inspection (DT&I)

**“Authorized Representative”** shall mean any person/agency authorized by either of the parties.

**“Bidder or bidder”** means any firm or group of firms or companies (called consortium) offering the solution(s), service(s) and/ or materials asked for in the RFP. The word Bidder, when used in the pre-award period shall be synonymous with Bidder, and when used after intimation of successful bidder shall mean the successful bidder, also called ‘Vendor or System Integrator (SI)’, with whom DT&I signs the Contract.

**“Contract”** is used synonymously with agreement.

**“Documentary evidence”** means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.

**“GoI”** shall mean Government of India

**“Gov. /GoO/Government/Govt. of Odisha”** shall mean Government of Odisha.

**“Go-Live/ System Go-Live”** Shall mean that the successful completion of installation of Hardware at all locations and the software is ready in all respect i.e. designing, development, testing, STQC/ Cert-in empaneled certification & implementation of software application. This implies the software can now be used by all the end users together as will be defined in the detailed Software Requirement Specifications document.

**“Installation and Commissioning”** Means installation of the Hardware/ Software is completed at all locations on all the systems and the application has been deployed on the live environment and DT&I has signed and approved the installation report.

**“Law”** shall mean any Act, notification, by law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority or political sub-division of government agency.

**“LoI”** means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the successful bidder.

**“OEM”** means Original Equipment Manufacturer Company, that is incorporated in India or abroad, who has management control over the manufacturing/ production process, Quality Assurance, Procurement of Raw materials/ manufacturing process inputs marketing and warranty services of the resultant products.

**“Party”** shall mean DT&I or Bidder individually and “Parties” shall mean DT&I and Bidder collectively.

**“PBC”** means Pre-Bid Conference

**“Rates/Prices”** means prices of supply of equipment and services quoted by the Bidder in the Commercial Bid submitted by him and/or mentioned in the Contract

**“RFP”** means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them

**“Services”** means the work to be performed by the System Integrator pursuant to this Contract, as detailed in the Scope of Work

**“Site”** shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement

**“Tenderer”** shall mean the authority issuing this Request for Proposal (RFP) and the authority under whom the project is to be implemented, operated, managed etc. and this authority shall be the Directorate of Treasuries and Inspection, acting on behalf of Finance Department, Govt. of Odisha

**“UAT”** shall mean the developed application functionalities are accepted and signed-off by the end users

“Relevant of Experience” shall mean, past work experience should be in the same field

## 2.2 COST INCURRED TO TENDER DOCUMENT PREPARATION

Bidder shall bear all costs associated with the preparation and submission of the tender including surveys (if required), and DT&I or finance department, Govt. of Odisha will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

## 2.3 CLARIFICATION ON RFP & PRE-BID CONFERENCE

The bidders or their designated representatives are invited to attend the Pre-Bid Conference (PBC) at their own cost, date and venue as mentioned in **table-1- “Important Information for the Bidders”**.

- In this PBC, Tenderer would address the clarifications sought by the bidders with regard to the RFP document and the project. The bidders would be required to submit their queries to The Director, Directorate of Treasuries and Inspection, Finance Department, Govt. of Odisha, at Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar in writing (or by E-mail to: [ifmsodisha@gmail.com](mailto:ifmsodisha@gmail.com)) in ‘word or excel’ only, query submission date as mentioned in **table-1- “Important Information for the Bidders”**. **Queries not submitted within this deadline will not be taken up at the PBC.**
- Only two representatives from each bidder with necessary authorization letter are allowed to attend the PBC.
- Tenderer reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

## 2.4 AMENDMENT OF RFP DOCUMENT

- At any time prior to the deadline (or as extended by DT&I) for submission of bids, DT&I, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s)
- The amendment(s) to the tender document if any will be published in the DT&I website only (<https://www.odishatreasury.gov.in/webportal/newtender.do>). The bidders are requested to regularly visit the website for updates.

- In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, DT&I, at its discretion, may extend the deadline for the submission of bids.

## 2.5 LANGUAGE OF PROPOSAL

The proposal prepared by the bidder, as well as all correspondence and documents relating to the tender exchanged between the bidder and the DT&I shall be in English. Information supplied in other language shall be rejected.

## 2.6 BID SUBMISSION

Bidder shall submit tenders in **FIVE PARTS**, each in a separate sealed envelope super-scribed with the RFP document number, due date, time, Project name and nature of bid (**Bid security, Pre-Qualification, Technical bid, Financial Bid and General Forms/Letters**).

**PART-I:** The Bid Security. Envelope needs to be superscribed as **BID SECURITY & Cost of RFP document**

**PART-II:** Original and one copy of PRE QUALIFICATION BID, complete with all details. Envelope needs to be super scribed as **“Pre-Qualification Bid”**.

**PART-III:** Original and one copy of TECHNICAL BID complete with all technical details. Envelope needs to be super scribed as **“Technical Bid”**

**Note:** Filling up prices in Part III will render the bidder disqualified.

**PART-IV:** Original and one copy of FINANCIAL BID with full price details. Envelope needs to be super scribed as **“Commercial Bid”**

**PART-V:** Original and one copy of General Forms/Letters super scribed as **“General Forms/Letters”**.

The envelopes containing Part-I, Part-II, Part-III, Part-IV and Part-V of offer shall be enclosed in a larger envelope duly sealed and signed by authorized signatory and marked as **Response to Request for Proposal (RFP) with title and reference number and the name & address of the Bidder**.

All the 5 envelopes shall be addressed to the following address

Nodal Officer  
Directorate of Treasuries & Inspection  
Treasury & Accounts Bhawan, Unit-III,  
Kharvela Nagar, Bhubaneswar-751001

**The bidder must also submit soft copies each of the Pre-Qualification, Technical, Commercial Bids and General Letters/Forms in separate new pen-drives, duly packed in the respective envelopes.**

Please note that the hard copy will prevail in case there is an ambiguity or/ and discrepancy occurs between the hard copy and the soft version of the bid submitted by the bidders.

The outer and inner envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in the case it is declared “late” pursuant, and for similar purposes.

If the outer envelope is not sealed and marked as above, DT&I will bear no responsibility for the misplacement or premature opening of the Bid.

Only detailed complete bids in the form indicated above shall be received prior to the closing time and date of the bids shall be taken as valid.

Bidders are requested to submit their bids through **Speed Post / Registered Post/ Courier/ by hand** only to the address mentioned in section [2.7](#) of RFP. DT&I will take no responsibility for delay or non-delivery of their bids within the stipulated time. Submission of proposal through any other mode will not be accepted.

## **2.7 ADDRESS FOR COMMUNICATION**

All communication related to the Tender should be made to

Mr. Manas Kumar Naik, Assistant Director, Nodal Officer, IFMS 3.0  
Directorate of Treasuries & Inspection  
Treasury & Accounts Bhawan, Unit-III,  
Kharvela Nagar, Bhubaneswar-751001

## **2.8 DOCUMENT COMPRISING THE BIDDER'S PROPOSAL**

The proposal submitted by the bidder must comprise of the following, including any other requisite as mentioned in this Tender Document –

### **Part-I**

- Bank Guarantee (BG) for BID SECURITY
- Demand Draft for Cost of RFP document
- Documents in support of MSE and Start Up

### **Part-II**

- All the relevant documents as mentioned in section “3.1.1 Pre-Qualification Criteria” under preferable documents column.

### **Part-III**

- Technical Bid letter as per format provided in [section 6.2.1](#)
- Details of Relevant Experience as per format provided in [section 6.2.2](#)
- Proposed Project Team Members Resume as per format provided in section 6.2.3
- Technical Proposal completed with all aspect.
- Copy of Original Equipment Manufacturer (OEM) authorization certificates for all the equipment as well as software proposed in the bid
- Un-priced bill of material (BoM) as per format provided in section 6.2.4

### **Part-IV**

- Commercial Bid-Letters as per format provided in section 6.3.1
- Unit Cost of resources as per format provided in section 6.3.2
- Design and Development cost as per format provided in section 6.3.3
- New System Software, Database& Middleware cost as per format provided in section 6.3.4



- Application Support and Maintenance Cost as per format provided in section 6.3.5
- Helpdesk Support cost as per format provided in section 6.3.6
- Cost Summary as per format provided in section 6.3.7

**Part-V**

- Bidders Profile as per format provided in section 6.1.1
- Bidder's Undertaking statement as per format provided in section 6.1.2
- Certificate of Compliance as per format provided in section 6.1.3
- Confidentiality/Non-Disclosure Undertaking as per format provided in section 6.1.4
- Power of Attorney

**Note:** The bidder must also submit soft copies each of the Pre-Qualification, Technical, and Commercial Bids and General Letters/Forms in separate Pen Drive, duly packed in the respective envelopes.

To accept or reject any/all deviations shall be at the sole discretion of the client.

**2.8.1 TECHNICAL PROPOSAL**

The technical proposal should address all the Sections as specified in the Evaluation of Technical Proposal ([Section 3.1.2](#)) and contain a detailed description of how the bidder will provide the required services and articulate as to how the technical solution meets the requirements specified in the Tender Document. The Technical Proposal should address the following–

- Detailed project plan, approach & methodology.
- Project governance structure describing project management processes, methodologies and procedures, risk and issue management, escalation mechanism, team structure, capability and resource deployment plan.
- Detailed quality assurance processes, procedures, formal review to be adopted.
- RACI Matrix for engagement of DT&I and the SI.
- Proposed solution that meets the requirements specified in Section 5
- Overall proposed solution architecture describing solution integration (with internal as well as external agencies), security and deployment.
- Data Migration Strategy and approach mechanism
- Bidder have to submit the detail storage capacity requirement on the proposed solution for next 7 years as a Part of Technical Bid Document.

- **OEM certificate confirming the licensing unit and number of concurrent users support against one license.**
- Security capabilities of proposed solution architecture covering authentication, authorization, audit trail, intrusion prevention.
- Proposed solution addressing scalability, availability, performance & manageability.
- Proposed Hardware and Networking architecture and specifications to run the systems ensuring high availability, integrity, scalability, distribution and concurrency.
- Proposed software license to be included in un-priced Bill of Material. **Hardware and Networking items should not be included in the unpriced BoM.**
- Detailed plan and criteria including checklist for acceptance testing of the integrated system.
- Strategy for executing Operations & Maintenance.
- Approach for business continuity & disaster recovery.
- Bidder's experience provided in the format specified in Section 6
- Profiles of resources proposed for the project. All the CVs of proposed team should be given in the format provided in Section 6. Bidders may propose back-up resources with their CVs to ensure that the finally deployed team does not have any resource outside the proposed list.
- Proposed solution on automated configuration management with effective build and release process.
- Proposed Backup Recovery Strategy defining back-up window, periodicity and incidence response and recovery-restoration and disk management.
- Detailed data Migration approach as per the proposed solution that meets the requirements specified in Section 5
- Proposed data retention and archiving policy
- Risk management strategy on backup and recovery, network and security infrastructure.
- Copy of Original Equipment Manufacturer (OEM) authorization certificates against the compliance sheets for all the items i.e. softwares
- The Bidder should have direct authorization from the Original Equipment Manufacturers (OEM) for selling and supporting the components offered under this project. The Bidder will have the responsibility of all kind of maintenance and support of application software Copy of authorization certificate from the Original Equipment Manufacturers (OEM) should be provided
- Un-priced bill of material (BoM), system licenses as per Section 6.2.4

- Complete details of the licensing calculation based on the technical BOM providing one-to-one linkage between each application.
- Details of Server Sizing
- The document should be page numbered, must contain the list of contents with page numbers and shall be initialed by the Authorized Representative of the bidder.
- The document submitted by the bidder should be concise and contain only relevant information as required under this RFP.

**Note: The bid will be liable for rejection, if any price is mentioned in the un-priced BoM.**

There should be no deviation between the un-priced BoM and the BoM proposed in the financial bid, and if any discrepancy found between the two, the client reserves the right to adjust the quantity and financials as per the below mentioned points (A & B) and the total price shall be corrected which will be binding on the bidder.

- A. Quantity of Items needs to be provided by the bidder-Maximum quantity of the item proposed either in technical BOM” or “Financial BOM/ quote”
- B. Price to be calculated or adjusted for financial quotations-For minimum quantity of the item proposed either in “technical BOM” or “Financial BOM/quote”

#### **2.8.2 COMMERCIAL PROPOSAL**

- Unless expressly indicated, bidder shall not include any technical information regarding the services in the commercial proposal. Prices shall be quoted entirely in Indian Rupees (INR) and must be arrived at after including all expenses, rates, and taxes including Service Tax.
- Bidder must use the forms presented in [Section 6.3](#). The commercial Proposal must include the total price for all software, services and additional costs to provide all software and services scoped in the Proposal. To be deemed responsive to this Tender Document, bidders must complete in detail all the Commercial Proposal Forms provided in [Section 6.3](#).
- Bidders are suggested not to use — ‘To Be Determined’ or similar annotations in the cells for cost estimates. It is suggested that the bidders need to specify prices for all categories and with assumptions, if any.

#### **2.9 PROPOSAL VALIDITY**

- The bid shall remain valid for at least for 180 days from the last date for submission of proposal/ bid. Bidder should ensure that in all circumstances, its Bid fulfills the validity condition. Any bid valid for a shorter period **will be liable for rejection** as non-responsive.

- In exceptional circumstances, DT&I may solicit bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by Fax. Bid Security/EMD shall also be suitably extended. A bidder granting the request is neither required nor permitted to modify the bid.

#### **2.10 LATE BID**

Any bid received by DT&I after the bid due date and time mentioned at the Important Information sheet will be treated as "Late Bid" and rejected.

#### **2.11 MODIFICATION AND WITHDRAWAL OF BID**

- The bidder may modify or withdraw its bid after submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by DT&I prior to the deadline prescribed for submission of bids.
- The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in a manner similar to the original bid.
- No bid shall be modified subsequent to the deadline for submission of bids.
- No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the bidder's forfeiture of its Bid security/EMD and /or any other action as per law.

#### **2.12 CORRECTION OF ERRORS**

The person signing the bid must initial erasures or other corrections. The Bidder further agrees that in the event of any obvious errors, DT&I reserves the right to waive such errors in its sole discretion. However, DT&I has no obligation under any circumstances to waive such errors.

#### **2.13 BID CURRENCY**

Prices for services offered shall be quoted in Indian National Rupees (INR) only.

#### **2.14 RFP DOCUMENT COST:**

Bidder should make a non-refundable payment of **Rs. 10,000 (Rupees Ten Thousand only)** for the tender document in the form of Demand Draft, issued by any Scheduled bank in India,

drawn in favor of “**Director of Treasuries and Inspection**” and payable at Government Treasury Branch, SBI, Bhubaneswar.

### **2.15 BID SECURITY/EMD**

- As part of the Pre-Qualification Bid,
  - All bidders shall furnish, an Earnest Money amounting to INR 12,00,00,000.00 (Rupees Twelve Crore Only).
- Bids without this bid security/EMD will be rejected.
- The Bid Security shall be in Indian Rupees and shall be in the form of Bank Guarantee (BG), issued by any Scheduled bank in India, drawn in favor of “**Director of Treasuries and Inspection**” and payable at Government Treasury Branch, SBI, Bhubaneswar and shall be valid for at least 180 days. The bidder needs to submit a fresh BG with expiry of the previous one after 180 days of date of issue. The format for the BG should be as per the format mentioned in section 6.1.5.
- Unsuccessful bidder's Bid security will be discharged or returned at the earliest after expiry of the final bid validity period and latest by the 30<sup>th</sup> day after the award of the contract.
- The successful bidder's Bid security will be discharged upon the bidder signing the Contract Agreement, and they should furnish the Performance Security.

### **2.16 FORFEITURE OF BID SECURITY/ EMD**

The Bid security may be forfeited either in full or in part, at the discretion of DT&I, on account of one or more of the following reasons:

- The bidder withdraws his bid during the period of Bid validity specified by him on the Bid Letter Form (i.e. between the deadline for submission of bids and the expiration of the period of Bid validity specified by the bidder on the Bid letter Form)
- The bidder fails to co-operate in the Bid evaluation process
- If the bid or its submission is not in conformity with the instruction mentioned herein
- If the bidder violates any of the provisions of the terms and conditions of the tender
- If the bidder is non-responsive or does not provide appropriate response to any clarification sought by the client within the stipulated time during bid evaluation
- In the case of a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with DT&I, after acceptance of communication on placement of award, (c) furnish performance security

- The bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of DT&I in timely finalization of this tender.
- The decision of DT&I regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances.

#### **2.17 LACK OF INFORMATION TO BIDDER**

The bidder shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfill his obligation under the tender

#### **2.18 CONFLICT OF INTEREST**

The SI shall hold the Client's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

- **SIs Not to Benefit from Commissions, Discounts:** The payment of the SI shall constitute the SI's only payment in connection with this Contract or the Services, and the SI shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the SI shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment.
- **Prohibition of Conflicting Activities:** The SI shall not engage, and shall cause their Personnel, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

#### **2.19 DISQUALIFICATION**

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this Tender Document–

- Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- The bidder qualifies the proposal with his own conditions.
- Proposal received in incomplete form.
- Proposal received after due date and time.
- Proposal not accompanied by all the requisite documents

- Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Bids not submitted with required certification.
- **Commercial proposal enclosed with the same envelope as technical proposal.**
- Bidder trying to influence the proposal evaluation process by unlawful, corrupt or fraudulent means at any point of time during the bid process.
- In case any one party submits multiple proposals the bids are likely to be disqualified, unless additional bids are withdrawn upon notice immediately.
- Any deviations between technical and commercial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal.

Bidders may specifically note that while evaluating the proposals, if it comes to DT&I's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal, then the bidders so involved are liable to be disqualified for this contract as well as prohibited from participation in any of the tenders floated by DT&I and Finance Department, Govt. of Odisha for a further period of three years.

#### **2.20 RIGHT TO ACCEPT BID AND REJECT ANY OR ALL BIDS**

DT&I reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the DT&I's action.

#### **2.21 POWER OF ATTORNEY**

The bidder must submit a statement confirming the authority of the authorized representative of the bidder and a notarized power of attorney to act in all matters concerning the offer.

#### **2.22 AWARD OF CONTRACT**

- DT&I will notify the successful bidder in writing for finalizing the contract conditions. The successful bidders will be asked to sign the Contract Agreement within 15 days of the notification. After signing of the Contract Agreement, no variation in or modification of the

terms of the Contract shall be made except by written amendment signed by the parties. If DT&I is unable to finalize a service agreement with the bidder ranked first, it may proceed to the next ranked bidder but it is the sole discretion of DT&I only. However, DT&I has no obligation under any circumstances to move to the next bidder.

- Prior to the expiry of the validity period, DT&I will issue Lol (Letter of Intent) to the successful bidder confirming the acceptance of proposal. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Security, DT&I will promptly notify each unsuccessful bidder and return their Bid Security.
- On issuance of the Letter of Intent (Lol) by DT&I the bidder has to confirm its acceptance within seven day of its issuance and signing of agreement within 15 days of notification, failing which DT&I reserves the right to take appropriate disciplinary actions including forfeiture of EMD, termination of the contract as provisioned in the clause 2.16

### **2.23 SIGNING OF CONTRACT**

The DT&I will notify the successful bidder regarding the acceptance of the proposal. DT&I shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between DT&I and the successful bidder. The successful bidder shall sign the contract within 15 days of the notification.



### 3. BID EVALUATION PROCESS

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#### 3.1 BID OPENING AND EVALUATION PROCESS

- DT&I will open bids at the place and time mentioned at important information sheet. Bidder's representatives (Maximum 2) may attend the opening, and those who are present shall sign a register evidencing their attendance.
- The Evaluation Committee would evaluate the Pre-qualification criteria of the bidders. Successful bidders will be informed subsequently.
- Technical Bid will be opened for those bidders whose bids shall meet all the pre-qualification criteria.
- Commercial Bid will be opened for those bidders who shall qualify in the Technical Bid evaluation.
- The DT&I, reserves the right to seek written clarification from bidders during any stage of bid evaluation process. Non-responsiveness of the bidder within the stipulated time may result in rejection of the bid or forfeiture of EMD or both.
- The DT&I, reserves the right to seek documents (prepared prior to last date of bid-submission) from bidders during any stage of bid evaluation process.
- In case of change of place, date and time of opening of the Commercial bids as mentioned in important information sheet, the prospective bidders shall be notified separately through writing, mail or fax.
- The tendering authority
  - Shall strictly apply only and all of the evaluation and qualification criteria specified in the bidding document.
  - The determination shall be based upon an examination of the documentary evidence of the bidder's qualifications and proposed solution submitted by the bidder

#### Determination of eligibility and responsiveness

- I. A bidder shall be considered to be eligible if it meets the eligibility criteria mentioned in the RFP
- II. A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -
  - "Deviation" is a departure from the requirements specified in the bidding document;
  - "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and

- “Omission” is the failure to submit part or all of the information or documentation required in the bidding document
- III. A material deviation, reservation, or omission is one that, if accepted, would:
  - affect in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the bidding document; or
  - limits in any substantial way, inconsistent with the bidding document, the tendering authority’s rights or the bidder’s obligations under the proposed Contract; or
- If rectified, would unfairly affect the competitive position of other bidders presenting responsive bids.
- IV. The tendering authority shall examine the technical bid including the pre-qualification documents. Provided that a bid is substantially responsive, the tendering authority
  - May waive any nonconformity in the bid that does not constitute a material deviation, reservation or omission.
  - May request that the bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the bid. Failure of the bidder to Comply with the request may result in the rejection of its bid.
  - Shall rectify nonmaterial nonconformities or omissions. To this effect, the bid price shall be adjusted, for comparison purposes only, to reflect the price of the missing or non-conforming item or component.
- V. The eligible bidders whose bid is determined to be substantially responsive shall be considered to be qualified in the technical evaluation, unless disqualified pursuant to clause 2.19 and shall be informed in writing about the date, time and place of opening of their financial bids.
- VI. The firms which could not qualify in technical evaluation will be informed about this fact. Their financial bid will be returned unopened and EMD will be refunded after completion of the bid process i.e. award of the contract to the best/ successful bidder.

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### 3.1.1 PRE-QUALIFICATION CRITERIA

Sl. No	Eligibility Criteria to Participate	Preferable Documents
1.	The bidder should be at least a CMMi Level 5 or above certified Company for software development or enterprise application.	Copy of valid relevant certificate
2.	The bidder should be ISO/IEC 27001 certified company	Copy of valid relevant certificate
3.	The bidder should be ISO/IEC 20000 certified company	Copy of valid relevant certificate
4.	Bidder should have submitted a Bid security/ EMD of INR 12,00,00,000.00 (Rupees Twelve Crore only)	Appropriate BG
5.	The bidder shall be a company, registered under Indian Companies Act, 2013 and who have their registered offices with legal presence in India OR A partnership firm registered under Indian Partnership Act, 1932. OR A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008	Copy of Company Registration Certificate/ Certificate of Incorporation
6.	The bidder's average annual financial turnover from IT/ ITeS in the last three financial years (FY 21-22, FY20-21, and FY 19-20) should be more than INR 5000 crore.	Document Certificate from Chartered Accountant
7.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been blacklisted by any Govt. or Govt. undertaking organization at the time of submission of the bid.	Self-declaration certificate signed by the authorized signatory
8.	The bidder should have positive net worth for the past three financial years (FY 21-22, FY20-21, and FY	Document Certificate from Chartered Accountant

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Sl. No	Eligibility Criteria to Participate	Preferable Documents
	19-20).	
9.	<p>The bidder must have experience in at least 2 (two) IT enabled service project for Government Departments/ Public Sector Undertakings in India covering only Application development along with maintenance services (worth at least Rs. 50 Cr) in the last 5 years (as of 30/10/2023). This should not include software license cost</p> <p><b>Note:</b> Duly certified contract copies/ Work order (in English only) is to be provided for each project citation</p>	Copy of work orders and self-certification by the bidder along with detailed write-up from the bidder as per format provided in Section 6.2.2
10.	The bidder shall have company registration certificate under company act, valid income tax registration certificate and GSTIN registration certificate.	<p>a. Copy of Company Registration-certificate/Certificate of Incorporation</p> <p>b. Copy of PAN</p> <p>c. Copy of the GSTIN registration certificate</p>
11.	The Bidder should have local presence and this should be an existing set up established prior to 30 <sup>th</sup> October 2023 or agree to setup local office within three months from award of contract.	<p>Address proof of local office</p> <p>OR</p> <p>Self-declaration for setting up office in letter-head of bidder only towards compliance of the same within 3 months of award of contract.</p>
12.	Soft Copy of Pre-Qualification Bid has been Provided	A Pen drive having the soft copy of the PQ Bid only

**3.1.2 EVALUATION OF TECHNICAL PROPOSALS**

The Evaluation Committee would evaluate the technical bids. Bidders should be ready to give the presentation on their proposed solution in front of the Evaluation Committee at a date, time and location in 3 days' notice by DT&I. They are expected to reply to all the queries from the Evaluation Committee during the presentation. The presentation would be part of technical evaluation process. The proposed project manager should only present before the committee.

DT&I may also undertake clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in Technical evaluation criteria table. The marking scheme presented is an indication of the relative importance of the evaluation criteria.

**Technical evaluation criteria**

Sl. No	Parameter		Maximum Score
<b>A. Relevant past experience</b>			<b>20</b>
<b>A.1</b>	The bidder should have successfully implemented IT enabled service project for Government Departments/ Public Sector Undertakings in India Application development along with maintenance services (worth at least Rs. 50 Cr) in the last 5 years (as of 30/10/2023). This should not include software license cost.  Evidence to be provided in the form of Work Order.  Note: Duly certified contract copies/ work order (in English only) is to be provided for each project citation	Each Projects 2 marks up to a maximum of 6 marks	6
<b>A.2</b>	The bidder should have successfully implemented Cloud transformation IT	Each Projects 2 marks up to a	6

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Sl. No	Parameter		Maximum Score
	<p>enabled service project for Government Departments/ Public Sector Undertakings providing Infrastructure as Service (IaaS)/ Platform as Service (PaaS) and Software as Service (SaaS) worth at least INR 20 Cr in last 5 years (as of 30/10/2023). Evidence to be provided in the form of Work Order.</p> <p><b>Note:</b> Duly certified contract copies/ work order (in English only) is to be provided for each project citation</p>	maximum of 6 marks	
<b>A.3</b>	<p>The bidder should have successfully implemented IT enabled service project in Government Treasuries/ Government Tax domain/ Government financial domain OR scheduled banks OR financial institutions covering application development along with support and maintenance services, worth at least Rs. 50 Cr in last 5 years (as of 30/10/2023).</p> <p>Evidence to be provided in the form of Work Order.</p> <p><b>Note:</b> Duly certified contract copies/ Work order (in English only) is to be provided for each project citation</p>	Each Project 4 marks up to maximum of 8 marks	8
<b>B. Proposed Solution</b>			<b>40</b>
<b>B.1</b>	<ul style="list-style-type: none"> <li>• Understanding of the Scope of Work</li> <li>• Proposed Tools and Technologies</li> </ul>		10

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Sl. No	Parameter		Maximum Score
	<ul style="list-style-type: none"> <li>• System Integration Architecture</li> <li>• Deployment Architecture</li> <li>• Roll out and Post Implementation support</li> <li>• Capacity Building and Change Management Strategy etc.</li> <li>• Approach for Exit Management</li> </ul> <p>All the points of section 2.8 will be taken into consideration for evaluation of this section.</p>		
<b>B.2</b>	Presentation of the Technical Solution proposed and proof of Concept (POC) (using microservices)	The proposed Project Manager shall have to be present during the presentation and shall be interviewed by the technical evaluation committee during the presentation	20
		POC (The bidder should use microservice based architecture in designing the proof of concept and the same should be based on the proposed software and database server)	10
<b>C. Proposed Team Strength and Project Plan</b>			<b>25</b>
<b>C.1</b>	Project Manager [Minimum qualification- (BE/ B-Tech/ MCA with at least 10 years of experience, Should have working experience in at least one project in Treasuries/ Government Tax domain/ Government financial domain OR scheduled banks OR financial institutions with value more	>=12 years of experience = 6 Marks >=10 but < 12 Years of Experience = 4 Mark And PMP/ Prince-2/ CDP (DevOps)	9

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Sl. No	Parameter		Maximum Score
	than INR 50 Crore)]	Certified= 1 Mark And Working experience in at least One project in Govt. or PSUs with value more than 50 Crore INR = 2 Marks	
<b>C.2</b>	Solution Architect [Minimum qualification- (BE/ B-Tech/ MCA with at least 10 years of experience, Should have working experience in at least one project in Treasuries/ Government Tax domain/ Government financial domain OR scheduled banks OR financial institutions with value more than INR 50 Crore)]	>=12 years of experience= 4 Marks >=10 Years but < 12 Years of Experience = 2 Mark And TOGAF Certified – 1 Mark And Working experience in at least one project in Govt. or PSUs with value more than 50 Crore INR = 1 Mark	6
<b>C.3</b>	Project work break down structure	Qualitative assessment based on timelines, resource assignment, dependencies, and milestones	10
<b>D. Financial Strength</b>		Document Certificate from Chartered Accountant	<b>15</b>
<b>D.1</b>	The Bidder's Average Annual Turnover for the past three (3) financial years (FY 21-22, FY20-21, and FY 19-20) shall be evaluated	> INR 10000 Crores = 15 marks. > INR 7000 Crores but <= INR 10000 Crores = 10 marks. > INR 5000 Crores but <= INR 7000 Crores = 7 marks.	15



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Sl. No	Parameter		Maximum Score
	<b>Total</b>		<b>100</b>

### **Proof of Concept:**

The Bidder should prepare a proof of concept using the microservice based architecture for the following:-

- One Complete Expenditure cycle including the following business processes
  - Budget Allotment from CO to DDO
    - Budget availability at CO level
    - Couple of DDOs to be linked to the CO
    - Allocation distribution to DDO
  - Online Bill Preparation and processing (including treasury processing)
    - Selection of Bill Type
    - Selection of Head of Account
    - Validation of Budget availability
    - Bill submission to Treasury through Dealing assistant, Accountant and then to Treasury Officer
    - Objection by Treasury should be available and provision to re-submit the revised bill by DDO
    -
  - SO linkage to Bill
    - Selection of Sanction Type and Sub-Type
    - Validation of Bill amount less than Sanction amount
    - Provision of attaching one Sanction to multiple bills as long as the Sanction amount is not exhausted
  - Issue of payment instruction to RBI.
    - Once the bill approved by Treasury, it should be available in CEPC
    - Consolidation of payment files at CEPC based on Salary, Pension and P/L etc.
  - Receipt of scroll from RBI intimating payment status
    - Scroll from RBI like DN, CN
    - SMS to DDO

The bidder should use microservice based architecture in designing the proof of concept and the same should be based on the proposed application and database server

Bidder must provide supporting documentary proof in the form of work orders confirming year, value of services delivered in each of the projects, completion certificate from client confirming year and value, scope of work along with reference details of the client.

### 3.1.3 EVALUATION OF COMMERCIAL PROPOSALS

After evaluating the Technical Bids, DT&I shall notify the bidders whose Technical proposals were considered acceptable to DT&I, indicating the date, time and place for opening of the Commercial Bids. Financial proposals of those bidders securing 70 or more marks in technical evaluation will be opened only, for other unsuccessful bidders the financial proposals will be returned unopened.

- The evaluation of the bids will be based on the Combined Quality and Cost Based Selection (CQCBS) Method (70:30).

The following points may be noted for the evaluation of the Commercial Bid

- Prices shall be written in both words and figures. In the event of difference, the price in words shall be valid and binding.
- Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its tender will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
- Any discrepancy relating to prices quoted in the offer across different sections of the bid, only prices given in the prescribed format given in Section—6.3 of this RFP shall prevail

Scores of the Commercial evaluation would be weighed prorata on a scale of 30 with the Bidder with the **lowest commercial quote** getting 100. These commercial scores would then be added up with the score of the technical evaluation and the Bidder getting the **maximum total score out of 100** would be considered as the successful bidder and called for negotiations, if required.

Formula for Final Bid Evaluation is

$$B_m = .7 (T_M) + .3 (F_n)$$

$$F_n = (F_{min} / F_b) * 100$$

#### Where

$B_m$  is total marks of the bidder in consideration

TM is Technical Marks of the bidder in consideration  
 Fn is Normalized financial score of the bidder in consideration  
 Fb is Evaluated Cost of bidder under consideration  
 Fmin is Minimum evaluated cost of any bidder

DT&I reserves the right to negotiate with the Bidder whose proposal has been ranked first on the basis of best value.

### **3.2 PROJECT SCHEDULE& PAYMENT TERMS**

#### **3.2.1 PROJECT SCHEDULE**

Table 2:

<b>Sl. No</b>	<b>Deliverables</b>	<b>Completion Timeline</b>
<b>1.</b>	Team Mobilization (should happen within 15 days of acceptance of Letter of Intent (LoI)), Signing of Contract	T <sub>0</sub>
<b>2.</b>	Preparation of Project Charter and project work plan	T <sub>0</sub> + 2 weeks
<b>3.</b>	System requirement study for new developments for all group of modules	T <sub>0</sub> + 20 weeks
<b>4.</b>	Detailed Business Process Documents, Functional Design Documents, User Interface Design Specifications, Technical Design Documents (front end as well as backend) including the API Design document, Integration Design Specifications, System Requirement Specification (SRS), Data Design documents, CI/CD strategy plan, Dependency Management manual preparation for group one	T <sub>0</sub> + 30 weeks
<b>5.</b>	Performance Testing criteria, User Acceptance Criteria, Unit Test Scripts with Results, System Integration Test Scenarios and scripts, UAT Scenarios and scripts	T <sub>0</sub> + 30 weeks
<b>6.</b>	Development of Group one modules to be completed	T <sub>0</sub> + 32 weeks
<b>7.</b>	End-to-end project documentation and creation of manuals including training Need Analysis Report and Training Modules and completion of end user training	T <sub>0</sub> + 36 weeks
<b>8.</b>	User Acceptance Test Report for Group one modules	T <sub>0</sub> + 40 weeks
<b>9.</b>	Data Migration activity to be completed	T <sub>0</sub> + 41 weeks

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<b>Sl. No</b>	<b>Deliverables</b>	<b>Completion Timeline</b>
10.	Successful Live Run of Group one modules	$T_0 + 41 \text{ weeks} = T_1$
11.	Activity 4-7 for Group two modules	$T_1 + 16 \text{ weeks}$
12.	User Acceptance Test Report for Group two modules	$T_1 + 18 \text{ weeks}$
13.	Data Migration activity to be completed for Group two modules	$T_1 + 19 \text{ weeks}$
14.	Successful Live Run of Group two modules	$T_1 + 19 \text{ weeks} = T_2$
15.	Activity 4-7 for Group three modules	$T_2 + 16 \text{ weeks}$
16.	User Acceptance Test Report for Group three modules	$T_2 + 18 \text{ weeks}$
17.	Data Migration activity to be completed for Group three modules	$T_2 + 19 \text{ weeks}$
18.	Successful Live Run of Group three modules	$T_2 + 19 \text{ weeks} = T_3$
19.	Activity 4-7 for Group four modules	$T_3 + 12 \text{ weeks}$
20.	User Acceptance Test Report for Group four modules	$T_3 + 14 \text{ weeks}$
21.	Data Migration activity to be completed for Group four modules	$T_3 + 15 \text{ weeks}$
22.	Successful Live Run of Group four modules	$T_3 + 15 \text{ weeks} = T_4$
23.	System certification by STQC / cert-in empanelled vendors	$T_4 + 16 \text{ weeks} = T_5$
24.	Annual Maintenance Contract of applications (for approximately 5 years) (once the deployment of one group of modules gets completed, the annual maintenance of that group needs to start)	Rest of the project duration
25.	Knowledge Transfer to new System Integrator	Last 12 months of the engagement
26.	Results accomplished during the period	Every 15 days
27.	Cumulative deviations to date from schedule of progress on milestones	Every 15 days
28.	Corrective actions to be taken to return to planned schedule of progress	Every 15 days
29.	Proposed revisions to planned schedule	Every 15 days
30.	Other issues and outstanding problems, and actions proposed to be taken	Every 15 days

It may be noted that  $T_0$  is the event marking the Team Mobilization which should happen within 15 days of acceptance of Letter of Intent (LoI) by the successful bidder who is also called the System Integrator (SI). The SI has to design and implement a very detailed plan of implementation that seeks to execute several activities in parallel, adopts Critical Path method and commits additional resources to activities falling behind schedule so as to keep up with the overall deadline.

It may be noted that the time schedule for each milestone shown in the table above would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Therefore, the SI will have to be extremely careful in establishing an excellent project management setup.

### **3.2.2 PERFORMANCE SECURITY**

Within 15 (fifteen) days of Notification of “Award of the Work” the selected bidder shall furnish Performance Security or Performance Bank Guarantee (PBG) to DT&I, Government of Odisha by way of irrevocable and unconditional Bank Guarantee in favor of “**Director of Treasuries and Inspection**” for a period to be specified in the award of work. This Bank Guarantee should be valid at least 6 months beyond the end of project to cover the risk of DT&I. The proceeds of the Performance Security or Performance Bank Guarantee (PBG) shall be payable to DT&I as compensation for any loss resulting from the Company’s failure to fulfill its obligations under the terms and conditions of the Work Order.

The Performance Security or Performance Bank Guarantee (PBG) regarding commencement of job / task will be discharged by DT&I and returned to the company not later than 30 (Thirty) days following the date of completion of the company’s performance, related obligations under the terms & conditions of the Work Order.

Failure of the successful bidder to comply with the requirements specified in the RFP shall constitute sufficient ground for the annulment of the notification and forfeiture of the bid security or Performance Bank Guarantee (PBG) in which event, the DT&I may award the contract in accordance with its prescribed rules.

### **3.2.3 PAYMENT MILESTONES**

The payment will be in combination of both, milestone as well as QGR based. Different categories of payment have been elaborated in detail in table-3.

**3.2.4 PAYMENT SCHEDULE**

Table 3:

Category	Payment- Milestone Based	Payment QGR Based	Remarks
System Software, Database and Middleware cost- CF-4	100% of total System Software, Database & Middleware Cost on successful commissioning of all items and after go-live of Phase-I of modules. (Bidder has to submit the OEM certification regarding the OEM support for the maintenance of all the system software for the period of 7 years)		
Yearly AMC cost of System Software, Database and Middleware - CF-4.1	On yearly basis i.e. annual maintenance period.		
Design, Development Cost – CF-3	20% on Successful Completion & approval of SRS Document		Module wise payment to be released
	40% on completion of UAT of the System		
	20% on successful Data Migration		
	20% on System Go-		

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Category	Payment- Milestone Based	Payment QGR Based	Remarks
	Live		
Support and Maintenance of the application Cost-CF-5		100% of the total cost will be paid through QGR for the entire maintenance period.	QGR Payment start date will be from the date of deployment of maintenance resources (against the group of modules that have gone Live) at client site.
Helpdesk Support Cost- (CF-6)		100% of the total cost will be paid through QGR for the maintenance period of 7 years.	QGR Payment start date will be from the date of deployment of all the resources and approval from client.

**Note:**

**3.2.5 OTHER TERMS OF PAYMENT**

- Project is a service project and not simply a project involving supply of goods. Hence, basically the payment will be made only if services are rendered by the SI as agreed upon.
- All the payments to SI will be made as per the Payment Schedule and Terms of Payment set out in this RFP, upon submission of invoices that are verified by DT&I along with relevant Signoffs.
- In the event of premature termination of the agreement prior to the launch of the Project, the SI shall not be eligible to receive any compensation or payment
- In the event of the premature termination of the agreement post-commencement of the operations, the SI would be eligible to be paid as per the payment terms for the completed milestones only.

The Selected SI shall make a payment request after the end of each quarter with the following supporting document:

- SLA compliance report as prepared by the SI
- All supporting documents like the bills, invoices etc.

**Note:** All prices should include all taxes, transport, insurance, installation etc. as applicable at implementation sites

All taxes quoted will be assumed to be as on 10<sup>th</sup> day prior to the submission of bid. Any changes in the statutory taxes or levies affected by Central/ State/ Other Government bodies after this date will be considered and applied after due authorization.

**3.2.6 PENALTIES**

- Time shall be the essence of the project.
- In the event the bidder is unable to meet defined milestones due to delay attributed to SI, a penalty of 0.5% will be charged for each week delay from payment associated in the below table, maximum limit being 10% of the payment linkage amount. If the delay continues beyond 10 weeks, DT&I may terminate the Agreement and may act as appropriate as per law.

Penalty will be charged as per the below mentioned milestones

Table 4:

Sl. No	Deliverables	Completion Milestone	Payment linkage on which penalty will be imposed
1.	Team Mobilization	Timelines for penalties is as per the project schedule mentioned in the RFP	10% of the total cost of the project
2.	Signing of Contract, Preparation of Project Charter and project work plan		10% of the total cost of the project
3.	Completion of knowledge Transfer		10% of the total cost of the project
4.	Functional Design Documents, User Interface Design Specifications, Technical Design Documents, Integration Design Specifications Systems Requirements Specification (SRS) preparation		20% of Design & Development Cost
5.	Training Need Analysis Report		2% of total Helpdesk and



<b>Sl. No</b>	<b>Deliverables</b>	<b>Completion Milestone</b>	<b>Payment linkage on which penalty will be imposed</b>
	and Training Modules		Maintenance Cost
<b>6.</b>	Development of new requirements to be completed		20% of Design & Development Cost
<b>7.</b>	User Acceptance Test Report		10% of Design & Development Cost
<b>8.</b>	System certification by STQC / cert-in empaneled vendors		10% of Design & Development Cost
<b>9.</b>	Successful Live Run		20% of Design & Development Cost

### **3.3 SI'S PERSONNEL**

#### **3.3.1 DESCRIPTION OF PERSONNEL**

The SI shall employ and provide such qualified and experienced Personnel as required & proposed in the proposal and approved by the Client to carry out the Services.

##### **3.3.1.1 REMOVAL AND/OR REPLACEMENT OF PERSONNEL**

- Except as the Client may otherwise agree, no changes shall be made in the Personnel proposed in the bid for the project. If, for any reason beyond the reasonable control of the SI, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any of the proposed Personnel, the SI shall provide as a replacement a person of equivalent or better qualifications prior to relieving the outgoing personnel. For any replacement of resource prior approval of DT&I is required.
- If the Client finds that any of the Personnel have
  - Committed serious misconduct or have been charged with having committed a criminal action, or
  - Have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the SI shall, at the Client's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Client.
- The SI shall have no claim for additional costs arising out of or incidental to any removal and/ or replacement of Personnel.

- The resource deployment schedule and detailed CVs of the resources mentioned in table-5 are to be submitted as a part of Technical bid.
- Separate Development and Maintenance resources to be factored and the same needs to be proposed in the technical document.
- The major resource type, their minimum educational qualification and minimum years of experience as required under this project are as follows:

Table 5:

Sl. No	Resource Type	Minimum Educational Qualification	Minimum Years Relevant of Experience	Others/ Certification
1.	Project Manager	BE/ B-Tech/ MCA	10	Should have working experience in at least one (1) project in finance domain with value more than 50 Crore INR. Desirable to have PMP/ Prince-2/ CDP (DevOps) certification.
2.	Solution Architect	BE/ B-Tech/ MCA	10	Desirable to be TOGAF certified
3.	System Business Analyst	BE/ B-Tech/ MCA + MBA	5	
4.	Application Developer (Senior)	BE/ B-Tech/ MCA	8	Should have at least 1 year of experience of working on Microservice based application development
5.	Application Developer (Junior)	BE/ B-Tech/ MCA	5	
6.	Database Expert	BE/ B-Tech/ MCA	8	Should have at least 1 year of experience of working on Microservice based application development
7.	Application Testing Expert	BE/ B-Tech/ MCA	5	
8.	System Integration Testing Expert	BE/ B-Tech/ MCA	5	

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Sl. No	Resource Type	Minimum Educational Qualification	Minimum Years Relevant of Experience	Others/ Certification
9.	Integration Consultant	BE/ B-Tech/ MCA	6	Should have at least 1 year of experience of working on Microservice based application development
10.	Database Administrator	BE/ B-Tech/ MCA	8	Must be Oracle certified DBA and Should have at least 1 year of experience of working on Microservice based application development.
11.	System Administrator	BE/ B-Tech/ MCA	8	Must be certificated on the software/ Hardware proposed by the SI on at least two of the below given domains OS, Server, Networks, Storage. Should have experience of working on OS, Server, Networks, Storage. backup, EMS and NMS etc.
12.	Application Maintenance resource	BE/ B-Tech/ MCA	5	Should have blended experience (frontend as well as Oracle knowledge). Should have at least 2 years of experience on finance domain and at least 1 year of experience of working on Microservice based application development or maintenance. At least two of the resources should have minimum 3 years of working experience on DevOps.
13.	Helpdesk Support	Graduate + PGDCA in computer application	3	Should be well versed with at least three languages English, Odia and Hindi.
14.	Network & Security	BE/ B-Tech/	8	Must be certificated on the

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Sl. No	Resource Type	Minimum Educational Qualification	Minimum Years Relevant of Experience	Others/ Certification
	Expert	MCA		CISCO CCNP Security Certification and Checkpoint Firewall Security Certification. Should have experience of working on Network Routing, Switching. Firewall Configuration, Deployment. Experience and extensive working knowledge in Implementation of Networks protocols like OSPF, BGP, EIGRP, CDP, MPLS, ECMP etc..

The bidder is to propose the number of resource(s) for each category (except application maintenance resources) as mentioned above and other resources apart from the above-mentioned ones keeping in consideration of meeting the project schedule and scope of work.

CVs of the resources are to be provided as per the format provided in Section 6.2.3.

**3.3.1.2 MAINTENANCE PERSONNEL**

The selected bidder would provide at least 20 (Twenty) full time application maintenance resources who will be responsible for the day-to-day application maintenance activity of the project. These resources will be stationed at the client site i.e. Directorate of Treasuries, Bhubaneswar. The client will arrange space, office equipment (chair, table etc.), desktop/ laptop, Power and internet connectivity for all these resources. All other equipment including any other software/ tools required for the development/ maintenance of the application is the responsibility of the SI.

These maintenance resources will include minimum two Database Administrator (Qualification, Experience and Others/ Certification as per Sl. No-10 of table-5), Two System Administrator (Qualification, Experience and Others/ Certification as per Sl. No-11 of table-5), One Network and Cyber Security Expert (Qualification, Experience and Others/ Certification as per Sl. No-14 of table-5), Fifteen (15) application maintenance resource (Qualification, Experience and

Others/ Certification as per Sl. No-12 of table-5). All these maintenance resources must maintain application, IT infrastructure of the new solution (getting developed under the scope of this RFP) and the existing IT infrastructure (once it is handed over to new SI). The SI will provide a Single Point of Contact (SPOC)/ team lead for these maintenance resources.

These maintenance resources will be deployed in phased manner. Minimum Eight (8) maintenance resources including the Network and Cyber Security Expert, at least one Database Administrator, one System Administrator and one DevOps expert to be deployed after the completion of development of Group-I modules. Another six (6) consisting of at least one Database Administrator, one System Administrator and one DevOps expert after completion of development of Group-II modules and the rest six (6) after completion of development of Group-III modules.

**3.3.1.3 HELPDESK SUPPORT:**

The selected bidder would provide required resources to manage the 15 (fifteen) helpdesk nodes. The required infrastructure for the nodes will be provided by the client. The nodes will be operational from 10:00 AM to 06:00 PM on all government working days. The support resources to be deployed should match the qualification, experience and other certifications as per Sl. No-13 of table-5.

The helpdesk services will be treated as outsourced of service, but the location of the service delivery will be DT&I. The detailed activities of Helpdesk have been provided in section 5.2.5.

**3.3.1.4 RESOURCE WORKING HOURS AND LEAVE:**

The resources will work as per the calendar and business hours (if not mentioned specifically anywhere else in the RFP) of DT&I. The SI however recognizes the fact that the offices will require to work beyond the business hours on need basis. On exceptional cases the resources should be available to work on holidays also, the DT&I will issue prior notice for such kind of requirements. Personal leave of resources working in the project should be planned at least 7 (seven) days prior to availing the actual leave with prior approval of client and during this period the SI will provide alternative resource with same qualification and experience.

**3.3.1.5 WORK ETIQUETTE**

DT&I expects the personnel working from client site to follow minimum work etiquette, this should be finalized in discussion with DT&I during the kick-off meeting.

## 4. TERMS AND CONDITIONS

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### 4.1 GOVERNING LAW AND JURISDICTION

The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Odisha

### 4.2 NOTICES

- Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing through Registered Post/ e-Mail to the other party's address and confirmed in writing by the other party.
- A notice shall be effective when delivered or tendered to other party whichever is earlier.

### 4.3 TAXES AND DUTIES

- All payments will be subjected to tax deduction at source as applicable/ required at the prevailing tax rates.
- Any changes, revision or enactment in duties, taxes and surcharges during the period of validity of the Bids and also during the contract period by Central/State/Other Government bodies will be considered and applied after due consideration.

### 4.4 COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

#### 4.4.1 COMMENCEMENT OF CONTRACT

The DT&I will notify the successful bidder in writing for finalizing the contract conditions. The successful bidders will be asked to sign the Contract Agreement within 15 days of the notification. However the engagement of the System Integrator (SI) will start from the date of team mobilization by the bidder.

#### 4.4.2 PERFORMANCE BANK GUARANTEE

The successful bidder shall at its own expense deposit with the DT&I, within fifteen (15) days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a scheduled bank, payable on demand, for the due performance and fulfillment of the contract by the bidder.

The Performance Bank Guarantee will be as follows:

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Schedule to provide PBG	Normal/ Micro and Small Enterprises (MSE)/ Start Up Bidder	Amount	PBG Format
Within fifteen (15) days of the date of notice of award of the contract, as described in clause 3.2.2 of this RFP			
<ul style="list-style-type: none"> <li>PBG</li> </ul>	Normal Bidder	5% of the project cost i.e Total Project Cost proposed in CF-7	Section 6.1.5
<ul style="list-style-type: none"> <li>PBG</li> </ul>	MSE/Start Up Bidder	1.25% of the project cost i.e Total Project Cost proposed in CF-7	Section 6.1.5

All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder. The PBG shall be valid for at least for a period of 60 days beyond the last date of the contract. In case of extension or expiry of the PBG prior to 60 days beyond contract period, the same shall be extended to cover the remaining period with no extra cost to DT&I.

In the event of the System Integrator being unable to service the contract for whatever reason, DT&I would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of DT&I under the contract in the matter, the proceeds of the PBG shall be payable to DT&I as compensation for the System Integrator's failure to perform/comply with its obligations under the contract. DT&I shall notify the System Integrator in writing of the exercise of its right to receive such compensation, indicating the contractual obligation(s) for which the System Integrator is in default.

Before invoking the PBG, the System Integrator will be given an opportunity to represent before DT&I. The decision of DT&I on the representation given by the System Integrator shall be final and binding.

Note: MSE and Startup as defined in Odisha MSME Development Policy-2022 and Odisha Startup Policy- 2016 respectively and subsequent amendments.

#### **4.4.3 COMMENCEMENT OF SERVICES**

The SI shall begin carrying out the Services not later than seven days from the date of Awarding of Contract.

#### **4.4.4 MODIFICATION OR VARIATION**

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

#### **4.4.5 TERMINATION**

##### **4.4.5.1 TERMINATION FOR DEFAULT**

- A. The Client may, without prejudice to any other remedy for breach of Contract, by Notice of default sent to the SI, terminate the Contract in whole or in part:
- (i) if the SI fails to deliver any or all of the Goods or Related Services within the period specified in the Contract, or within any extension thereof granted by the Client or
  - (ii) if the SI, in the judgment of the Client has engaged in corrupt, fraudulent, collusive or coercive practices, in competing for or in executing the Contract; or
  - (iii) Any representation made by the bidder in the proposal is found to be false or misleading
  - (iv) If the SI commits any breach of the Contract and fails to remedy or rectify the same within the period of two weeks (or such longer period as the Client in its absolute discretion decide) provided in a notice in this behalf from the Client.
- B. In the event the Client terminates the Contract in whole or in part, pursuant to Clause 4.4.5.1.A. (i) the Client may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the SI shall be liable to the Client for any additional costs for such similar Goods or Related Services. However, the SI shall continue performance of the Contract to the extent not terminated.

##### **4.4.5.2 TERMINATION FOR INSOLVENCY**



The Client may at any time terminate the Contract by giving Notice to the SI if the SI becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the SI, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Client.

**4.4.5.3 TERMINATION FOR CONVENIENCE**

- A. The Client, by 30 days of written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of the SI under the Contract is terminated, and the date upon which such termination becomes effective.
  
- B. The Goods that are complete and ready for shipment within forty-five (45) days after the SI's receipt of the Notice of termination shall be accepted by the Client at the Contract terms and prices. For the remaining Goods, the Client may elect:
  - (i) To have any portion completed and delivered at the Contract terms and prices; and/or
  - (ii) To cancel the remainder and pay to the SI an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the SI.

**4.4.5.4 CONSEQUENCES OF TERMINATION**

Upon Termination of the Contract, the SI shall:

- (i) Prepare and present a detailed exit plan within five calendar days of termination notice receipt to the client.
- (ii) The client and along with designated team will review the Exit plan. If approved, SI shall start working on the same immediately. If the plan is rejected, SI shall prepare alternate plan within two calendar days. If the second plan is also rejected, the client or the authorized person will provide a plan for SI and it should be adhered by in totality.
- (iii) The Exit Plan should cover at least the following :-
  - a. Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment;

- b. Handover all developed codes, related documentation (as per section 4.12) and other Configurable items, if any in his possession;
- c. Handover the list of all IT Assets, passwords at all locations to the Client.
- (iv) The SI and client (or the authorized person) will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

**Note:**

**Definitions:** It is the client’s policy which requires that SI as well as its Consultants observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, the Employer defines, for the purpose of this provision, the terms set forth below as follows:

(i) “Corrupt practice” means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;

(ii) “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;

(iii) “Collusive practices” means a scheme or arrangement between two or more consultants, with or without the knowledge of the Employer, designed to establish prices at artificial, noncompetitive levels;

(iv) “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

#### **4.4.6 EXPIRATION OF CONTRACT**

Unless terminated earlier pursuant to Clause 4.4.5 thereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the Tender Documents or subsequently amended in the Contract Document.

### **4.5 OBLIGATIONS OF THE SI**

#### **4.5.1 STANDARD OF PERFORMANCE**

The SI shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices and employ

appropriate technology and safe and effective equipment, machinery, materials and methods. The SI shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with third Parties

#### **4.5.2 CONFLICT OF INTERESTS**

The SI shall hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

- **SIs Not to Benefit from Commissions, Discounts:** The payment of the SI shall constitute the SI's only payment in connection with this Contract or the Services, and the SI shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the SI shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment.
- **Prohibition of Conflicting Activities:** The SI shall not engage and shall cause their Personnel, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

#### **4.5.3 CONFIDENTIALITY**

Except with the prior written consent of the Client, the SI and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the SI and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

#### **4.5.4 SI'S ACTIONS REQUIRING CLIENT'S PRIOR APPROVAL**

The SI shall obtain the client's prior approval in writing before taking any of the following actions:

- Entering into a subcontract for the performance of any part of the Services
- Appointing such members/ personnel not listed by name in the Contract
- To remove from the site any product and other goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site
- Any other action that may be specified within the Letter of Intent/ Work Order/ Agreement

#### **4.5.5 REPORTING OBLIGATIONS**

- The SI shall submit to the client the reports and documents specified in the contract hereto, in the form, in the numbers and within the time periods set forth in the said contract.
- All reports shall be delivered in digital format (compact disk or any other means required by the Client) in addition to the hard copies specified in said Contract.

#### **4.5.6 DOCUMENTS PREPARED BY THE SI TO BE THE PROPERTY OF THE CLIENT**

- The Source code of all the software code, data, algorithms, documentation, manuals, any other documents generated as a part of implementation of this project shall solely vest with DT&I.
- The SI may retain a copy of such documents and software. The SI shall not use these documents and software for purposes unrelated to this Contract without the prior written approval of the Client.

#### **4.5.7 SECURITY**

SI shall obtain written permission from DT&I before working beyond official working hours, at night, weekends and or on holidays.

#### **4.6 CONFIDENTIALITY**

During the execution of the project except with the prior written consent of DT&I, the bidder or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

#### **4.7 PATENTS**

The Bidder shall indemnify DT&I against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipment and services or any part thereof.

#### **4.8 CURRENCY OF PAYMENT**

Payment shall be made in Indian Rupee (**INR**) only.

#### **4.9 ROUNDING OFF**

All measurements and calculations shall be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below 5 (five) being rounded down. In case of money calculations where such amounts shall be rounded off to the nearest INR.

#### **4.10 FORCE MAJEURE**

- For the purpose of this Article, “Force Majeure” means any cause or situation, which is beyond the control of the SI or DT&I as the case may be, and which such party could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the Contract, such as:-
  - War / hostilities
  - Riot or civil commotion
  - Earthquake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
  - Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the SI, which prevent or delay the execution of the order by the SI.
- If a Force Majeure situation arises, the SI is required to promptly notify DT&I in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by DT&I in writing, the SI will continue to perform its obligations under this supply order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order. If the Force Majeure condition continues for more than three (3) months consecutively, than both Parties shall, on a best effort basis, endeavor to arrive at a mutually agreeable solution.

#### **4.11 LIMITATION OF LIABILITY**

Except in cases of gross negligence or willful misconduct, neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, and Maximum liability of SI for this project will be limited to 10% of total value of the contract or the amount actually paid to the SI whichever is lower and will not include any indirect or consequential clause or damage, loss or profit, data or revenue

#### **4.12 RESOLUTION OF DISPUTES AND ARBITRATION**

- Matters relating to any dispute or difference arising out of the current tender process shall be subject to the jurisdiction of courts of Bhubaneswar.
- Disputes and arbitrations will be addressed in accordance with the Arbitration and Conciliation Act, 1996 and subsequent amendments.
- DT&I and the selected bidder shall make every effort to resolve amicably by direct negotiation on any disagreement or dispute arising between them under or in connection with the Contract.
- If, after thirty (30) days from the commencement of such informal negotiations, DT&I and the selected SI have been unable to amicably resolve dispute, either party may require that

the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996 and subsequent amendments.

- All Arbitration proceedings shall be held at Bhubaneswar, Odisha, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
- All disputes arising out of this agreement shall be interpreted and governed under the laws of India and under the jurisdiction of courts of Bhubaneswar.
- 

#### **4.13 EXIT MANAGEMENT**

The selected System Integrator (SI) will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to PeMT before project closure. IT resource persons of PeMT will work closely with resource persons of System Integrator (SI) at test environment and production data center. The SI will ensure capacity building of the IT resource persons of PeMT on maintenance of software and maintenance of data center. The SI has to submit a detailed Exit Plan

- (i) The Exit Plan should cover at least the following :-
  - a. Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment;
  - b. Handover all developed codes, related documentation and other Configurable items, if any in its possession as per section-4.12.1;
  - c. Handover the list of all IT Assets, passwords at all locations to the Client.
- (ii) The SI and client (or the authorized person) will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.
- (iii) The SI has to align module wise owner for smooth transfer of knowledge to the next SI/ PeMT. These resources will be responsible for the smooth transfer of knowledge from current SI to new SI/ PeMT.

##### **4.13.1 EXIT MANAGEMENT PROCESS TO BE FOLLOWED FOR KNOWLEDGE TRANSFER FROM EXISTING SI (IFMS 3.0) TO NEW SI (IFMS NEXT)**

###### **4.13.1.1 BROAD LEVEL ACTIVITIES TO BE CARRIED OUT DURING THE KNOWLEDGE TRANSFER (KT) PROCESS**

The first month is very critical in the whole scheme of things of exit management plan. This is the time when the new SI will have to understand IFMS application in detail. It is expected that by the end of first month the new SI will be able to understand the overall project background,

different policies, acts and guidelines, overview of IFMS project, major stakeholders involved in the project with their roles and responsibilities etc. It is also expected that the new SI will be able to understand all the modules and their functionalities, helpdesk and issue management.

Week wise activities involving different stakeholders with clear segregation of roles and responsibility have been detailed out in the below section.

RFP for Selection of SI for Implementation of IFMS 3.0, Odisha

Week	KT Activity	Existing SI	New SI	DTI/ Consultant to IFMS
Week-1	Project Overview	<ul style="list-style-type: none"> <li>Will engage module leads to provide the overview of a particular module of IFMS project</li> </ul>	<ul style="list-style-type: none"> <li>Will interact with different stakeholders for better understanding of the project</li> </ul>	<ul style="list-style-type: none"> <li>Will provide the objective, background, overview of IFMS project</li> <li>Will provide organizational structure of IFMS along with roles and responsibility of each stakeholder.</li> <li>Explanation on different policies, acts and guidelines</li> <li>Introduction of major stakeholders to new SI</li> </ul>
Week-2-5	Business/ Module Functionalities	<ul style="list-style-type: none"> <li>Will give overview of the project to the new SI</li> <li>Module wise functionalities to be elaborated</li> <li>Discussion on the SRS</li> <li>Clarification to new SI on SRS</li> </ul>	<ul style="list-style-type: none"> <li>Discussion with existing SI on project functionalities</li> <li>Questions/ Doubts on SRS document</li> </ul>	<ul style="list-style-type: none"> <li>Overall guidance during functional discussion</li> </ul>
Week-6 -7	<ul style="list-style-type: none"> <li>Discussion on Solution</li> </ul>	<ul style="list-style-type: none"> <li>Will present the overall solution, design pattern, Deployment</li> </ul>	<ul style="list-style-type: none"> <li>Discussion with existing SI on</li> </ul>	<ul style="list-style-type: none"> <li>Guidance during domain specific</li> </ul>



**RFP for Selection of SI for Implementation of IFMS 3.0, Odisha**

<b>Week</b>	<b>KT Activity</b>	<b>Existing SI</b>	<b>New SI</b>	<b>DTI/ Consultant to IFMS</b>
	<ul style="list-style-type: none"> <li>•</li> </ul>	architecture & network Architecture <ul style="list-style-type: none"> <li>• Clarification to new SI on different solution design documents</li> </ul>	solution architecture <ul style="list-style-type: none"> <li>• Questions/ Doubts on different solution design documents</li> </ul>	queries/ confusion
Week-8-19	<ul style="list-style-type: none"> <li>• Discussion on Frontend and backend codes (Module wise)</li> </ul>	<ul style="list-style-type: none"> <li>• Module wise code discussion</li> <li>• Discussion on frontend codes, explaining the flow of the codes, naming convention followed, explaining different components/ controls used and their purpose, different major classes/ methods and their purpose, different variables used, error handling mechanism followed, the comments provided in the code document</li> <li>• Backend codes like Table structures, Packages and Store procedures, triggers, views etc.</li> <li>• The frontend to backend data linkages</li> </ul>	<ul style="list-style-type: none"> <li>• Need to involve multiple teams parallely</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance during domain specific queries/ confusion and future enhancement expected in the solution.</li> </ul>
Week 20-23	<ul style="list-style-type: none"> <li>• Maintenance issues and</li> </ul>	<ul style="list-style-type: none"> <li>• Will elaborate on knowledge database for issue and resolution</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion with existing SI on</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance during domain specific</li> </ul>

**RFP for Selection of SI for Implementation of IFMS 3.0, Odisha**

<b>Week</b>	<b>KT Activity</b>	<b>Existing SI</b>	<b>New SI</b>	<b>DTI/ Consultant to IFMS</b>
	resolution <ul style="list-style-type: none"> <li>• Integrations (External agencies)</li> <li>• Helpdesk management</li> </ul>	<ul style="list-style-type: none"> <li>• Critical and frequently occurring maintenance issues</li> <li>• Explaining the process of raising a ticket for issues</li> <li>• Process of categorization, prioritization and allotment of issues</li> <li>• Issue resolution and escalation mechanism</li> <li>• Explaining major stakeholders of external integration.</li> <li>• Major integration challenges, issues and their rectification</li> </ul>	maintenance issues, critical and frequently occurring issues <ul style="list-style-type: none"> <li>• Questions/ Doubts on different issues and helpdesk support</li> <li>• Understanding major external stakeholders for integration with IFMS</li> <li>• Integration challenges and issues</li> </ul>	queries/ confusion and future enhancement expected in the solution.
Week-24-35	<ul style="list-style-type: none"> <li>• Low priority issue resolution</li> <li>• High priority issue resolution</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Providing minimum support during low priority issue resolution</li> <li>• Support and guidance during high priority issue resolution</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Providing support to the end user through helpdesk team</li> <li>• Resolving the low priority issues with minimal support and high priority issues with some support from the existing SI</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritization of issues and enhancements</li> <li>• Guidance during domain specific queries/ confusion and future enhancement expected in the solution.</li> </ul>

**RFP for Selection of SI for Implementation of IFMS 3.0, Odisha**

<b>Week</b>	<b>KT Activity</b>	<b>Existing SI</b>	<b>New SI</b>	<b>DTI/ Consultant to IFMS</b>
			•	
36-52	<ul style="list-style-type: none"> <li>• Maintenance and enhancement of the application</li> </ul>	<ul style="list-style-type: none"> <li>• Providing support and guidance to new SI for quick resolution of issues</li> <li>• Guiding the new SI for enhancement of the application</li> </ul>	<ul style="list-style-type: none"> <li>• Enhancement of the application with minimal support from the existing SI</li> <li>• Updating the knowledge database</li> </ul>	•

RFP for Selection of SI for Implementation of IFMS 3.0, Odisha

4.14 BILL OF MATERIAL (BOM)

SI. No	CORE COMPONENTS DETAILS	Minimum Quantity	Licensing Unit	No of Licensing unit proposed	No of concurrent users supported against one licensing unit	Make/ Model	Remarks (if any)
A	New Application Development Enterprise level Licensed Component and System Software						
1.	Oracle RDBMS (19c and above)	As per proposed Solution					
2.	Oracle Linux OS for DB server	As per proposed Solution					
3.	e-sign and or/d-sign solution	As per proposed Solution					
4.	API Gateway	As per proposed Solution					
5.	Containerization Platform	As per proposed Solution					
6.	Orchestration Framework	As per proposed Solution					
7.	Service Discovery Tool	As per proposed Solution					

**RFP for Selection of SI for Implementation of IFMS 3.0, Odisha**

SI. No	CORE COMPONENTS DETAILS	Minimum Quantity	Licensing Unit	No of Licensing unit proposed	No of concurrent users supported against one licensing unit	Make/ Model	Remarks (if any)
8.	Bug Tracking	As per proposed Solution					
9.	CI/ CD- Repository	As per proposed Solution					
10.	Enterprise Work Flow Management	As per proposed Solution					
11.	Mobility Server for native mobile app.	As per proposed Solution					
12.	Document Management System	As per proposed Solution					
13.	Identity and Access Management System	As per proposed Solution					
14.	Enterprise Helpdesk Management System	15 Concurrent Users					
15.	AI/ML tools	As per proposed Solution					
16.	Data Analytics Tool	As per proposed Solution					
17.	Data Migration Tool	As per proposed Solution					

RFP for Selection of SI for Implementation of IFMS 3.0, Odisha

SI. No	CORE COMPONENTS DETAILS	Minimum Quantity	Licensing Unit	No of Licensing unit proposed	No of concurrent users supported against one licensing unit	Make/ Model	Remarks (if any)
		Solution					
18.	OS	As per proposed Solution					
19.	Application Management	As per proposed Solution					
20.	Anti Virus	As per proposed Solution					
21.	EMS & NMS	As per proposed Solution					
22.	Issue reporting and tracking system	As per proposed Solution					
23.	Project Management tool	As per proposed Solution					
24.	SSL Certificate of Domain	As per proposed Solution					
25.	Document Signer Certificate	As per proposed Solution					
26.	Any other Additional items (If Any)	As per proposed Solution					

RFP for Selection of SI for Implementation of IFMS 3.0, Odisha

SI. No	CORE COMPONENTS DETAILS	Minimum Quantity	Licensing Unit	No of Licensing unit proposed	No of concurrent users supported against one licensing unit	Make/ Model	Remarks (if any)
<b>B</b>	<b>AMC Support for New Application Development Licensed Component</b>						
1.	Annual Technical Support (ATS) of the Oracle RDBMS (19c and above)	As per Qty proposed					
2.	Annual Technical Support (ATS) of Oracle Linux OS for DB server						
3.	Annual Technical Support (ATS) of the e-sign and or/d-sign solution	As per Qty proposed					
4.	Annual Technical Support (ATS) of the API Gateway	As per Qty proposed					
5.	Annual Technical Support (ATS) of the Containerization Platform	As per Qty proposed					
6.	Annual Technical Support (ATS) of the Orchestration Framework	As per Qty proposed					
7.	Annual Technical Support (ATS) of the Service Discovery Tool	As per Qty proposed					
8.	Annual Technical Support (ATS) of the Bug Tracking	As per Qty proposed					
9.	Annual Technical Support (ATS) of the CI/ CD- Repository	As per Qty proposed					

**RFP for Selection of SI for Implementation of IFMS 3.0, Odisha**

SI. No	CORE COMPONENTS DETAILS	Minimum Quantity	Licensing Unit	No of Licensing unit proposed	No of concurrent users supported against one licensing unit	Make/Model	Remarks (if any)
10.	Annual Technical Support (ATS) of the Enterprise Work Flow Management	As per Qty proposed					
11.	Annual Technical Support (ATS) of the Mobility Server for native mobile app.						
12.	Annual Technical Support (ATS) of the Document Management System						
13.	Annual Technical Support (ATS) of the Identity and Access Management System						
14.	Annual Technical Support (ATS) of the Enterprise Helpdesk Management System						
15.	Annual Technical Support (ATS) of the AI/ML tools						
16.	Annual Technical Support (ATS) of the Data Analytics Tool						
17.	Annual Technical Support (ATS) of the Data Migration Tool						
18.	Annual Technical Support (ATS) of						



RFP for Selection of SI for Implementation of IFMS 3.0, Odisha

SI. No	CORE COMPONENTS DETAILS	Minimum Quantity	Licensing Unit	No of Licensing unit proposed	No of concurrent users supported against one licensing unit	Make/ Model	Remarks (if any)
	the OS						
19.	Annual Technical Support (ATS) of the Application Management						
20.	Annual Technical Support (ATS) of the Anti Virus						
21.	Annual Technical Support (ATS) of the EMS & NMS						
22.	Issue reporting and tracking system						
23.	Project Management tool						
24.	SSL Certificate of Domain						
25.	Document Signer Certificate						
26.	Annual Technical Support (ATS) of the Any other Additional items (If Any)						
<b>C</b>	<b>New Application Development Services Component</b>						
1.	Application Development Implementation Service including SRS, Configuration, Customization, Integration,	Lump sum					

## RFP for Selection of SI for Implementation of IFMS 3.0, Odisha

SI. No	CORE COMPONENTS DETAILS	Minimum Quantity	Licensing Unit	No of Licensing unit proposed	No of concurrent users supported against one licensing unit	Make/ Model	Remarks (if any)
	Training, Testing, Go-Live etc.						

**Note:**

- These are the minimum requirements & this is an indicative BoM. The actual components as well as their number will be dependent on the solution provided by the Bidder considering the architecture requirements, proposed solution and performance SLA. Compliance to the specifications mentioned in the RFP is to be given only on the letter head of the respective OEM. MAF from the OEM is essential and a mandatory requirement.
- In Unpriced BoM for the effective implementation of the project Manpower & Staff needed to achieve the SoW & meet the SLA, needs to be specified as a separate line item.
- OEM certificate confirming the licensing unit and number of concurrent users support against one license.
- For any single line item, only one product, make & model has to be offered, different options against any component are not allowed either in the technical or Commercial bid format. The same shall lead to bid rejection at any stage of the evaluation.
- The unpriced BoM & commercial BoM shall match in component name, make/ model & quantity in both the format.
- All the licenses shall be of enterprise version/ the version where OEM support is available and/or perpetual in nature and full use and will be in the name of client i.e. Directorate of Treasuries and Inspection, Government of Odisha only.
- Offered software licensing details shall be mentioned elaborately, i.e. support pack, support type, total license, module wise license, measurement criteria (core/ node/ processor/ user etc.)
- The bidder will ensure that prices/cost for all the software licenses discovered during the bid process will be valid for entire period of contract
- Please include additional components as needed.

#### **4.15 LOCAL PARTICIPATION AND COLLABORATION**

As per IT Policy of Odisha 2022, the SI should ensure and would stipulate mandatory local participation & collaborative arrangement (minimum 25% for deployment and maintenance components) for implementation with local enterprises with experience and know-how.

#### **4.16 LIST OF DOCUMENTS TO BE SHARED BY SI**

The list of documents that should be provided by the SI are as follows

- Detailed business process documents
- Functional design documents
- Technical design documents including the API Design document
- Deployment architecture
- UI design specification
- Integration design specification
- Data design documents including ER- Diagrams
- Policy documents for backup, server administration, network security, anti-virus etc.
- Fault tolerance plans
- Dependency Management manual
- Test scenarios, test scripts, test results including UAT details
- Traceability matrix w.r.t. Business functionality and SRS
- Integration and performance test scenarios, test scripts and test results
- Training manuals
- Helpdesk standard operating manual and knowledge database
- Error message & corrective actions
- Run book
- CI/CD integration plan
- Configured and customized scripts
- Code (front end and middleware)- with proper documentation of the code
- Stored Procedures and/or packages and/or Trigger details with proper documentation of the code.

All these project documents should confirm the standards of software engineering

## 5. TECHNICAL & FUNCTIONAL REQUIREMENTS

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The Directorate of Treasuries & Inspection (DT&I), Finance Department, Government of Odisha has implemented the Integrated Financial Management System (IFMS) to perform its operation, enabling both DT&I, other State Departments of Govt. of Odisha and certain Central Government Agencies to operate in a single integrated environment. IFMS has been deployed state-wide in conjunction with government process improvements and standardized best practices that permanently reduced state costs while simultaneously improving government performance, integrity and accountability. The current IFMS consists of fifty (50) modules and all the modules are operational. The entire solution is e-Sign and d-Sign (digital signature) enabled.

The project scope of IFMS-3.0 has been segregated into 4 (four) broad areas, they are as follows

- I. Application development and maintenance including Helpdesk Support
- II. Monitoring and Administration of hardware & network equipment.
- III. Procurement and Maintenance of new system software
- IV. Monitoring and Maintenance of existing infrastructure and System Software (once it is handed over to new SI).

Note:

Procurement of new Hardware and Networking equipment is not the responsibility of the SI but SI will spell out the requirement of the new Hardware and Networking equipment in its technical proposal as per its solution. The client will procure the required equipment, but it will be the responsibility of the SI to provide monitoring and administration support for all the hardware and networking equipment. The SI needs to provide detailed justification of the equipment proposed. The Bidder is responsible for sizing the proposed hardware (for the three sites SDC, DR and NDR and the environments like Maintenance, Test, UAT and Production) to support the scalability and performance requirements of the solution. The bidder shall ensure that the servers and storage (additional) are sized adequately, and redundancy is built into the architecture that is required to meet the service levels mentioned in the RFP. The production environment will be in high availability mode whereas DR and NDR will be 50% capacity of the SDC environment. The existing storage, networking equipment needs to be utilized by the new bidder. The Bidder has to submit the final sizing document in their bid document and schedule

of Hardware deployment needs to be proposed by Bidder. Provision of Separate reporting servers and SFTP servers needs to be factored in the solution.

Each of these broad area has been detailed out in subsequent sections.

#### **5.1 APPLICATION DEVELOPMENT AND MAINTENANCE**

There are approximately 21 major services, for which the application development needs to be completed. It is expected that, the System Integrator (SI) has prior knowledge of Treasury System and its functionalities and accordingly it should design its solution. The broad level functionalities have been detailed out in subsequent sections.

The entire process has been categorized into 4 (four) different groups and each group has been assigned a priority (1-4) where 1 (one) being the highest priority. The development of highest priority group needs to be completed first and subsequently the next. Once the development of one module/ one group along with the integration with existing module/ group of modules of the old application is complete and is ready to be available in the production environment, the user will start using the new application and the respective modules in the old application will be stopped completely. The integration of new modules with the old application (IFMS 2.0) needs to be completed by the SI in consultation with the old SI which should ensure that there is no data inconsistency in both the applications.

Once the development of one group is complete and it is rolled out, the maintenance period of the same will start. The scope of managing the existing IFMS application i.e. IFMS 2.0 is not part of this RFP but the responsibility of running the newly developed application using the existing data is the responsibility of the SI.

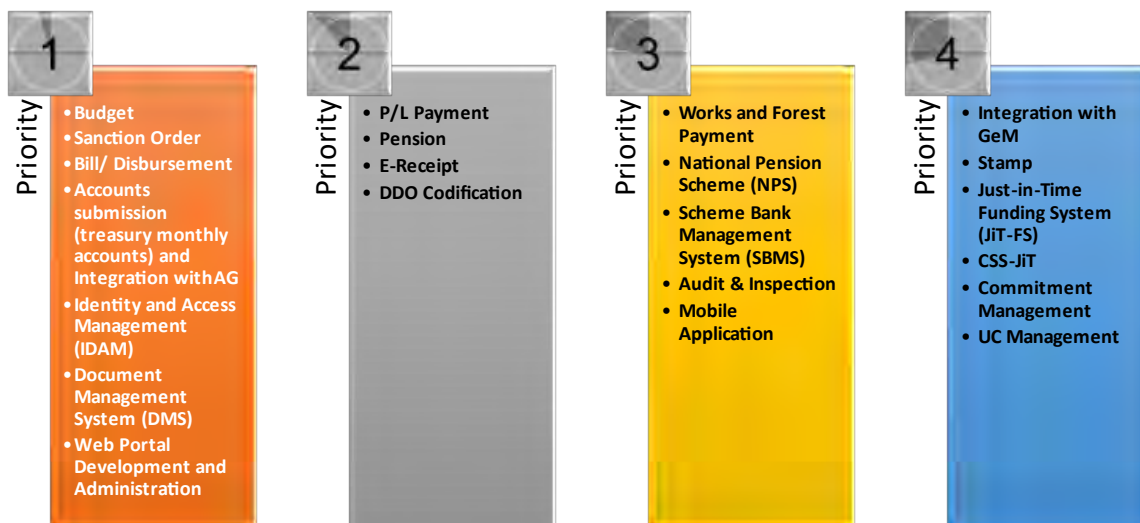
The modules and the grouping have been detailed out in the below section.

- Budget- Priority-1
  - Estimation
  - Distribution
  - Re-Distribution
  - Re-appropriation
  - Budget Dashboard
- Sanction Order- Priority-1
  - Preparation and Approval
  - Cancellation of Sanction order

- Bill/ Disbursement- Priority-1
  - Bill Preparation and processing (includes payment through RBI)
  - Failed payment management
  - Drawal made against refund in reference to failed transaction
  - Refund of overpayment (reduction of expenditure and allotment rollback)
  - Bulk disbursement
  - Salary bill processing
  - Bank account verification
  - Aadhaar look-up
  - Aadhaar enabled payment system (AEPS)
  - Disbursement Dashboard
- P/L Payment-- Priority-2
  - Withdrawal through e-cheque
  - Deposits to p/l accounts (cash deposit/ transfer credit)
  - Online ABC
  - Online MCA (monthly compiled accounts)
  - P/L Dashboard
- Works and Forest Payment--- Priority-3
  - Payments (drawal through e-cheque)
  - Forest accounts
- Pension--- Priority-2
  - Pension application (online pension application)
  - Issue of authority
  - AI Based Life Certificate submission
  - Disbursement of 1st pension (generation of non-drawal by last retiring office)
  - Conversion of family pension
  - Regular monthly pension
  - Payment and account of final GPF/ TPF by SPT
  - Bank payment management through SPT (scroll consumption from bank)
  - Integration with DigiLocker
  - Pension and NPS Dashboard
  - Accounts by treasuries
- NPS- Priority-3
  - PRAN generation
  - NPS deduction and submission to NSDL

- eReceipt- Priority-2
  - Integration with administrative department
  - Integration with banks/ payment gateways
  - Integration with RBI
  - P/L receipt
  - Integration with GSTN
  - Receipt Dashboard
  - Accounts submission to AG
- SBMS- Priority-3
  - Phase-I
  - Phase-II
- JiT-FS- Priority-4
  - CSS-JiT
- Accounts submission (treasury monthly accounts) and Integration with AG - Priority-1
  - Sharing of data with AG
  - Sharing of digitally signed pdf documents
  - Accounts submission to AG
  - Account correction
  - Co-Reconciliation
- Integration with GeM- Priority-4
  - Fund Blocking
  - Payment instruction
  - Payment confirmation
- Audit & Inspection Module- Priority-3
- Stamp Module--- Priority-4
- Commitment Management- Priority-4
- IDAM- Priority-1
- DMS- Priority-1
- DDO Codification- Priority-2
- Mobile Application- Priority-3
- Web Portal Development and Administration- Priority-1
- UC Management- Priority-4

Module Development and Implementation plan



**Note:**

No separate priority has been set up for some integrations like RBI, PFMS, HRMS, BETA, DigiLocker, AI Based life certificate etc. as these are part of some modules only, which needs to be completed as per the requirements of those modules and their priority is as per the priority of those modules.

The entire solution needs to be cloud native without any dependency on any service provider. The solution should be designed using microservice and containerization architecture. The end-to-end architectural blueprint should be Microservice based, it is up to the bidder to propose whether to use the existing database structure or go for developing new database structure. In either of the case the SI should submit its detailed proposal with relevant justification, however the final decision on database structure will be taken by the technical committee in discussion with the client and the System Integrator (SI). The solution should be designed considering the RDBMS as Oracle. The bidder must consider the existing Oracle database (19c) licenses while designing the solution. For the other software licenses, it is up to the bidder to propose, if they want to use any of the existing licenses then they must consider those while designing the new solution.



The internal as well as external communication between microservices should be managed separately. Concept like API Gateway, Service Mesh, API Threat protection, API Access control etc. may be explored for proper management of the solution. The solution should be designed in such a way that content validation, threat detection, traffic throttling, authentication, attack signature, repudiation-based control, anomaly detection, Open API Specification (OAS) message validation etc. can be managed.

A dedicated communication infrastructure that can handle the networking aspects, such as establishing connections, routing requests and handling service-to-service communication should be incorporated in the solution. Features like automatic service discovery, allowing services to locate and connect with each other without hardcoding the network addresses should be available in the solution. Maintaining a central registry of available services and their endpoints should be provisioned in the solution so that it becomes easier for services to discover and interact with each other dynamically. Built-in load balancing capabilities to distribute incoming requests across multiple instances of a service should be part of the solution. Provision of circuit breaking patterns to detect service failures, timeouts or high error rates and automatically stop sending requests to the failing service, thereby isolating the impact and maintaining system stability should be planned. Centralized monitoring and logging of service interactions, performance metrics, error rates and other relevant data, enabling better visibility into the system and aiding in troubleshooting and performance optimization should be available in the solution. Different security mechanisms should be provisioned in the solution to ensure encryption (for data in transit) and secure communication between services. Sophisticated traffic management and routing capabilities should be available in the solution which will ensure fine-grained control over dynamic request routing based on policies or configuration. Provision of automatic scaling of service instances based on demand should be available in the solution.

Containerization and orchestration tools should be provisioned to package and deploy the solution. For databases, individual and/or shared approach can be considered but it should ensure that each microservice is self-contained and can scale independently also data consistency is maintained. Centralized configuration managed needs to be done so that application config, database configuration, communication channel configuration etc for each microservice would get managed properly but provision of role based access should be there to manage the configuration.

The solution should have the capability where any additional service like the mobile devices for queries/ reporting and providing day-to-day approvals by competent authorities as per authorized workflow for different kind of requests. External entities like Bank, Departments and others can invoke this framework by passing the required parameters and get the desired output.

The entire application should be e-Sign and/or d-Sign enabled, and it is the responsibility of the SI to implement the end-to-end integration of e-Sign and/or d-Sign with IFMS application. To provide required support to the end users w.r.t. e-Sign and/or d-Sign is also the responsibility of the SI. The SI should provision the required solution of e-Sign and/or d-Sign. The solution should be designed in such a way that digital signatures of any CA (certifying authority) can be used by the user. Procurement of digital certificates will be the responsibility of the client. The SI will be responsible for implementation of d-Sign and e-Sign solution as per the guidelines of CCA, Govt. of India.

The Solution to be deployed with extreme flexibility so that new services and operational requirements can be made whenever needed by modifying the existing processes. All software modules should be integrated with each other as per the business requirement and the integration to be achieved using the microservice based framework using industry standard API/ connector/ adapter. Applications should be near linear scalable with full support load balancing functionality. Provision for future services within the overall design architecture of convergent, multi-service provisioning and activation system to be made available.

The use of Artificial Intelligence (AI) and data Analytics tools needs to be factored in the solution for generating different reports and designing visual Dashboards.

The existing data of IFMS application needs to be migrated to the new system. It is the responsibility of the SI to migrate the complete data and/or files from the legacy system to the new system. The SI must factor relevant data migration tools for smooth and error free data migration. In the entire process of Data Migration, integrity of data needs to be maintained. The newly developed application should be running smoothly using the old data. It might also be required that the new modules needs to interact with the existing application till the time the entire data migration is complete.

Once one module is developed and deployed at production environment, the STQC/ Cert-In empanelled system certification needs to be completed by the SI. The end-to-end responsibility (including the financials) for this system certification is the responsibility of the SI.

Solution should comply with latest Information Technology Act including all amendments thereon as issued by Govt. of India and its equivalent authorities, especially all security guidelines and other guidelines as issued by MeitY.

### **5.1.1 DATA MIGRATION**

The System Integrator must carry out data migration activity from existing IFMS application.

- The data migration activity shall be preceded by an appropriate data migration strategy and approach, prepared by the System integrator and approved by the client.
- Though client is required to provide formal approval for the Data Migration Strategy, it is the ultimate responsibility of System integrator to ensure that all the data sets, which are required for operationalization of the user requirements, are migrated.
- Any corrections shall be addressed by the System integrator at no additional cost to client.
- At a minimum, the following tasks shall be carried out as part of the Data Migration:
  - a) Define all the specifications that are needed to populate the data into the new system
  - b) Prepare uniform codification of all data sets
  - c) Develop the data migration templates/ Forms/ Format and facilitate the migration of legacy and new data elements into the proposed application
  - d) Identify, configure or develop the data upload/ download programs for the data migration
  - e) Convert the legacy system data, if required, into the format as required by the new system
  - f) Ensure the completeness of data migration in all respects and submit a final detailed report

#### **Data Validation and Quality Checks of Migrated Data**

- Data is very sensitive and critical in nature; hence migrated data has to undergo validation at multiple levels.
- Data validation may include both qualitative and quantitative analysis by the System Integrator.
- System Integrator in conjunction with client shall audit the data migration activity to ensure that the data migrated is 100% replica of the existing data.
- System Integrator shall provide data migration report.

### **5.1.2 GENERAL SCOPE**

Under maintenance of new application, the SI will carry out but not limited to the following major activities

- Debugging, modification and updating the Application as and when required.
- Providing hand holding support and application training to the new end-users and system personnel.
- Operational support to the users of DT&I in accordance with delivery schedules based on the helpdesk calls.
- Tuning and code changes for optimal performance of the application.
- The SI will review the code regularly and modify the same (if required) to increase the efficiency of the application.
- A detailed report of proposed changes and risk involved along with the implications will be handed over to DT&I and approval will be sought before making necessary changes.
- Maintenance of parallel setup for development/ test run/ UAT for the new development/ changes made.
- Maintaining change management log
- Proper version control of the source code
- Load testing of the application needs to be completed before deployment of the solution.
- Documentations
  - Provide documentation, as per the Information Technology Infrastructure Library (ITIL) standards. This documentation should be submitted as the project undergoes various stages of implementation.

### **5.1.3 MAJOR INTEGRATIONS OF IFMS:**

To achieve the overall objective of seamless functioning of financial aspects of government of Odisha the IFMS application needs to be integrated with some major applications like HRMS, WAMIS, VATIS, I3MS, Sarathi & Vahan, and other departmental applications of GoO. IFMS also needs to be integrated with different agencies of Government of India like PFMS, NSDL, GSTN, GeM, e-Kuber of RBI and Other agency banks. The integration to be completed using SFTP and/or Web Service/ API based technology. Once the file is received at IFMS, relevant communications with Integrating Applications like acknowledgement/ non-acknowledgement of files, validity of the file format, correctness of data/ information, different levels of processing, Debit and Credit Notification related, payment instruction/ confirmation related

and failure details etc. through system should be done by IFMS application. There should not be any manual intervention in the entire process of integration. On certain cases the integration approach of the integrating application/ external agencies and on certain case the integrating approach of IFMS needs to be followed. It is the responsibility of the SI to complete all these integrations.

Please find below some details of these integrations.

**Public Financial Management System (PFMS):** The integration with PFMS of Government of India to share data relating to the expenditures made by the state government under CSP. It also aims at receiving information relating to sanction and release of funds to the state government by different ministries of government of India.

**Human Resource Management System (HRMS):** The integration with HRMS application is to share the state government employee related information for processing the salary bill along with schedules.

**Works & Account Management Information System (WAMIS):** WAMIS is used by different departments in public works for bill processing and preparation of works accounts. The integration of IFMS with WAMIS is to be completed for sharing of data related to budget allocations, availability of funds, disbursement and remittance of funds, Commitment details etc.

**Designated banks of Cyber Treasury:** The IFMS needs to be integrated with different Payment Gateways, Public & Private Sector banks for online remittance of government receipts. Currently it is integrated with three (3) Payment gateways namely SBI e-Pay, Indian Bank-Billdesk and Axis Bank- CC Avenue and 13 (thirteen) public and private sector banks.

**BETA:** Budget estimate prepared by different DDOs using IFMS application gets consolidated by COs and then gets finalized at the administrative department level. This final budget data is pushed to the BETA application for further processing and preparation of state budget. The approved budget from BETA is shared with IFMS application which is perpetuated to different Administrative departments.

**AG-VLC:** Through this integration, real time data transfer happens. Once the bill is approved by the treasury officer the payment is done through RBI. Payment scroll is shared by RBI for payment confirmation. Once this scroll is imported to the system the voucher gets generated. Treasury wise segregation of voucher is done. This information is passed from IFMS application

to AG-VLC. This information is utilized by AG for reconciliation of accounts. Apart from the real time data, IFMS application also shares all payment & receipts related accounts detail along with the uploaded digitally signed documents of each month like bill, sanction order, sub-vouchers etc with the AG's application. .

**NSDL:** This integration is required for national pension scheme (NPS), monthly contribution files and online PRAN generation (registration of employee) details are shared with NSDL.

**NPCI- National Payment Corporation of India:** NPCI used to provide services like Bank Account Verification, Aadhaar Look-up.

**Revenue Earning Departments:** IFMS is integrated with the 38 revenue earning departmental applications to facilitate electronic receipts. Some of the major departmental applications are mentioned below

- Vahan and Sarathi of Transport department for Motor Vehicle Tax
- I3MS of Steel and Mines department
- ePauti, Inspector General of Registration (IGR) and eDistrict of Revenue & Disaster Management department
- eAbkari of Excise department
- Go Swift portal of Industry department
- PaRESHRAM portal of labour and ESI department
- Energy Department
- Commercial Tax Department
- Odisha Public Service Commission
- Odisha Sub-ordinate Staff Selection Commission

**e-Kuber of RBI:** This system helps in all receipts and payments of Government of India as well as all the state Governments. It uses the national electronic fund transfer facility for the transaction. IFMS has been integrated with e-Kuber where all payments of the State Government mandated through the treasuries, Divisions, Forest Divisions and PL Operators is sent to e-Kuber with details of the beneficiary. E-Kuber processes the same and make the payments to the concerned beneficiary through the NeFT.

**GeM:** Government e-Market: While making any purchase using GeM portal, the funds needs to be blocked at IFMS end first and based on the successful fund block status the GeM user can only initiate the transaction. Once the purchase activity is completed at GeM end, the payment

instruction needs to be shared with IFMS and based on that the bill and sanction at IFMS gets prepared.

**OSWAS-2:**

Odisha Secretariat Workflow Automation System (OSWAS) enables to automate the functions of the Departments and to create a conducive environment for effective and efficient administration. The functionalities of the system are such that it is not only ensures accomplishment of day-to-day official work in systematic manner but also prioritizes the essence of time. The scope of OSWAS system revolves within the Secretariat Local Area Network. It can be accessible to the users outside the Secretariat LAN through the VPN.

IFMS application is expected to integrate with OSWAS-2.

**5.1.4 PERFORMANCE LEVEL OF APPLICATIONS TO BE GUARANTEED BY THE SYSTEM INTEGRATOR (SI)**

The SI has to achieve the below performance level of the application.

User Activity	Application
Page response time (for application)	< Two (2) Second

User Activity	Application
Menu Navigation – Displaying the appropriate menu as per defined user role and profile	< 1 sec
Screen Opening – Display of data entry screen from the menu	< 2 sec
Field Navigation – Navigation between different data entry fields in the Screen	< 1 sec
Look up response – Display of items from a List of Values.	< 1 sec
Look up response – To display items from table	< 2 sec
Screen Navigation – Navigation between different data entry screens (from one to another)	< 1 sec
Transaction Commit – Transaction saving after completing the data entry	< 2 sec
<b>Query/Search retrieval – Online query or search entered by the user</b>	
Simple query or search (where the no of database table used are <= 5)	< 2 sec
Medium Complexity query or search (where the no of database table used are >5 and <=8)	< 3 sec

<b>User Activity</b>	<b>Application</b>
High Complexity query or search (where the no of database table used are >8)	< 4 sec
<b>Reports response – Report fired by the user</b>	
Simple Report (where the no of database table used are <= 5)	< 3 sec
Medium Complexity report (where the no of database table used are >5 and <=8)	< 4 sec
High Complexity report (where the no of database table used are >8)	< 5 sec
Signing single document using DSC & e-Sign	<2 sec
Signing multiple documents using DSC & e-Sign	<3 sec

Note:

- The application should have the facility using which each page auditing can be done. Each page should display the page load/ execution time
- Network delay will be taken into consideration while calculating page response time.
- The SI will be completely responsible for the successful run of the proposed system with its proposed hardware and software licenses

#### **5.1.5 CHATBOT**

The SI must achieve the below w.r.t. to AI based Chat (only interaction) with the ChatBot application.

- Design, develop and deploy Artificial Intelligence, Machine Learning and Natural Language Processing based conversational Chatbot text, availability for different services of IFMS
- The Bot deployed should be capable of having an end-to-end conversation with the users. The bots should restrict the conversation using a certain template or pattern.
- The solution should support continuing conversation without losing context. Support for continuity in conversation, to anticipate and understand user intent.
- Preferably, the chatbot should be able to detect the emotional polarity of the subject the human is talking about. It should be able to tell from the way the text or speech pattern is presented whether the human is angry, sad or happy.

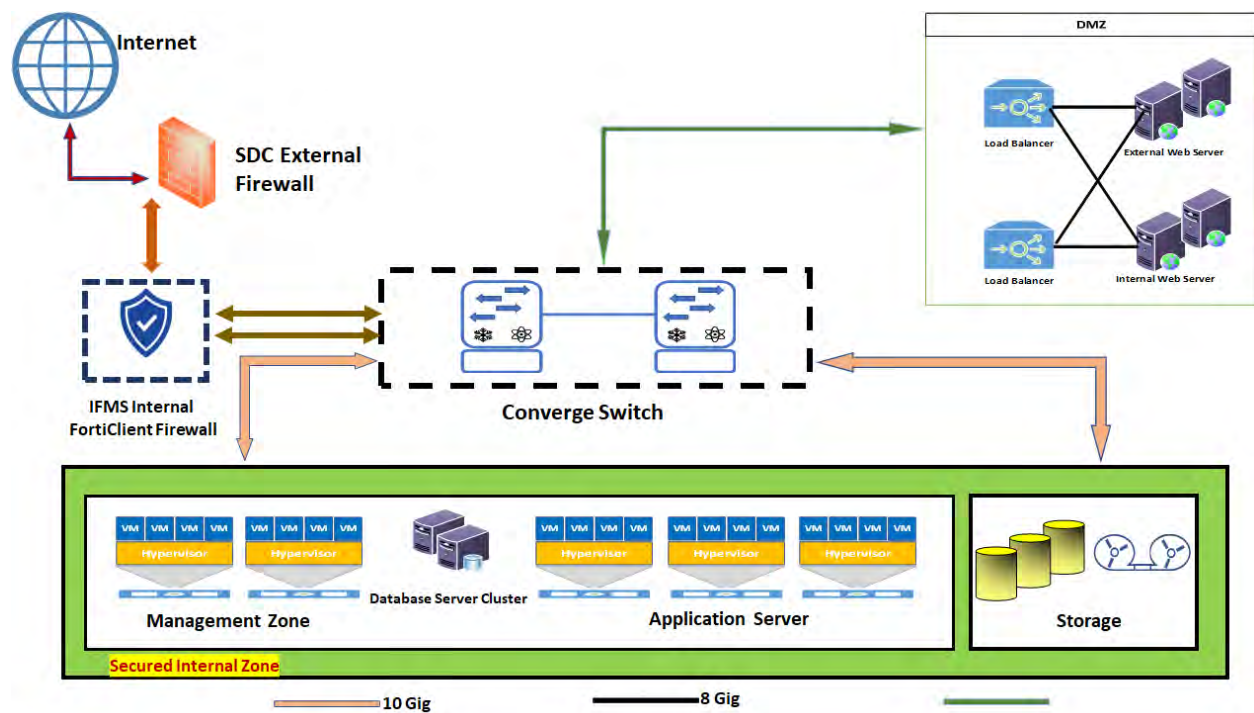


- The Bot shall have a well-defined 'Help' intent. A soft skilled Indian style persona has to be developed for the chatbot to make the interactions more engaging, humane and government like. Response pattern should be designed around that persona.
- The interactions should avoid unnecessary questions and make smart assumptions. It should avoid dialogs that create too many confirmations and obtain optimum information at a time instead of trying to collect everything in one go or breaking into too many parts.
- Information presented to the user should be in small pieces and a well planned interaction. The dialog errors should be handled smartly and planned effectively.
- The solution should act smartly with predefined workflows like greeting on entry or exit, response to cuss words, error messages on, no internet etc.
- The solution should support Odia, English, Hindi language for each service flow.

**5.2 MONITORING AND ADMINISTRATION OF HARDWARE, NETWORK EQUIPMENT AND SYSTEM SOFTWARE**

The SI shall provide monitoring and management services for Seven (7) years starting agreement start date. The scope of the services for overall IT infrastructure management during this period shall include Monitoring, Administration and Management of the entire IT infrastructure at Data Center, Near DR and DR.

The entire stack of monitoring and management services shall include the following:



**Existing Network Diagram**

**5.2.1 SERVER MONITORING, ADMINISTRATION & MANAGEMENT SERVICES**

The SI shall be responsible for the management of the Servers and shall provide the following services:

- Keeping servers tuned up — regularly updating the OS and installed software.
- Protecting servers from viruses and spam — installing the appropriate software as and when required.
- Making it easy to work with hosting servers — installing and managing web hosting control panels
- Configuration of server parameters, operating systems administration and tuning. Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of updates & patches to ensure that the system is properly updated.
- Re-installation in the event of system crash/failures. Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc. Event log analysis generated in all the sub systems including but not limited to servers, operating systems, databases, applications, security devices, messaging, etc.
- Ensuring that the logs are backed up and truncated at regular intervals. Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- Identification, diagnosis and resolution of problem areas pertaining to the IT infrastructure and application & maintenance of assured SLA levels..
- Management of the usernames, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, devices, etc.
- System administration activities shall include tasks including but not limited to setting up the servers, executing hardware and software updates as and when necessary.
- The proactive 24/7 monitoring helps us to instantly detect any deviation from the norm.
- Ensuring the safety of the servers, first of all by carefully setting the security and conducting periodic audits thereafter. Specialized security audits to be performed upon client's request.
- Getting more from the servers — optimizing them for maximum performance and productivity.
- Examining the servers' strengths and weaknesses — analyzing their performance and continuously conducting stress tests.
- In case of new hardware/ networking equipment procured by client during the project period, the same needs to be maintained by the SI.

- The root cause analysis needs to be carried out for all technical issues w.r.t. infrastructure and the same needs to be communicated to client.
- Concurrent hit details needs to be shared with client every month.

### **5.2.2 STORAGE ADMINISTRATION & MANAGEMENT SERVICES**

The SI shall be responsible for the management of the storage solution and shall provide the following services:

- Configuring and apportioning storage space
- Primary Health Check services
- Installation and Configuration services
- Monitoring and up keeping services
- Optimization services
- Performance & capacity management
- OS hardening
- Version migration and up gradation
- Infrastructure consolidation & Virtualization architecting
- Consolidation & Virtualization implementation & management
- Failover configuration including mock test of data redundancy.
- Ensuring data integrity with data de-duplication procedure are in place
- Firmware upgradation as and when released by OEM
- Application Load balancing and acceleration services

### **5.2.3 BACKUP & RESTORE SERVICES**

Under this category the SI has to provide the below mentioned services

- Monitoring and enhancing the performance of scheduled backups, Schedule regular testing of backups and ensuring adherence to related retention policies as defined by DT&I
- Prompt execution of on-demand backups of volumes and files whenever required or in case of upgrades and configuration changes to the system
- Backup of operating system, database and application as per stipulated policies at the Data Centre. Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by User Departments or in case of upgrades and configuration changes to the system. Real-time monitoring, log maintenance and reporting

of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.

- Media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets (onsite). The SI shall provide Offsite media storage security and will have to bear the expenses of such activities at the location
- Provision should be there to test the backup data by restoring in regular interval. A policy to be framed for this activity.

#### **5.2.4 SECURITY ADMINISTRATION AND MANAGEMENT SERVICES**

Under this category the SI has to provide the below mentioned services

- Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection and vulnerability protection through implementation of proper patches and rules.
- Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor), password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies etc.
- Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode etc.
- Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- Respond to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- Provide a well-designed access management system, security of physical and digital assets, data and network security, backup and recovery etc.
- Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, from viruses.
- Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 27001 / BS 7799 and ISO 20000 guidelines.
- Operating system hardening through appropriate configuration and patch updates.

- Periodic reviews of domain level rights and privileges.
- Maintain an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode.

#### **5.2.5 HELP DESK SERVICES**

The help desk service will serve as a single point of contact for all incidents and service requests at the DT&I. Currently the helpdesk receives on an average 200 calls during nonpeak days and 600 calls during peak days. Peak days are all working days between 20<sup>th</sup> to 30<sup>th</sup> of every month, entire month of July, September and March and rest of the working days are non-peak days.

The SI will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for all the users, the activities shall include:

- Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the application and IT infrastructure.
- Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
  - Specific E-Mail account
  - Telephone Line
  - Portal
- Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user calls related to Application/ IT infrastructure and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
- The call center module (software/ hardware) should be able to generate desired MIS report for helpdesk response time and call center inbound call response time.
- Creation of knowledge base on frequently asked questions to assist user departments in resolving basic issues themselves
- Track each incident / call to resolution.
- Provision of integrating with SMS gateway and email server for sharing incident details to the complainer.
- Provide feedback to callers.
- Analyze the call statistics.
- Creation of knowledge base on frequently asked questions to aid users.
- Continuous monitoring of the IT infrastructure at the OSDC, NDR and DR to ensure availability as per agreed SLAs.

- Monitoring shall be done with the help of EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto-generated.
- Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the SI and DT&I.
- The escalation matrix shall be developed by the SI in discussion with DT&I.
- Coordinate with respective vendors for closure of calls.
- Analyze the incident / call statistics and provide monthly reports including but not limited to:
  - Type of incidents / calls logged
  - Incidents / calls resolved
  - Incidents / calls open
- Diagnosing the problem and getting the same resolved through coordination with the OEM/Equipment Service Provider (ESP) as per the severity level assigned to it.
- Create hardware asset database by recording information like configuration details, serial number, asset code, warranty and AMC details etc.
- Recording all installation of new machines, movement within site/ locations, changes in configuration of machines
- Log issues/ complaints related to IT infrastructure at the Data Center under the scope of work and issue an ID number against the issue/ complaint.
- Assign severity level to each issue/ complaint.
- Track each issue/ complaint to resolution.
- Escalate the issues/ complaints, to DT&I, if necessary, as per the escalation matrix defined in discussion with DT&I.
- Provide feedback to the callers.
- Analyze the issue / complaint statistics
- The helpdesk management software needs to generate reports required to verify the SLA parameters mentioned in the RFP.
- Creation of knowledge base on frequently asked questions to aid the users of the IT infrastructure.

#### **5.2.6 DATABASE MANAGEMENT**

SI will undertake tasks of managing changes to database schema, disk space, storage, user roles.

- SI will periodically perform configuration checks to provide fine tuning inputs to the application with respect to performance and proactive identification of potential problems

- SI will provide performance monitoring and tuning of the databases on a regular basis as well as proactive health checkup.
- SI will make use of OEM as well as performance and monitoring tools to monitor and manage database.
- SI will manage patch upgrade as and when required with planned minimal downtime and also conduct regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required, in adherence to change management process.
- Configuring database connectivity, applying Software patch as provided.
- SI will provide database performance and health reports to the tendering authority as per standards.

#### **5.2.7 PREVENTIVE MAINTENANCE SERVICES**

- Conduct preventive maintenance every three months or as directed by the Tendering Authority (including inspection, testing, satisfactory execution of diagnostics and necessary repairing of the equipment).
- Preventive Maintenance Activities of components as per their manufactures' recommendation/ advice.
- The SI will keep a web based monitoring format and schedule of preventive maintenance services and shall provide reports to the Tendering Authority whenever asked for.
- The Preventive Maintenance shall be carried out in Non-Prime Hours only under intimation to DT&I.

#### **5.2.8 CORRECTIVE MAINTENANCE SERVICES**

- Maintenance/ troubleshooting of hardware problem of all IT Infrastructure including network (active / passive) equipment, Security, etc.
- Troubleshooting of problems arising in the network and resolving the same.
- Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.
- The SI will keep a web based monitoring format (including registration of complaints/ problems) of corrective maintenance services and shall provide to the Tendering Authority as and when required.

#### **5.2.9 ASSET MANAGEMENT SERVICES**

The SI shall be required to create database of all the equipment/ software procured/ Installed under the Project. The details of all assets like hardware, software, peripherals, manuals, media



and other related peripherals, etc., shall be maintained by recording information like make, model, configuration details, serial numbers, licensing agreements, warranty, place of installation etc.

- Record installation and removal of any equipment from the Datacenter network and inform DT&I even if it is temporary.
- Create Software details with information such as Licenses, Version Numbers and Registration Details.
- Perform software license management, notify the Tendering Authority on licensing contract renewal and assist them in getting the license renewed.
- Asset Management services of SI must conform to ITIL framework.
- The SI shall keep a web based online asset management system with an access to tendering authority and auditor. The Asset Management System should have the capabilities to get all desired reports without any delay.

#### **5.2.10 CONFIGURATION/ RECONFIGURATION MANAGEMENT SERVICES**

The SI shall maintain complete configuration including reconfiguration at no cost (on demand) (in hardcopy & softcopy) for all equipment. The SI shall define change management procedures and also ensure that no unwarranted changes are carried out in the entire network or its constituents. Any changes shall be incorporated with prior approval of DT&I.

- The SI shall do proper version management of these configurations as they are bound to change from time to time.
- These configurations shall not be accessible in general and must be kept confidential.

#### **5.2.11 VENDOR MANAGEMENT SERVICES**

- The SI shall coordinate with all the vendors/ OEMs for upkeep of equipment deployed in the Datacenter/ NDR/ DR to meet the SLA and shall liaison with various vendors/ OEMS/ Suppliers/ Contractors for related works, equipment & Services.
- The SI shall also maintain authenticated and verified database of the various vendors and service providers including authenticated details of deputed persons like contact person, with complete address, telephone & mobile numbers, email, escalation matrix, response time and resolution time commitments etc. Police verification may be sought by the Tendering Authority in case of deployment of manpower by the SI.
- The SI shall, if required, escalate and log calls with different vendors/ OEM's and coordinate with them to get the problems resolved.

#### **5.2.12 VIRUS MANAGEMENT**

- The SI shall be responsible for Virus Management
- The SI shall prepare and implement a Virus Management policy at appropriate level and install required equipment/ Software at no extra cost including adequate number of licenses for use inside the Data Centre.

#### **5.2.13 MAINTENANCE SERVICES**

This category includes comprehensive maintenance for the equipment. This category includes all equipment including switches, Servers Storage, Firewall etc. as described in detailed appendix C. The services consist of preventive and corrective maintenance and includes carrying out the necessary repairs and fittings of replacement parts.

#### **5.2.14 GENERAL SCOPE**

The Overall management and maintenance of Servers, Network equipment, Storage etc. at OSDC, NDR, DR and DT&I central location in Bhubaneshwar, Maintenance of SAN and related accessories. Backup of the data as per the backup policy defined by DT&I.

#### **5.2.14.1 SERVICE ACCORD**

The System Integrator (SI) needs to follow and sign the service accord for any kind of integration activity. The architecture performance will be based on these accord characteristics. The service accord should describe functional requirements; that is, what a provider will give to any consumer that chooses to abide by the terms of the contract. The contract should define what functionality is provided, what data it will return, or typically some combination of both. Contracts must also specify non-functional requirements that detail not what the service does, but the way in which it goes about its business. This includes information both about the responsibility of the providers for providing their functionality and/or data as well as the expected responsibilities of the consumers of that information and what they will need to provide in return, such as availability, security, and other quality of service considerations. A accord is an expression of the visible aspects of service behavior and so contracts never include the data that providers and consumers actually exchange or any specifics about how a provider or a consumer will meet the requirements of the contract, there might be multiple contracts for a single service. The Table 9 below describes the broad format of the service accord .

#### **Service accord**

Table 6:

RFP for Selection of SI for Implementation of IFMS 3.0, Odisha

Attribute Type	Attribute	Description
General Condition	Description	Name of the service. Should indicate in general terms what it does, but not be the only definition. A narrative of what the service does, and its relevance to the integration architecture.
General Condition	Source	The source of the service, which may be a document or a module.
General Condition	Owner	The owner of the service is the name (person or group) who validated the details of this service; the person/team in charge of the service.
General Condition	Type	The type of the service to help distinguish it in the layer in which it resides; e.g., data, process, functionality, presentation, functional.
General Condition	Version	The version of the service accord .
Business Requirement	RACI	<p><b>Responsible:</b> The role is the person/team responsible for the deliverables of this contract/service.</p> <p><b>Accountable:</b> Ultimate decision-maker in terms of this contract/service.</p> <p><b>Consulted:</b> Who must be consulted before action is taken on this contract/service. This is two-way communication. These people have an impact on the decision and/or the execution of that decision.</p> <p><b>Informed:</b> Who must be informed that a decision or action is being taken. This is a one-way communication. These people are impacted by the decision or execution of that decision, but have no control over the action.</p>
Business Requirement	Service name “caller”	Name of the consuming service.
Business Requirement	Service name “called”	Name of the provider service.
Business Requirement	Functional Requirements	The functionality in specific bulleted items of what exactly this service accomplishes.
Business Requirement	Importance to the process	What happens if the service is unavailable

**RFP for Selection of SI for Implementation of IFMS 3.0, Odisha**

<b>Attribute Type</b>	<b>Attribute</b>	<b>Description</b>
Business Requirement	Quality of information required	The quality that is expected from the service consumer in terms of input and what quality is expected from the service provider in terms of output.
Business Requirement	Quality of service	Determines the allowable failure rate.
Business Requirement	Service Level Accord	Determines the amount of latency the service is allowed to have to perform its actions.
Non-functional Requirements	Throughput	Volume of transactions estimated
Non-functional Requirements	Throughput period	The period in which those transactions are expected
Non-functional Requirements	Service times	The available hours/days the service is needed; for example, 7 to 4 Saturday to Wednesday.
Non-functional Requirements	Peak profile short term	The profile of the short-term level of peak transactions; for example, 50% increase between hours of 10 to 12 am.
Non-functional Requirements	Peak Profile long term	The profile of the long-term level of peak transactions; for example, 50% increase at month end.
Non-functional Requirements	Security requirements	Who can execute this service in terms of roles or individual partners, etc. and which invocation mechanism they can invoke.
Technical Requirements	Invocation	The invocation means of the service. This includes the URL, interface, etc. There may be multiple invocation paths for the same service. There may be the same functionality for an internal and an external client, each with a different invocation means and interface.
Technical Requirements	Invocation	Preconditions any pre-conditions that must be met by the consumer (authentication, additional input, etc.).
Technical Requirements	Behavior characteristics	The criteria and conditions for successful interaction and any dependencies (on other service interactions, etc.). This should include any child services that will be invoked/spawned by this service (in addition to dependencies on other services).

System Integrator (SI) has to follow the above mentioned service accord for each and every integration/ interaction that is going to happen between IFMS application and different internal as well as external application.

### **5.3 PROCUREMENT AND MAINTENANCE SUPPORT FOR NEW SYSTEM SOFTWARE**

#### **5.3.1 SOFTWARE LICENSE REQUIREMENTS**

The Bidder is responsible for sizing the proposed software licenses to support the scalability and performance requirements of the solution to meet the service level mentioned in the RFP. The user details have been provided in section-7.

##### **5.3.1.1 MAINTENANCE & SUPPORT FOR APPLICATION SOFTWARE**

- SI is responsible for sizing and procuring the necessary software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or procure additional licenses at no additional cost to the purchaser in case the procured software is not adequate to meet the service levels.
- SI shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.
- If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done as part of warranty support activity.
- SI should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software. Updates/ Upgrades/ New releases/ new versions/ Patches/ Bug fixes.
- The SI shall provide from time to time the Updates/ Upgrades/ New releases/ new versions/ Patches/ Bug fixes of the software, operating systems, etc. as required. The SI should provide free Updates/ Upgrades/ New releases/ new versions/ Patches/ Bug fixes of the software and tools to purchaser as and when released by OEM.
- In case of COTS products, OEM should commit to support the software licenses provided in the scope of this RFP for a period of 7 years. OEM should provide a stated policy document stating that the proposed software version is supported for the next 7 years. DT&I should not be forced to upgrade the solution at any stage. If any patch change or version change is required or essential then that should be done without any extra cost to DT&I. In case of Be-Spoke application development the license for all the software to be used for the design/ development/ testing has to be procured by SI and the maintenance of all the software including the licenses for the entire duration of the project has to be done by the SI.
- Software License Management: The SI shall provide software license management and control. SI shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.

- All software licenses should be inclusive of OEM warranty and maintenance support for 7 years.
- Wherever possible, the SI should go for enterprise version of software licenses.
- SI shall have manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. SI shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.
- The SI would be responsible for arrangements with Manufacturer for all the technical support which shall at a minimum include but not limiting to online technical support and telephone support during the treasury business hours (Business hours in Treasury will be from 0900 hours to 1800 hours from (Mon-Sat) with access for SI to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer by SI as part of provisioning of support services to purchaser. SI shall have access to the online support and tools provided by the manufacturer as well as should have 24x7 accesses to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles specifically for DT&I.

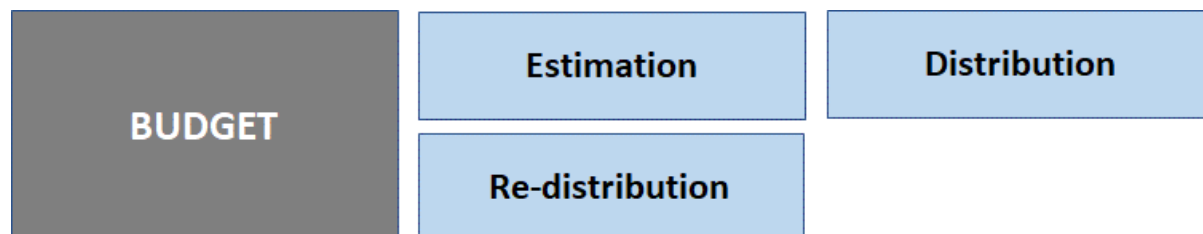
#### **5.4 REPORTING REQUIREMENT**

There is a requirement of various reports by the senior management which shall act as a decision support system for the senior officials. The solution should be able to create and manage varied analysis reports. For better performance separate reporting server should be planned in the solution. Bidder must factor the required system software and hardware to execute the requirement. Apart from the reports mentioned specifically in the individual modules, there might be requirements of additional reports in each module and /or sub-modules. The SI will provide all those reports as and when required.

## 5.5 MODULE DETAILS

All major modules of IFMS have been detailed out in the below section. Broad level functionalities have also been provided.

### 5.5.1 BUDGET



**Figure 5.5.1: BUDGET MODULE**

IFMS will provide facility for online preparation of Budget Estimation and compilation at all levels prior to forwarding it to Budget Execution Technique Automation (BETA) system of Finance Department for both Plan and Non-Plan estimation process.

#### 5.5.1.1 ESTIMATION

The **Budget Planning and Preparation** module should have the provision for budget estimation, compilation/consolidation, comparison, approval and monitoring of the budget at different levels of budget preparation hierarchy. It should ultimately facilitate in preparing Plan, Non-Plan budget of each Administrative Department (AD), receipt budget of the state. It should have the facility to generate the demand for grants for Plan & Non-Plan budget for all ADs and receipt budget of the state.

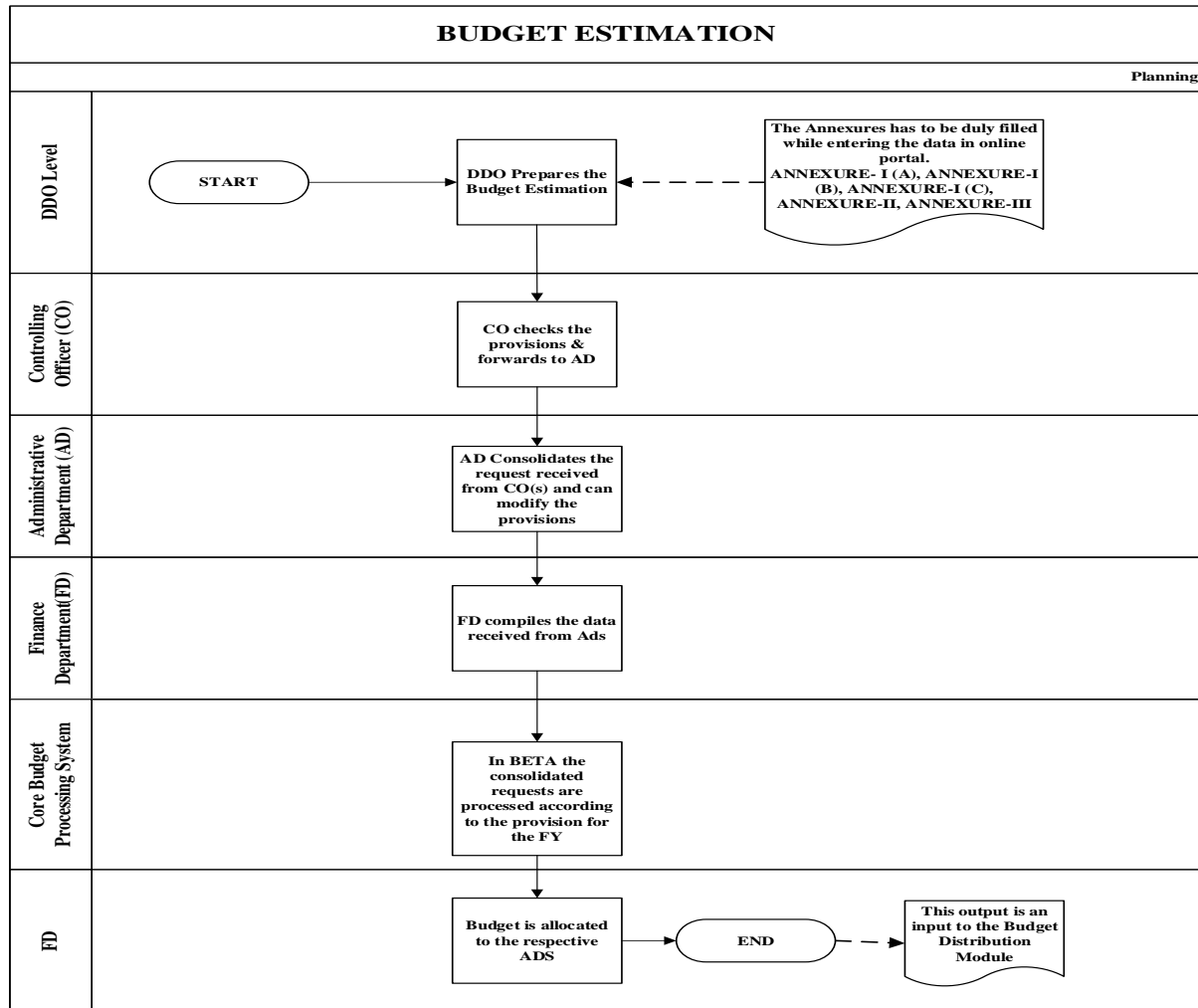
This module should facilitate Finance Department (FD) super user to maintain master data for all Head of Account (HoA), Development Sector, Major Head of Development, Minor Head of Development, Development Scheme, Development Scheme - HoA Mapping, Drawing Disbursing Officer (DDO), Controlling Officer (CO), Administration Department (AD), Other FD users. The application should allow FD supper user to create workflow hierarchy based upon user role, involved in budget preparation process.

The Budget Planning and Preparation module must have the functionality to prepare the following types of budgets in online mode.

#### ❖ Annual Budget



- ❖ Supplementary Budget
- ❖ Vote on Accounts Budget



### 5.5.1.2 DISTRIBUTION

- The requests of all Administrative Departments gets analyzed and processed in BETA. Finance department sends a flat file to IFMS, this file includes the data of Head of Account (HoA) and budget provisions etc.. At this stage, super admin user should have the frontend facility for addition of new HoA incase required.
- The system should have the functionality to automatic distribution of the budget to different ADs' based on the different types of HoA and expenditure i.e. Administrative/ Programme/ Transfer of State/ Disaster Response.

- The Administrative Departments/ Controlling Officers/ DDOs should have the facility to check the allocated budget made available by logging in to IFMS.
- Distribution facility should be made available for the Administrative Departments and Controlling Officers to distribute the supplementary budget to down the line levels.

**5.5.1.3 RE-DISTRIBUTION**

- The system should have the facility for the re-distribution of the budget, in a situation where the Administrative Departments does the wrong budget distribution.
- Functionality must be there for the CO user to initiate a transaction to return the budgeted allocation and to submit back to ADs for re-distributions.
- The CO user should also have the facility to initiate a transaction to transfer to another CO.

**5.5.1.4 BROAD LEVEL FUNCTIONALITY:**

<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
BUD-01	Budget	Annual Budget Estimation	The system should have frontend facility for creation of the user level hierarchy for preparation of the budget estimate.
BUD-02	Budget	Annual Budget Estimation	The system should facilitate Finance Department (FD) super user to maintain master data for all Head of Account (HoA), Development Sector, Major Head of Development, Minor Head of Development, Development Scheme, Development Scheme - HoA Mapping, Drawing Disbursing Officer (DDO), Controlling Officer (CO), Administration Department (AD), Other FD users.
BUD-03	Budget	Annual Budget Estimation	The system should facilitate the users for preparation of the Plan, Non-Plan budget of each Administrative Department (AD), receipt budget of the state. It should have the facility to generate the demand for grants for Plan & Non-Plan budget for all ADs and receipt budget of the state.

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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
BUD-04	Budget	Annual Budget Estimation	The application should allow FD supper user to create workflow hierarchy based upon user role, involved in budget preparation process.
BUD-05	Budget	Annual Budget Estimation	Super admin user should have the frontend facility to provide access to the departmental users DDO/CO/ADs for preparation of the budget estimate and submission.
BUD-06	Budget	Annual Budget Estimation	Frontend facility for the admin user must be there to map a DDO with multiple COs' for preparation of budget estimate.
BUD-07	Budget	Annual Budget Estimation	Frontend facility should be there in the system to open the link for the users for preparation of budget of requirement.
BUD-08	Budget	Annual Budget Estimation	Before preparation of the budget estimate, the departmental budget users should have the facility i.e. at the level of DDO/ authorized, to update the pre-requisite annexures i.e, ANNEXURE- I (A), ANNEXURE-I (B), ANNEXURE-I (C), ANNEXURE-II, ANNEXURE-III.
BUD-09	Budget	Annual Budget Estimation	The integration must be done with HRMS application for fetching the data required for the budget estimation.
BUD-10	Budget	Annual Budget Estimation	The user must have the facility to select the chart of accounts from the list available.
BUD-11	Budget	Annual Budget Estimation	The DDO should have the functionality to fetch the previous year budget data or to prepare a fresh budget estimate.
BUD-12	Budget	Annual Budget Estimation	The DDO should have the facility to choose the type of expenditure, while booking the budget as mentioned below: A- Administrative Expenditure B- Programme Expenditure
BUD-13	Budget	Annual Budget Estimation	Consolidation facility should be there for the DDO/CO/AD/Super user, before final submission of the files to the higher levels.
BUD-14	Budget	Annual Budget Estimation	On acceptance of the budget requests, the system should have the facility to save the data as draft before final submission to higher authority.

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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
BUD-15	Budget	Annual Budget Estimation	Multiple files sending facility should also be available at the DDO level.
BUD-16	Budget	Annual Budget Estimation	Validation must be put in place so that, until and unless all the annexures are filled, the DDOs should not be able to submit the budget estimate to the Controlling Officer
BUD-17	Budget	Annual Budget Estimation	Condition must be there, once the file gets submitted, then the user will not be able to edit the budget data.
BUD-18	Budget	Annual Budget Estimation	On receipt of the budget estimate from the DDO, the Controlling Officer should have the access to the DDO wise budget estimate files and annexures.
BUD-19	Budget	Annual Budget Estimation	Controlling Officer should have the facility to modify the allotments mentioned against the HoAs' before final submission to the Administrative Department.
BUD-20	Budget	Annual Budget Estimation	DDO should have provision to send request for surrendering the allotment at any point of time, subject to approval by the Controlling Officer.
BUD-21	Budget	Annual Budget Estimation	Before final submission, the functionality must be there for the Controlling Officer enabling them to un-consolidate the budget estimate file, in case any modification required.
BUD-22	Budget	Annual Budget Estimation	The system should have the provision for the users to send single or multiple files.
BUD-23	Budget	Annual Budget Estimation	Frontend facility must be there to configure the dateline for submission of the budget for the administrative department users.
BUD-24	Budget	Annual Budget Estimation	The system should have the facility to upload the data to the BETA server for analysis and preparation of final budget.
BUD-25	Budget	Supplementary Budget	Provision should be there in the system to open the link for the users in case of requirement for supplementary budget.
BUD-26	Budget	Supplementary Budget	In case of supplementary budget the initiator should be the Controlling Officer (CO) instead of DDO
BUD-27	Budget	Supplementary Budget	The system should mark annexure uploading as non-mandatory field, while preparing the supplementary

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			budget.
BUD-28	Budget	Supplementary Budget	The DDO/CO level user must have the provision to request for surrender or augmentation.
BUD-29	Budget	Supplementary Budget	The validation in the system must be there, so that, incase any allotment is surrendered for any HoA, further request can't be given for the augmentation.
BUD-30	Budget	Vote on Accounts Budget	In case the budget is not finalized due to election, then the system should have the facility for the preparation of the vote on accounts budget.
BUD-31	Budget	Distribution	Frontend facility must be there for all level users, for the distribution of budgetary allocation to down the level.
BUD-32	Budget	Distribution	Functionality must be there to auto populate HoA wise allotment details from the hierarchy to down the level users.

#### 5.5.1.5 MAJOR USERS OF THE MODULE

Sl. No	Users Name
1.	Drawing and Disbursement Officer (DDO)
2.	Controlling Officer (CO)
3.	Administrative Department
4.	Finance Department
5.	AG

#### 5.5.1.6 Integration With other Systems and Modules (MAJORS)

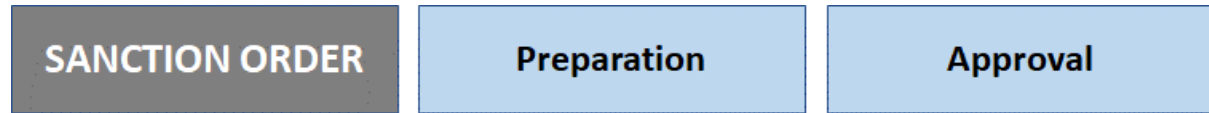
Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1.	Treasury	API Calls	As and when required
2.	Sanction Oder	API Calls	As and when required
3.	Commitment Management	API Calls	As and when required

Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
4.	Bill/ Disbursement	API Calls	As and when required

**5.5.1.7 Integration with external applications (MAJORS)**

Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1.	Beta	Web Service	As and when required
2.	WAMIS	Web Service	As and when required
3.	HRMS	Web Service	As and when required

### 5.5.2 SANCTION ORDER

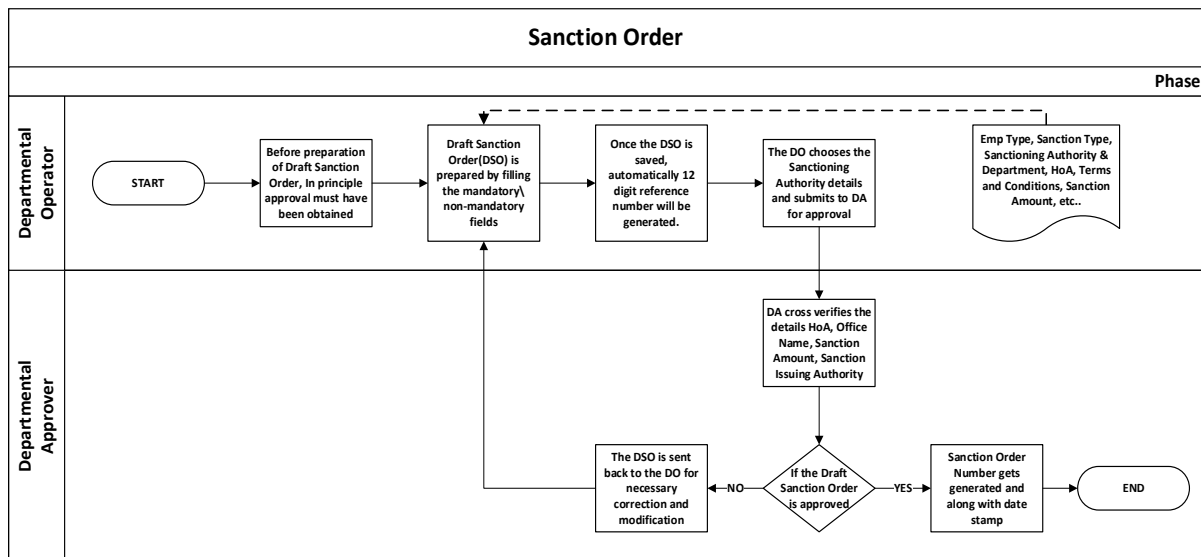


**Figure 5.2.2: SANCTION ORDER MODULE**

IFMS will provide a facility for generation of all kinds of sanction order having financial implications through the system. The sanction orders generated from IFMS will be stored and made available to all authorities as per the requirement.

#### 5.5.2.1 SANCTION ORDER PREPARATION AND APPROVAL

Sanction Order is an official approval draft Sanction required to process any bill in IFMS. A bill must be submitted along with the Sanction order to make a successful payment.



There are majorly 3 types of approvers are available

- a) HoO- Heads of Office

- b) HoD- Heads of Department
- c) Administrative Department

For different type of claims different types of Sanction Orders are available.

**Major Types and subtypes of Sanction orders are as follows:**

Sl. No	TYPES	SUB-TYPES
1.	GPF	Temporary
		Part Final
2.	Provisional Retirement Benefits	Provisional Pension
		Provisional Family Pension
		Provisional Gratuity
		Provisional CVP
3.	Contingent	AC
		FVC (Office Contingencies)
4.	Grant in aid	GIA
5.	Loans given by State Govt. To PSU and Local Bodies etc	F Loans and Advancement made by Government
6.	Loans given by State Govt. To Employees (LTA)	House Building Advance
		Motor Car Advance
		Personal Computer Advance
		Motor Cycle Advance
		Electric Operated Motor Car
		Electric Two Wheeler
7.	Group Insurance Scheme	GIS Advance
		GIS Sums Assured
		Refund of GIS
		GIS Obsequies
8.	General type of expenditure under different schemes	General type of expenditure under different schemes
9.	Share Capital Investment	Share Capital Investment
10.	Short Term Advances	Festival Advance
11.	Compensation/Annuities	Compensation/Annuities
12.	Accounting Adjustments	Conversion of Loan to Grant
		Conversion of Loan to Equity
13.	State Disaster Response Fund	Transfer of state's contribution to SDRF
		Transfer of central contribution to SDRF
		Transfer of grants from NDRF to SDRF
		Retransfer of funds from SDRF to meet



Sl. No	TYPES	SUB-TYPES
		expenditure made on RANC
14.	Central Road Fund	Transfer of grants received from central govt to CRF
15.	Central Road Fund	Transfer of amount from CRF to meet expenditure made on road development
16.	Consolidated Sinking Fund	Consolidated sinking fund
17.	Guarantee Redemption Fund	Guarantee Redemption Fund
18.	Ex-Gratia	Ex-Gratia
19.	Bulk Disbursement	Bulk Disbursement process
20.	Miscellaneous	Miscellaneous

For creation of a Sanction Order the login credentials are required. All the treasuries have the admin rights to create Login Credentials for the users. There two types of users:

1. Operator
2. Approver

#### 5.5.2.2 BROAD LEVEL FUNCTIONALITY:

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
SAN-01	Sanction Order	Preparation	All Sanction types and Sub-Types formats should be available in the system. The user should only choose the sanction type and the corresponding sub-types should get auto populated.
SAN-02	Sanction Order	Preparation	Provision should be there in the system using which Sanction Types and Sub-Types to be mapped by competent authority using a front-end facility.
SAN-03	Sanction Order	Preparation	Provision for systemic validation for mapping of sanction order sub-type with any/ all strings (Major/ Sub-Major/ Minor/ Sub / Detail/ Object) of HoA. Frontend facility should be available with competent authority to add/ delete/ edit this mapping as and when required.
SAN-04	Sanction Order	Preparation	Provision for creation of sub-types under Miscellaneous sanction order type should be available.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
SAN-05	Sanction Order	Preparation	The system should have provision using which the initiator or the departmental operator can provide the required information in two segments i.e. main and detail page.
SAN-06	Sanction Order	Preparation	The Main page/ interface of the Sanction Order should be uniform for all types of sanction orders and Based on the types/ sub-types the additional interface/ tab/ fields should be available.
SAN-07	Sanction Order	Preparation	Facility for importing information/data from excel instead of entering data to different sanction orders format should be made available.
SAN-08	Sanction Order	Preparation	Facility for capturing memo details (addressee) at the time of issue of sanction order should be available.
SAN-09	Sanction Order	Preparation	The Sanction Order can be initiated from the operator's login credential.
SAN-10	Sanction Order	Preparation	Departmental Operator must fill up the mandatory fields as mentioned below, some fields to be filled manually and some will be automatically fetched from the database or from HRMS application like Employee Type, Sanction Type, Sanction Sub-Type, Sanctioning Department, HoA for Expenditure Booking, Office Name, Sanction Amount, Sanction Issuing Authority etc. wherever possible.
SAN-11	Sanction Order	Preparation	Provision should be there using which the Sanction specific terms and conditions can be provided.
SAN-12	Sanction Order	Preparation	Provision for populating mandatory terms and conditions in the sanction order generated from the system should be available.
SAN-13	Sanction Order	Preparation	Once the required information is provided by the operator, the provision to forward the request to the Departmental Approver by selecting from the approver list should be available in the system.
SAN-14	Sanction Order	Preparation	The operator and approver mapping should be available in the system and a frontend facility should be available using which the competent

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			authority can make required changes as and when required to this mapping.
SAN-15	Sanction Order	Preparation	Once the request is saved by the operator a unique sanction reference number should get generated.
SAN-16	Sanction Order	Preparation	Basic level validations like sanction amount cannot be more than allotment amount should be there.
SAN-17	Sanction Order	Preparation	Provision in the system should be there using which, the details captured in the Sanction Order Module can be used in the other modules. At any point of time, the details already provided in sanction order module should not be entered once again. Based on the unique Sanction order number, all relevant details should get auto populated in other modules.
SAN-18	Sanction Order	Preparation	The Sanction Order generated from the IFMS should be stored and made available to all authorities as per the requirement.
SAN-19	Sanction Order	Preparation	The Sanction Order module should facilitate the use of d-Sign and e-Sign by the Sanctioning Authorities approver for completing electronic documentation of the Sanction Order.
SAN-20	Sanction Order	Preparation	The Department Operator should have the provision to cancel the Sanction Order before it is submitted to the approver.
SAN-21	Sanction Order	Preparation	The validation like, once the approver cancels a Sanction Order the same can't be attached to any bill and relevant message should be shown to the DDO user.
SAN-22	Sanction Order	Preparation	Provision of adding beneficiary should be made mandatory for all types of Sub-Types.
SAN-23	Sanction Order	Preparation	In the Sanction Details segment: While preparing a Sanction Order the Departmental Operator must fill up the mandatory fields as mentioned below. Some fields to be filled manually and some will be automatically fetched from the database.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			<p>I. Numeric/ Alpha numeric File Number must be entered and can't be left blank.</p> <p>II. Will have the option to select the Employee Type (Govt. EMP/ NPS/ AIS EMP/ AEI EMP/ Others)</p> <p>III. Sanction Type (As per the Type/ Sub-type mapping) should be pre-populated.</p> <p>IV. The Sub type categories must be pre-populated based on the Sanction type selected</p> <p>V. The details of the Sanctioning Department will be auto populated based on the user's department, on certain cases provision for providing the Sanctioning Department should also be available.</p> <p>VI. Sanctioning authority level (Department/ Head of Department/ Head of Office) must be selected from the drop down.</p> <p>VII. Sanctioning Office details must be fetched based on the Sanctioning Authority</p> <p>VIII. The Office Name should appear in the header of the sanction order, the office name will be fetched as the name of sanctioning office.</p> <p>IX. Fields must be available to provide Source of Appropriation and Sanction Amount details, Sanction Issuing Authority etc.</p> <p>X. Option must be available to Add/ View Remarks, Sanction Specific Terms &amp; Conditions and View tagged Terms &amp; Conditions.</p>
SAN-24	Sanction Order	Preparation	Once the Sanction Oder is saved a unique Sanction Reference Number should get generated. The facility should be available for the sanctioning authority (operator as well as approver) using which s/he can view the unspent balance of the DDO for the same scheme if any while preparing and/or approving the Sanction order.
SAN-25	Sanction Order	Preparation	Post generation of Reference Number the Provision should be there to select a Sanctioning

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			Authority for the approval of draft sanction order.
SAN-26	Sanction Order	Preparation	The operator/ approver should have the provision to print the Sanction order.
SAN-27	Sanction Order	Modification	The system should have provision using which the operator can edit all the details/ fields except the Sanction reference number, till the time the Sanction Order is not submitted to the Sanctioning Authority.
SAN-28	Sanction Order	Modification	Sanction Reference number can't be changed at any point of time.
SAN-29	Sanction Order	Modification	At the reference order generation stage, some additional information like the concurrence of Finance Department and General type of expenditure under different schemes can be provided.
SAN-30	Sanction Order	Modification	The Sanctioning Authority should have the facility to Approve/ Reject/ Modify the Sanction Order. Provisions must be there to add copy/ memo of the Sanction Order to the concerned authorities/ departments.
SAN-31	Sanction Order	Approval	The system should have the facility that, once the Sanction Order is prepared by operator and submitted for approval, it should be available in the Task List of the approver and the status must be shown as 'assigned'.
SAN-32	Sanction Order	Approval	The Approver should have the provision to edit and update all the fields in the Sanction Details form except the reference number and file number.
SAN-33	Sanction Order	Approval	The approver must have the provision to add remarks within 500 characters.
SAN-34	Sanction Order	Approval	Sanction Specific Terms and Conditions segment should be made available to enter specific terms and conditions e.g., validity of the Sanction Order, important instructions related to execution or implementation etc.
SAN-35	Sanction	Approval	The provision should be available for Approver to

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
	Order		send back the sanction order to the operator for revision.
SAN-36	Sanction Order	Approval	Provision to modify the beneficiary details for the approver should be available.
SAN-37	Sanction Order	Approval	Before approving the sanction order, the allotment availability against that HoA should be checked and upon availability only the sanction can be approved.
SAN-38	Sanction Order	Approval	Once the Sanction order is approved, the allotment (except global and non-budgeted) should be adjusted accordingly.
SAN-39	Sanction Order	Approval	The provision of taking printout of the digitally signed sanction order should be available.
SAN-40	Sanction Order	Approval	Based on period of validity assigned for each sanction order type the sanction should be invalidated by the system. Invalidated sanctions should not be allowed for tagging with any bill.
SAN-41	Sanction Order	Approval	Provision for re-validating an approved sanction order by the sanctioning authority should be available. In such cases, except the change in date of sanction order nothing should be changed.
SAN-42	Sanction Order	Approval	All relevant details (data as well as the signed PDF) of the sanction order should be shared with AG (O) application through system-to-system integration.
SAN-43	Sanction Order	Approval	The facility for auto tagging of sanction (signed pdf) with bills should be available.
SAN-44	Sanction Order	Approval	The provision should be available using which the Treasury and DDO can check the details of corresponding approved sanction order.
SAN-45	Sanction Order	Cancellation	The option should be available for cancellation of a sanction order at different levels. The operator can cancel a sanction before submission to approver.
SAN-46	Sanction Order	Cancellation	Approver can cancel the sanction order before approving the same also provision should be available in the system using which the approver

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			can cancel an approved sanction till the time the sanction is not tagged to any bill.
SAN-47	Sanction Order	Cancellation	Once the sanction order is cancelled for any reason, the system should generate sanction cancellation report with copy to originally issued memo. The concerned user should have provision to take printout of the same.
SAN-48	Sanction Order	Cancellation	At the time of cancelling a sanction order providing reason for cancellation should be made mandatory.
SAN-49	Sanction Order	Cancellation	Based on the cancellation, allotment rollback should happen.
SAN-50	Sanction Order	Cancellation	In case of objected bill, the system should have provision to un-tag the sanction order from the bill and make the sanction order available at the original sanctioning approver task list with provision for editing the sanction.
SAN-51	Sanction Order	Cancellation	Provision for sharing the details of cancelled sanction order with AG (O) should be available.
SAN-52	Sanction Order	Cancellation	A cancelled sanction cannot be tagged to any bill
SAN-53	Sanction Order	AI Use case	Facility for detecting the unusual or abnormal transactions/ activity and showing relevant alert messages. For example, if a user generally creates sanction of one type and he/she is trying to create another type. If a user generally creates Sanction of certain amount but he/she is trying to prepare a sanction of a very higher amount.
SAN-54	Sanction Order	AI Use case	The system should have facility to suggest the user regarding the sanction type and other details the user uses most of the time. The system should also auto fill most of the fields using AI tool and highlight the fields which are generally changed in a particular Sanction-type.

### 5.5.2.3 MAJOR USERS OF THE MODULE

Sl. No	Users Name
--------	------------

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1.	Drawing and Disbursement Officer (DDO)
2.	Controlling Officer (CO)
3.	Administrative Department
4.	Finance Department
5.	AG

### 5.5.2.4 INTEGRATION WITH OTHER SYSTEMS AND MODULES (MAJORS)

Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1.	Bill/ Disbursement	API Calls	As and when required
2.	Allotment	API Calls	As and when required
3.	Pension Module	API Calls	As and when required
4.	JiT-FS	API Calls	As and when required
5.	CSS_JiT	API Calls	As and when required

### 5.5.2.5 INTEGRATION WITH EXTERNAL APPLICATIONS (MAJORS)

Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1.	NA	NA	NA

### 5.5.3 BILL/ DISBURSEMENT

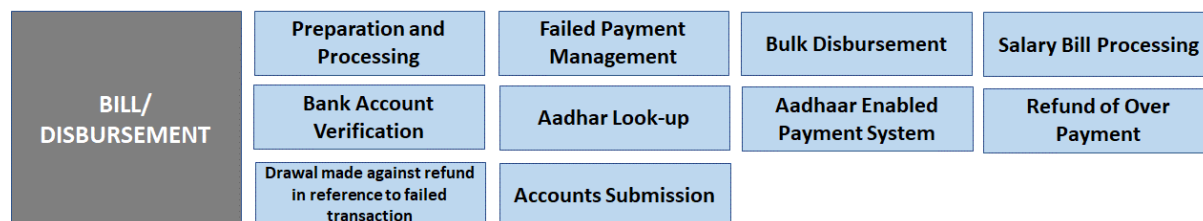


Figure 5.5.3: BILL/ DISBURSEMENT MODULE

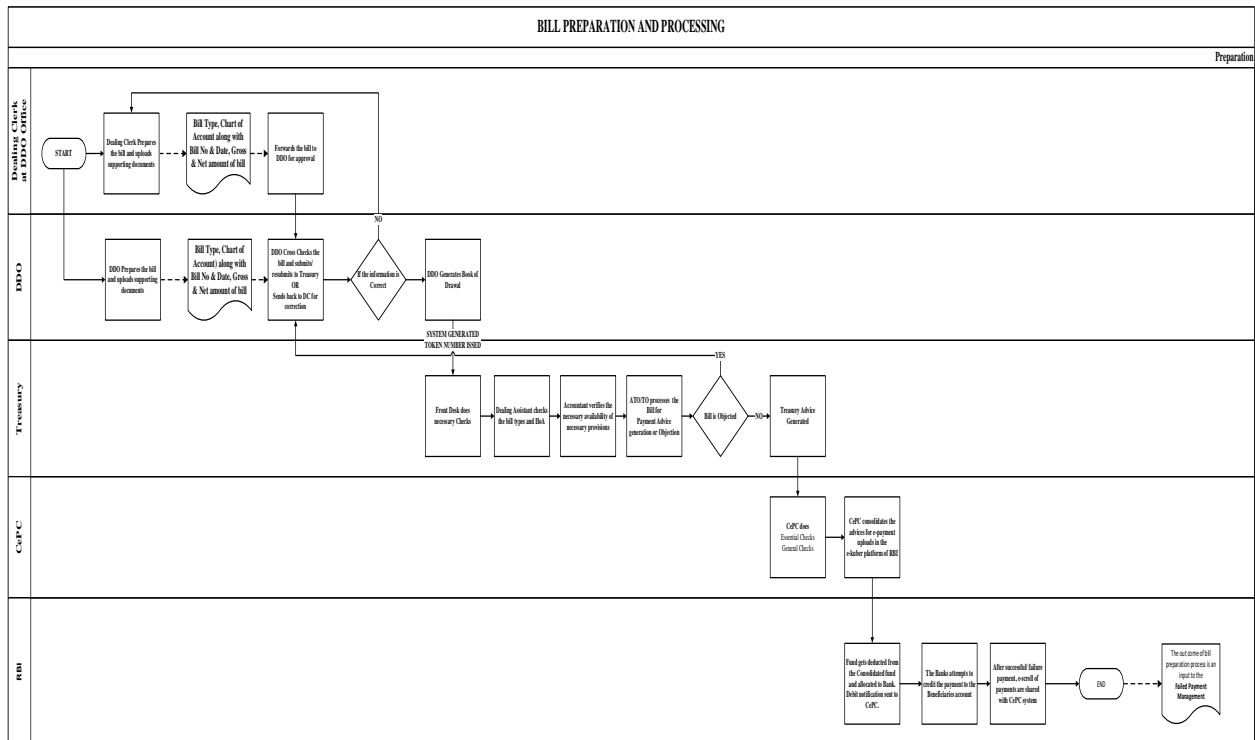


**5.5.3.1 PREPARATION AND PROCESSING (INCLUDES PAYMENT THROUGH RBI)**

No money cannot be withdrawn from public account except by presentation of bills or by cheques. DDO (Drawing and Disbursing Officer) is authorized for drawing from the public account on presentation of a bill to the attached treasury and to disburse the same to the appropriate beneficiaries. Different types of bills should be presented in their pre-defined formats as prescribed under Odisha Treasury Code.

**Process**

**Flow:**



**Bill-Type and Sub-Type**

Sl. No	Bill Type	Bill Sub-Type
1.	Advance Bill	Medical Advance
		Advances of TE
		MCA (Motor Car Advance)
		Motor Cycle/Moped
		HBA
		L.T.C Advance
		Electric Two Wheeler (EMYA)
		Electric Operated Motor Car (EMCA)

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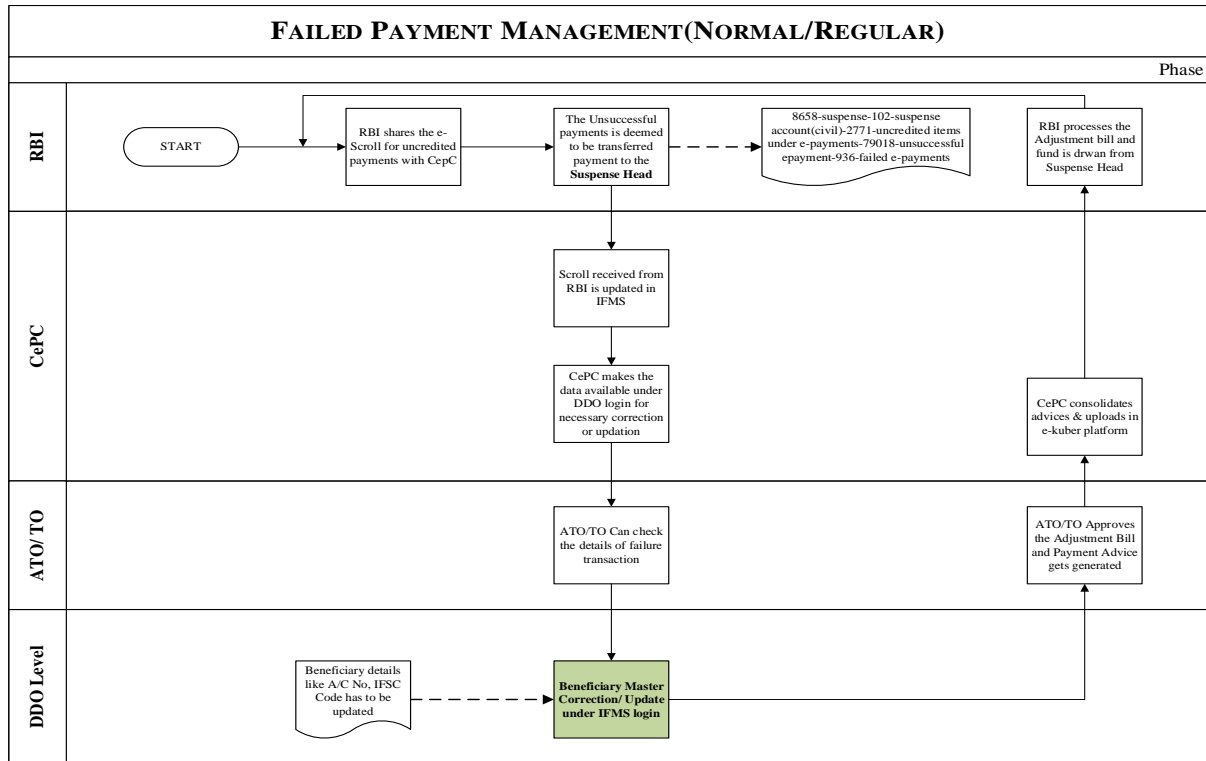
<b>Sl. No</b>	<b>Bill Type</b>	<b>Bill Sub-Type</b>
2.	Refund of Deposit	Refund of Lapse Deposit
		Refund of Deposit
		RBI Deposit Return
3.	Withdrawal of GPF/CPF (Temporary) And Loan/Advances	Computer
		Withdrawal of GPF/DPF (Temporary)
		HUDCO
		Trade
		Bi-Cycle Advance
		GIS Advance
4.	General	Advance Pay
		Office Expences/Other Contingencies
		Grant in aid
		Old Age Pension
		Disability Pension
		Others (Common)
		Stipend
		Scholarship
		Festival Advance
		Abstract Contigent
		R.C.M.
		L.T.C.
		GIA - Salary
5.	Refund of GPF/TPF/CPF (Final/Part Final)	Withdrawal of GPF/TPF/CPF (Final)
		Withdrawal of GPF/TPF/CPF (Part Final)
		Withdrawal of GIS/GIS Refund
		GIS (Obsequies)
		Withdrawal of GPF (Final Available Balance)
		Withdrawal of GPF (Final Recedual Balance)
6.	Adjustment Bill	Travelling Allowance - Adjustment
		Medical Reimbursement - Adjustment
		L.T.C- Adjustment
7.	Establishment Pay Bill	Establishment Pay Bill
		Arrear Salary
8.	Refund of Revenue Receipt	Refund of Revenue Receipt
9.	Transfer to PL	By Transfer to PL Account
		GIA by-transfer to PL A/c
		By Transfer to PL Account
10.	First Pension	First Pension

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<b>Sl. No</b>	<b>Bill Type</b>	<b>Bill Sub-Type</b>
11.	LTA (Regular) Pension	LTA (Regular) Pension
12.	Regular Pension	Regular Pension
13.	Arrear (Manual) Pension	Arrear (Manual) Pension
14.	Arrear (Pension Revision) Pension	Arrear (Pension Revision) Pension
15.	LTA (Revision) Pension	LTA (Revision) Pension
16.	Arrear (Suspension) Pension	Arrear (Suspension) Pension
17.	Arrear (Transfer) Pension	Arrear (Transfer) Pension
18.	Arrear (Pay Revision) Pension	Arrear (Pay Revision) Pension
19.	Non Budgeted General Bill	Un-Utilised Leave Salary
		Provisional Pension
		Ex-Gratia
		Provisional Gratuity
		Provisional Commuted Value
		Other - Non Budgeted
		Deduct Refund
		Drawl of OCF
20.	Other Bills	Travelling Allowance
		Others (Common or Miscellaneous)
		Fixed TA
		Abstract TA
		CT/GST Refund
		Arrear Salary
		First Pension
		L.T.C.
		EPF Dues (Work Charged)
Transfer T.A		

**5.5.3.2 FAILED PAYMENT MANAGEMENT**

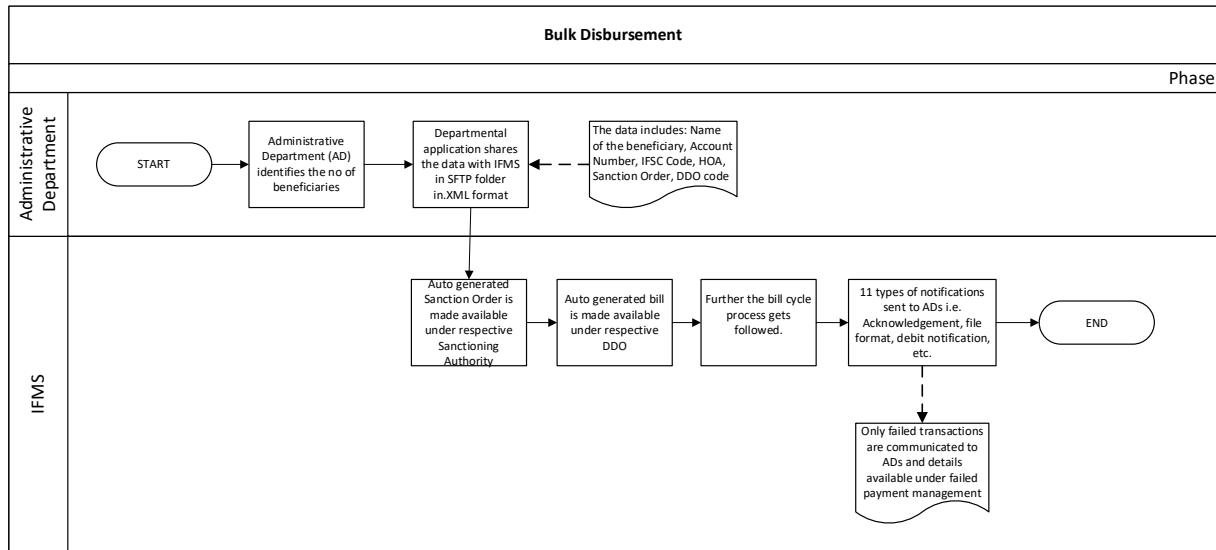
In cases where the payment could not be credited because of erroneous Accounts detail should be managed using failed payment system. The unsuccessful payment is deemed to be a transfer of payment to the suspense head "8658-suspense-102-suspense account(civil)-2771-uncredited items under e-payments-91268-unsuccessful epayment-936-failed e-payments" and accounted for in a system generated challan for each beneficiary advised for e-payment.



**5.5.3.3 BULK DISBURSEMENT**

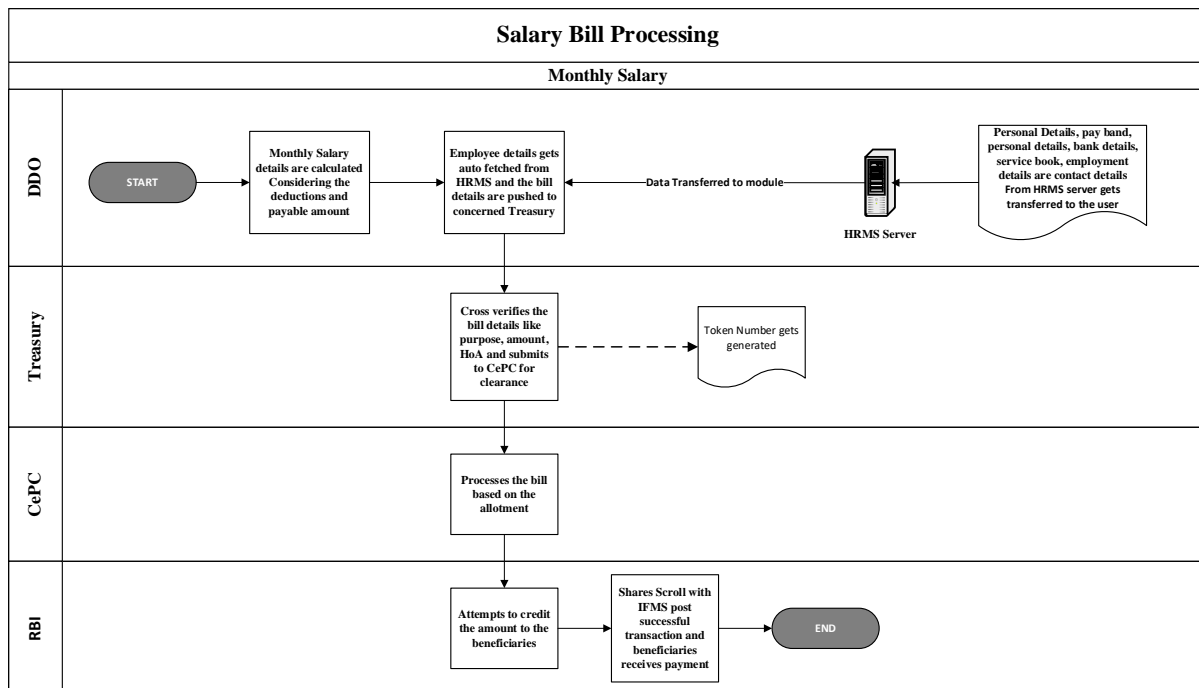
Bulk disbursement module to be designed which will help to disburse funds to large number of beneficiaries covered under various schemes of Government in a single go. Approximately 50000 beneficiaries can be processed in a single bill. The beneficiary finalization is the responsibility of the integrating departmental applications. The integrating applications should share the payment file with IFMS which will include all relevant details along with beneficiary particulars in a secured way. The system should ensure the credibility of the payment files shared throughout the integration process, at no point of time the file shared by the Integrating Departments should be allowed to be changed at IFMS.

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### 5.5.3.4 SALARY BILL PROCESSING

The salary bill of the Government employees gets processed through HRMS (Human Resource Management System). All the details of the employee i.e. pay band, personal details, bank details, service book, employment details and contact details are available in HRMS.



### 5.5.3.5 BANK ACCOUNT VERIFICATION

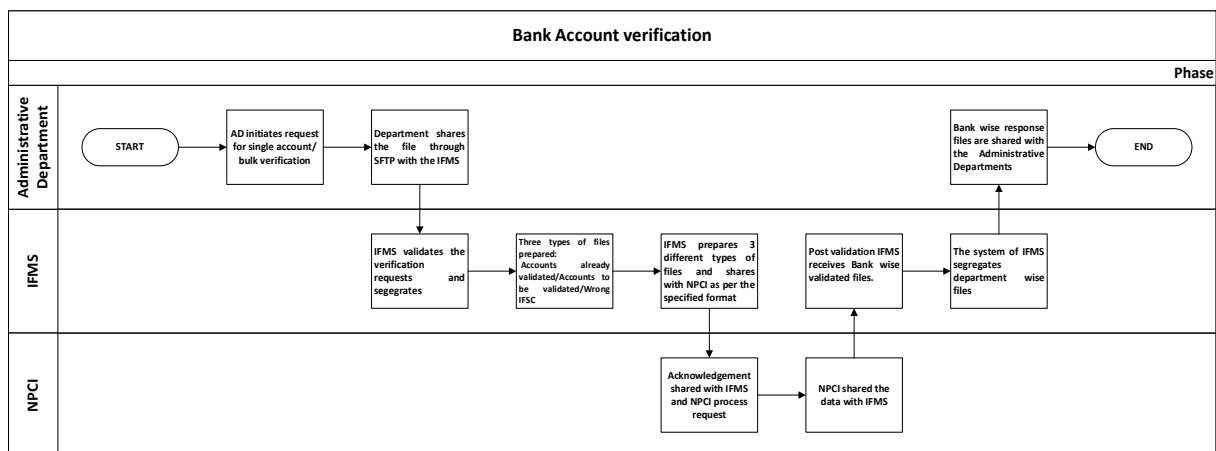
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To reduce the number of failed transaction because of wrong Bank Account/ IFSC number, verification of account/ IFSC number need to be done. To achieve this facility, IFMS needs to be integrated with the application of NPCI and with departmental application. Both the integration options like SFTP as well as API based with all entities should be available.

- The account can be validated at two level
  - (A) At DDO level- while preparation of bill
  - (B) Bulk verification- for DBT Schemes

Department shares the file through SFTP/ API with IFMS. The system should have the functionality

- The system must validate the verification requests at least on following 3 major categories
  - I. Accounts already validated
  - II. Accounts to be validated
  - III. Wrong IFSC
- IFMS prepares 3 different types of files and shares with NPCI.
- For accounts to be validated, bank wise files should be prepared and shared with NPCI. The data to be shared as per the format prescribed by NPCI.
- All the above processes should be carried out using automated process and without any manual intervention.
- IFMS should receive acknowledgement from NPCI.
- Post validation IFMS will receive Bank wise validated files.
- IFMS should be able to segregate department wise files.
- Bank wise response files can be shared with the Administrative Departments.



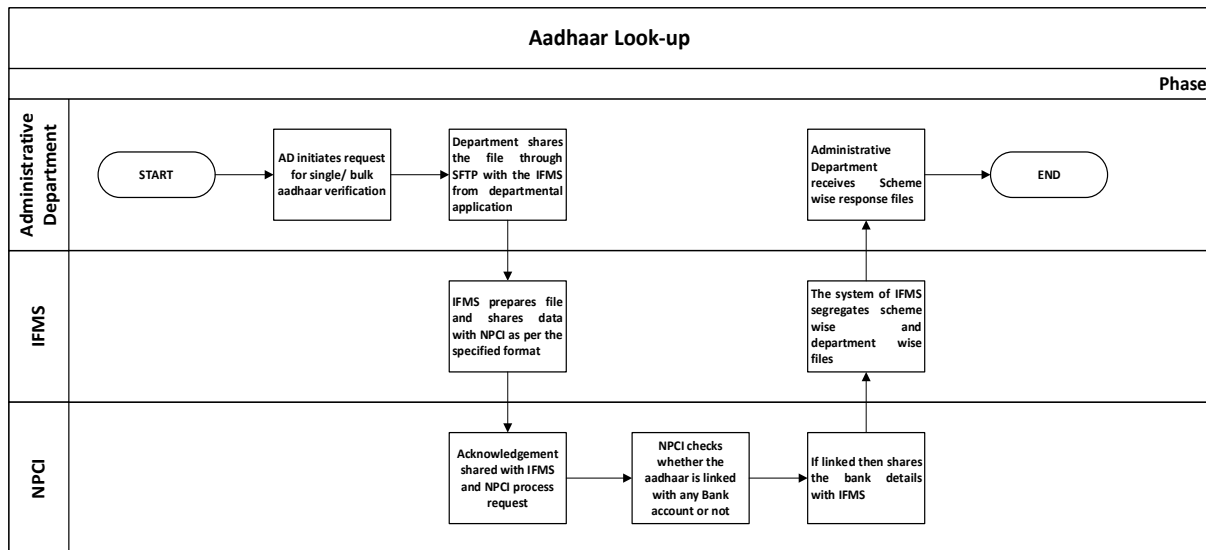
### 5.5.3.6 AADHAAR LOOK-UP

This module helps in checking the Aadhar is linked to the Bank account or not. It will have integration with

(A) Administrative Departments

(B) NPCI

- Aadhaar can be verified either for a single case or multiple cases.
- SFTP/ API Based file is shared with IFMS from the departmental application and th same is shared with the application of NPCI.
- NPCI checks whether Aadhar is linked with the bank account or not.
- If linked with the Bank then fetches the bank name from the database.
- NPCI shares the data with IFMS and further the data is shared with department.



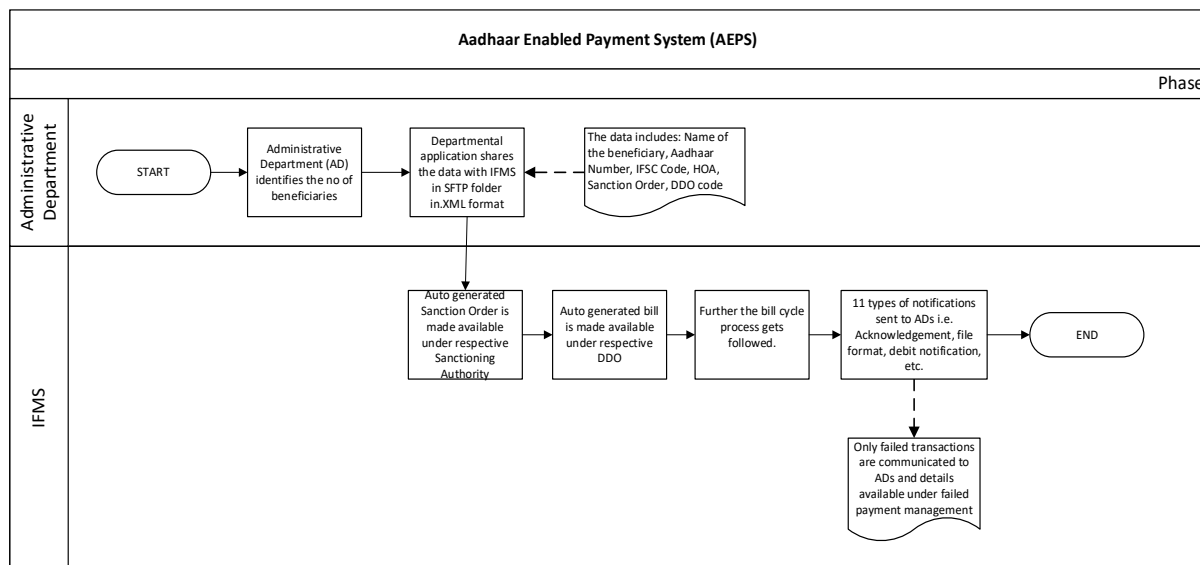
### 5.5.3.7 AADHAAR ENABLED PAYMENT SYSTEM (AEPS)

This is a system developed by RBI to facilitate payment to beneficiary using the Aadhar number of the beneficiary only. IFMS need to integrate with RBI’s AEPS system as well as different departmental applications to facilitate this payment.

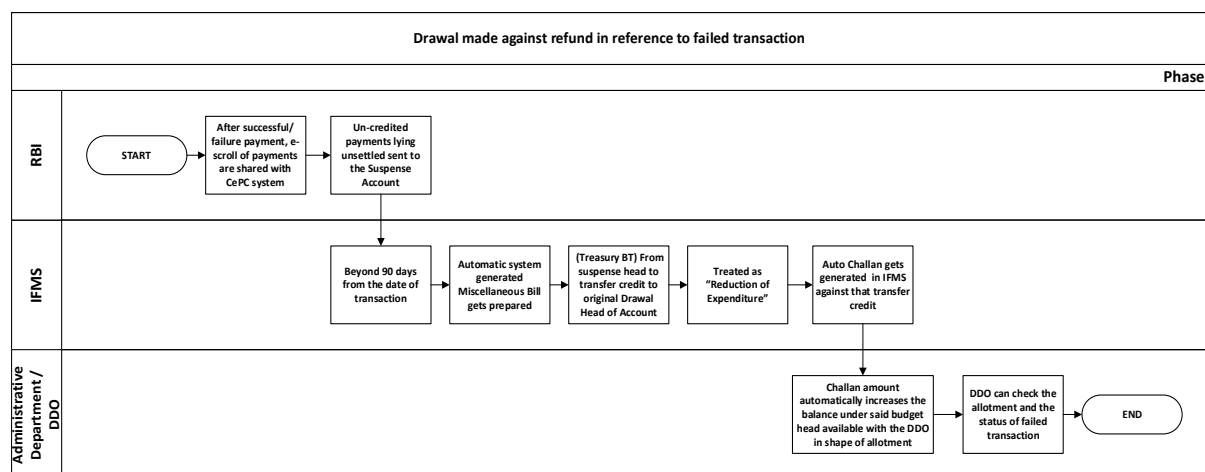
The integration with departmental application should be both SFTP as well as Web service based. IFMS need to follow all the guidelines laid by UIDAI (Unique Identification Authority of India). The end to end integration process will be system based without any manual intervention for any particular functionality.

Provision for Auto generated Sanction Order under respective Sanctioning Authority and auto generated bill under respective DDO should be available in the system.

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### 5.5.3.8 DRAWAL MADE AGAINST REFUND IN REFERENCE TO FAILED TRANSACTION

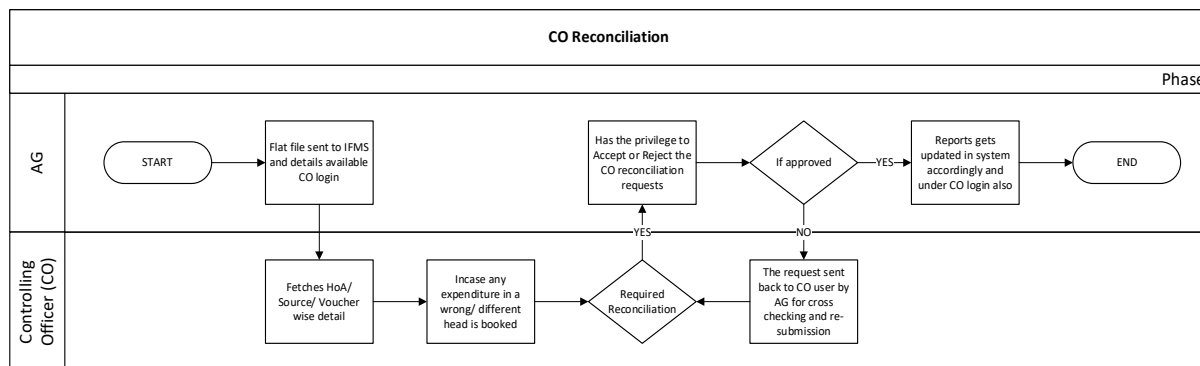


### 5.5.3.9 CO RECONCILIATION

- Every month AG sends a flat file to IFMS and subsequently the details of the expenditure i.e. Chart of Accounts, payment type, Amount gets reflected under CO login.
- The CO user fetches the details HoA wise, Source wise, Voucher wise.
- Incase any expenditure in a wrong/ different head is booked and observed, the CO disagrees that particular transaction(s) and sends to AG for acceptance.
- AG has the privilege to Accept or Reject the CO reconciliation requests.
- Once AG Accepts/ Rejects the request, the CO can check the status of reconciliation and the reports gets updated in system accordingly.



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### 5.5.3.10 BROAD LEVEL FUNCTIONALITIES:

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
BIL-01	Bill	Preparation	The system should have provision using which the DDO can prepare different types of bills. All Bill types and Sub-Types formats should be available in the system. The user should only choose the Bill type and the corresponding sub-types should get auto populated.
BIL-02	Bill	Preparation	Provision should be there in the system using which, Bill Types and Sub-Types can be mapped by competent authority using a front-end facility. Uploading of relevant documents during this process should be available.
BIL-03	Bill	Preparation	Provision for systemic validation for mapping of Bill Type and/ or sub-type with any/ all strings (Major/ Sub-Major/ Minor/ Sub / Detail/ Object) of HoA (mapping of bill type with corresponding HoA) should be available. Frontend facility should be available with competent authority to add/ delete/ edit this mapping as and when required.
BIL-04	Bill	Preparation	Mapping of sanction type/ sub-type to Bill Type and/or Sub-Type should be available and frontend facility should be available with competent authority to add/ delete/ edit this mapping as and when required.
BIL-05	Bill	Preparation	Provision of Operator and Approver login facility should be available with DDO users.
BIL-06	Bill	Preparation	Each bill will have four major sections like Bill Details (like Bill no, date, Gross and Net amount etc.), HoA details, Allotment Details (allotment amount, Sanction amount, balance sanction amount etc.) Beneficiary details (Beneficiary Name, Bank Account Number, IFSC etc), Sub-Voucher details (to be uploaded).

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
BIL-07	Bill	Preparation	Provision should be available in the system using which once the Sanction Order is chosen, all relevant details of the sanction should get auto populated in the Bill and all those details should be available in non-editable form except few fields. Other details as much as possible should be fetched from the DB and only the information which are not available in the system should be allowed to be entered by the DDO operator/ approver.
BIL-08	Bill	Preparation	The allotment details such as budgeted type/ balance allotment/ bills pending for checking / pending Bill Amount / Provisional Balance must be auto filled by fetching the details from the DB.
BIL-09	Bill	Preparation	The bill reference number which would be a unique number should be generated by the system and should not be editable at any point of time during the processing of the bill.
BIL-10	Bill	Preparation	DDO operator should have the provision to enter the Bill Number in the bill, this field should be a numeric field and it should be a unique field.
BIL-11	Bill	Preparation	In case of re-submission of objected bill new token number to be generated in reference to the all previously generated token. Provision of distinguishing between fresh and re-submitted bill at all levels of the user hierarchy.
BIL-12	Bill	Preparation	In case of re-submitted bill, facility should be provided to populate all previously generated token number and date in reference to the bill.
BIL-13	Bill	Preparation	Systemic validations like bill amount must be less than or equal to the available allotment, bill amount less than or equal to the original sanction amount and/ or the balance sanction amount, checking with Commitment ID and commitment amount should also be available.
BIL-14	Bill	Preparation	System should have provision to display the available balance in the sanction order to be tagged to a bill. Sanction amount to be consumed once the sanction is tagged to a bill.
BIL-15	Bill	Preparation	Provision of adding Beneficiary details like Beneficiary name, Account Number, IFSC code, Mobile number,

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			Aadhaar number etc. should be available in the system. In case the detail of the beneficiary is already available in the beneficiary master, then provision should be there to fetch all those details of that beneficiary based on some parameter.
BIL-16	Bill	Preparation	Provision for uploading of relevant documents against a bill should be available in the system.
BIL-17	Bill	Preparation	Facility of d-Sign and/or e-Sign of the uploaded documents and also while approving/ submitting the bill to Treasury should be available in the system.
BIL-18	Bill	Preparation	Provision of signing multiple documents in one go using d-sign and/or e-Sign should be available in the system.
BIL-19	Bill	Preparation	Provision for generation of e-Book of drawl should be available in the system. The e-Book of drawl number should be unique throughout the system. Logic for preparing the unique reference number will be provided by the client.
BIL-20	Bill	Preparation	Provision should be there using which the DDO should be able to submit bills attaching the same to an e-Book of Drawl.
BIL-21	Bill	Preparation	Once the bill is approved by DDO, provision of forwarding the approved bill to Treasury for further processing at Treasury level should be available in the system and generation of treasury specific unique Token number to be available.
BIL-22	Bill	Preparation	Submitted bills should appear at the respective Dealing Assistant's login of the treasury. The mapping of DDO to Dealing assistant (DC), Accountant and ATO/STO/Should be available. DC to Accountant and Accountant to ATO/STO/TO mapping should also be maintained and frontend facility should be provided using which competent authority can change the mapping as and when required.
BIL-23	Bill	Preparation	Provision of bifurcating/ filtering the bills passed by different user should be available.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
BIL-24	Bill	Preparation	Provision should be available in the system using which competent authority can move/ drag bill from one user to another as and when required.
BIL-25	Bill	Preparation	The system should have provision using which the dealing assistant, accountant, Treasury officer etc. will be able to verify the submitted bills and in case of any discrepancy found in the bill can provide objection memo. The objection types should be a prepopulated field and an option for providing local objection should also be available in case the field does not have the required objection type available. Front end facility for adding new grounds of objection by competent authority.
BIL-26	Bill	Preparation	The provision of forwarding the bill to next level should be available with all the users of Treasury.
BIL-27	Bill	Preparation	The treasury officer can approve the bill by applying his/ her e-Sign or d-Sign. The provision of counter signature by Treasury officer in the PDF signed by DDO should be available.
BIL-28	Bill	Preparation	Each attachment of the bill should be visible to Treasury users as a small icon in the main screen itself and clicking on the small icon the attachment should get enlarged and be visible on one half of the screen and the other half of the screen should still have all the small icons of all the attachments.
BIL-29	Bill	Preparation	Once the treasury officer approves the Bill, provision of generation of pay-order should be available in the system. The facility of signing the Pay-order using d-Sign or e-Sign should be available.
BIL-30	Bill	Preparation	Provision for storing all the digitally signed documents in the system should be available and easy retrieval of the same as and when required by competent authority should be there.
BIL-31	Bill	Preparation	A facility for Bill related Dashboard must be there.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
BIL-32	Bill	CePC	For completing the processing of the payment, IFMS needs to be integrated with e-Kuber application. The integration can be SFTP and/or Web Service based.
BIL-33	Bill	CePC	Once the pay-order and payment advice is approved, it should reach the CEPC (central electronic payment processing cell). The system should have provision to consolidate all the advice received from different Treasuries and sub-treasuries based on the categories of payment like Payment (normal bills), Pension, Works Forest, P/L, Bulk- NEFT, Bulk-APBS (Aadhaar Payment Bridge System service), CSS-JIT etc.
BIL-34	Bill	CePC	Bill-type wise categorization of advices should be available.
BIL-35	Bill	CePC	Based on the category of payment, the user of CEPC should have the facility to submit the files to e-Kuber for further processing. Provision should be there using which the CEPC user can stop the processing of any or all file/ token.
BIL-36	Bill	CePC	Once the files are placed to e-Kuber application, provision should be available in the system to receive different files/ notification from e-Kuber and process the same at IFMS end and update the relevant sections of IFMS application.
BIL-37	Bill	CePC	Provisioning of future payment dates for any or all files/ token should be available in the system.
BIL-38	Bill	CePC	An end-to-end unique ID against each beneficiary should be maintained in the system throughout the payment process.
BIL-39	Bill	CePC	Provision should be there in the system for monthly account closing by the CEPC user.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
BIL-40	Bill	CePC	Provision for different reports like Account number and/or IFSC wise beneficiary search, closing abstract, settled/ unsettled transactions, Bank wise beneficiary summary, status of payment files, failed payment details, Bill query, status of files placed to e-Kuber, date wise/ monthly statement etc. for the users should be available. All reports should have provision for Department/ DDO/ Treasury wise reports.
BIL-41	Bill	CePC	Provision should be there in the system using which DDO can raise missing credit request. DDO will provide the Token number, reference number, wrong account number, IFSC, amount and UTR number, Bank Branch name (to be auto fetched from system) and the request reaches Treasury. Once approved by Treasury, it reaches CEPC and gets consolidated at CEPC level. Once the missing credit details are received from RBI through scroll, the same should get reconciled in IFMS.
BIL-42	Bill	CePC	Provision for System Generated Accounts and submission to AG (O) should be available.
BIL-43	Bill	CePC	A dashboard on bill processing, Debit/ Credit Notification, Payment status, number of token generated paid and not-paid, Bill type category wise, Challan number, Account number / challan number and Date wise payments/ failed payments, in case of Failure, whether returned to Govt or resettled by DDO with token number, TV no and Challan number etc. for the senior management as well as the users of CEPC should be available.
BIL-44	Bill	Failed Payment Management	The failed transaction details should be made available at the concerned DDOs login, provision should be there in the system using which the DDO can correct the Account Number/ IFSC (of the failed transactions only) in the beneficiary master. Based on the changes a correction request should get generated and to be submitted to Treasury.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
BIL-45	Bill	Failed Payment Management	The DDO can make individual correction after modification of beneficiary details out of multiple failed transactions and submit to Treasury.
BIL-46	Bill	Failed Payment Management	Facility should be available at Treasury end using which all the correction request received from different DDOs can get consolidated. Provision for system generated refund bill to be available using which the TO as DDO can approve the refund bill. After approval the said refund bill will be available at level of Treasury Front desk for further processing and pass for payment.
BIL-47	Bill	Failed Payment Management	Provision should be there using which the refund / return adjustment bill to be processed from the suspense Head.
BIL-48	Bill	Failed Payment Management	Once the ATO/ STO/ TO approves the refund bill, the Payment Advice gets generated and the normal process of CEPC to be followed.
BIL-49	Bill	Failed Payment Management	Facility should be available for the DDO to settle the pending failure transaction within 90 days from the date of failure transaction. With the lapse of 90 days, unsettled failure transactions will be auto refund to the original HoA from where it was drawn and the amount will be rolled back to the budgetary head.
BIL-50	Bill	Failed Payment Management	The provision should be available in the system to auto refund the unsettled failure payments pertaining to the month of March and not settled latest by 30 <sup>th</sup> April of the subsequent financial year.
BIL-51	Bill	Failed Payment Management	The facility available with the drawing DDOs for modification of Account details w.r.t. the failed payments beyond the prescribed timeline shall be withdrawn/ deactivated.
BIL-52	Bill	Failed Payment Management	The functionality should be available using which the DDO can check the status of failed transaction.
BIL-53	Bill	Bulk Disbursement	Different departmental application needs to be integrated with IFMS. The integration to be completed using SFTP and/or Web Service based technology.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
BIL-54	Bill	Bulk Disbursement	Once the file is received at IFMS, relevant communications with Integrating Departmental Applications like acknowledgement/non-acknowledgement of files, validity of the file format, correctness of data/ information, different levels of processing, Debit and Credit Notification related, payment instruction/ confirmation related and failure details etc. through system should be done by IFMS application.
BIL-55	Bill	Bulk Disbursement	There should not be any manual intervention in the entire process of integration.
BIL-56	Bill	Bulk Disbursement	Once the file is received at IFMS, provision should be there using which system generated Sanction Order and Bill should be made available in the respective user's login of IFMS.
BIL-57	Bill	Bulk Disbursement	Beneficiary details should be clearly available in the Sanction as well as with the Bill
BIL-58	Bill	Bulk Disbursement	Processing of Bulk disbursement bills should be completed within one working day in the Treasury, provision should be available in the system to alert competent authority in case the bill is not getting processed within the defined timeline (the day on which the bill submitted to Treasury).
BIL-59	Bill	Bulk Disbursement	Provision should be available in the system using which the failed payments details can be handled using the integration process without any manual intervention. All the activities of failed payment of Bulk disbursement will be same as normal failed payment process.
BIL-60	Bill	Bulk Disbursement	Dashboard for Bulk Disbursement functionality needs to be provided. The details should be available Department/ Treasury/ DDO/ HoA etc wise.
BIL-61	Bill	Bulk Disbursement	Provision should be available in the system using which the integrating department can request any change in Sanction, Bill etc. through integration. Once IFMS receives the revised details, the old sanction and/or bill needs to be removed from the respective user's login and



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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			new system generated sanction and/or bill needs to be made available.
BIL-62	Bill	Salary Bill Processing	IFMS needs to be integrated with HRMS for salary bill processing. The integration to be completed using SFTP and/or Web Service based technology.
BIL-63	Bill	Salary Bill Processing	Provision should be available in the system using which once the DDO prepares the salary bill in HRMS, the relevant information should be made available in IFMS. Schedules of different deductions should also get shared with IFMS along with the PDF files.
BIL-64	Bill	Salary Bill Processing	System should have provision using which, once the bill details are available in the system, it should complete the basic verification like deductions, GPF details are matching, whether amount populated under By Transfer is equal to Gross minus Net amount, Bill No & Date are unique for a Financial Year, DDO code is correct, Chart of Account Validation, Treasury code is correct, By transfer validations are correct, gross amount of the Bill equals with the object head-wise total as calculated in the bill, Net amount of the Bill equals with the total of Beneficiary-wise amount, PRAN-DDO Code-DDO Registration No. mapping etc. and post that only token to be generated and bill to be submitted to Treasury for further processing.
BIL-65	Bill	Salary Bill Processing	Non-government educational institutions employee's salary also gets prepared using HRMS and relevant information flows to IFMS but provision for allotment checking should be available in IFMS and only if the allotment is available token should get generated and bill to be submitted to Treasury for further processing.
BIL-66	Bill	Salary Bill Processing	System should have provision to share relevant information with HRMS at different points of the processing like, acknowledgement/non-acknowledgement of files, validity of the file format, correctness of data/ information, different levels of processing, Debit and Credit Notification related, payment instruction/ confirmation related and failure details etc. through.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
BIL-67	Bill	Bank Account Verification	The system should have facility using which verifying the bank account before making the payment should be possible. Post verification, beneficiary master should get updated.
BIL-68	Bill	Bank Account Verification	Provision for both the options like whether to verify or not should be available at DDO level.
BIL-69	Bill	Bank Account Verification	Facility for not to verify the bank accounts which has been used for a successful payment in last 6 months also for accounts for which account verification has happened in the last 6 months.
BIL-70	Bill	Bank Account Verification	System should have facility to segregate Bank/ department wise accounts for verification. Similarly de-segregation of files based on the details received from NPCI should be available in the system.
BIL-71	Bill	Bank Account Verification	Upon receiving the Bank account verification request the condition must be made in the system for segregation of the file automatically into three different categories account already validated/ account to be validated/ Wrong IFSC.
BIL-72	Bill	Bank Account Verification	The provision for integrating with departmental application (DA) using SFTP and/or Web Service should be available. There should not be any restriction in terms of number files to be submitted by Departmental applications however the maximum no of beneficiary in a single files should be guided by the restriction of RBI or NPCI. All relevant information that IFMS will receive from NPCI will be shared with DA. In case of error while processing a file, the DA will be provided with predefined error message.
BIL-73	Bill	Bank Account Verification	The module must be designed in a such manner that no manual intervention will be required.
BIL-74	Bill	Aadhaar Look-up	This module should allow the user for aadhaar look up before making the payment in (AEPS). The module must be able to update the beneficiary master.
BIL-75	Bill	Aadhaar Look-up	Upon receiving the aadhaar look up verification request the system must check whether it's for single case or bulk

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			verification .
BIL-76	Bill	Aadhaar Look-up	The module must be designed in such manner that no manual intervention will be required.
BIL-77	Bill	Aadhaar Look-up	Consolidation of different types of files received at IFMS should be available.
BIL-78	Bill	AEPS	SFTP and/or WEB service-based system integration should be done with various administrative department for exchange of beneficiary details.
BIL-79	Bill	AEPS	The system should have the facility for auto generation of sanction order as well as specific bill.
BIL-80	Bill	AEPS	Functionality for segregation of the file must be there.
BIL-81	Bill	AEPS	The response files received from RBI must be consumed in the system.
BIL-82	Bill	AEPS	After successful transaction RBI shares the response file with IFMS. The system should have the functionality to consolidate the file.
Bill-83	Bill	AI Use case	The system should have facility using which the user will be prompted with alert message if wrong type/ HoA of bill is getting used. The system should consider the previous similar types of bills and the Bill type/ HoA used.
BIL-84	Bill	Preparation	Provision for uploading of relevant documents against a bill should be available in the system.
BIL-85	Bill	Preparation	Facility of d-Sign and/or e-Sign of the uploaded documents and also while approving/ submitting the bill to Treasury should be available in the system.
BIL-86	Bill	Preparation	Provision of signing multiple documents in one go using d-sign and/or e-Sign should be available in the system.
Bill-87	Bill	Preparation	Provision should be available in the system using which the already attached documents can be viewed by different users in a user friendly manner.
Bill-88	Bill	AI Use case	Facility for detecting the unusual or abnormal transactions/ activity and showing relevant alert messages. For example, if a user generally creates bill of one type and he/she is trying to create another type. If a user generally creates bill of certain amount but he/she is trying to prepare a bill of a very higher amount.
Bill-89	Bill	AI Use case	The system should have facility to suggest the user

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			regarding the bill type and other details the user uses most of the time. The system should also auto fill most of the fields using AI tool and highlight the fields which are generally changed in a particular bill-type.

#### 5.5.3.11 MAJOR USERS OF THE MODULE

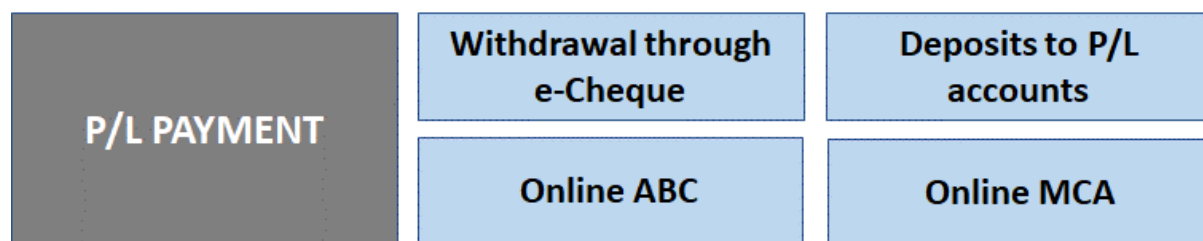
Sl. No	Users Name
a)	Drawing and Disbursement Officer (DDO)
b)	Controlling Officer (CO)
c)	Administrative Department
d)	Finance Department
e)	AG

#### 5.5.3.12 INTEGRATION WITH OTHER SYSTEMS AND MODULES

Sl. No.	Integration with other systems and modules
1.	CePC
2.	e-Kuber

#### 5.5.3.13 INTEGRATION WITH EXTERNAL APPLICATIONS

Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1.	WAMIS	Web Service	As and when required
2.	HRMS	Web Service	As and when required
3.	Departmental Applications for Scholarship/ DBT	Web Service	As and when required
4.	NPCI	Web Service	As and when required

**5.5.4 P/L PAYMENT****Figure 5.5.4: P/L PAYMENT MODULE**

There are some expenditures/ receipts by some departments which are not budgeted and there is no specific time limit for incurring the expenditure. Some departments needs funds for developmental activities and other urgent expenses. Because in general, if a bill is submitted to treasury, the treasury takes 3 working days at least to clear the payment. Which may create interruption in the developmental activities. For meeting these kind of expenditures Personal Ledger Account process has been made in the Codal Provision.

**5.5.4.1 PROCESS**

- a) Some designated authorized Govt. officers having DDO code can draw from the Consolidated fund and keep in the public account.
- b) The PL account is Personal Deposit Account in nature.
- c) The fund from the Consolidated fund can be transferred in below mentioned ways
  - I. Grant-in-Aid by transfer
  - II. Miscellaneous Bill
- d) Treasury acts as a custodian of the account.
- e) PD Administrator draws the fund.
- f) At no point of time over drawal is permitted.
- g) The PL account is maintained at AG.
- h) There are two ways by which payment can be made i.e. either through Bill or Cheque.
- i) This process helps in majorly two ways
  - I. Freedom to carryout developmental activities
  - II. No time limit for expiry of the fund
- j) If the PL account is not operational for 3 consecutive years then the account gets marked as “Inoperative” and the cheque drawn power withdrawn.

#### **5.5.4.2 WITHDRAWAL THROUGH E-CHEQUE**

This workflow-based functionality deals with the online Payment through PL Account.

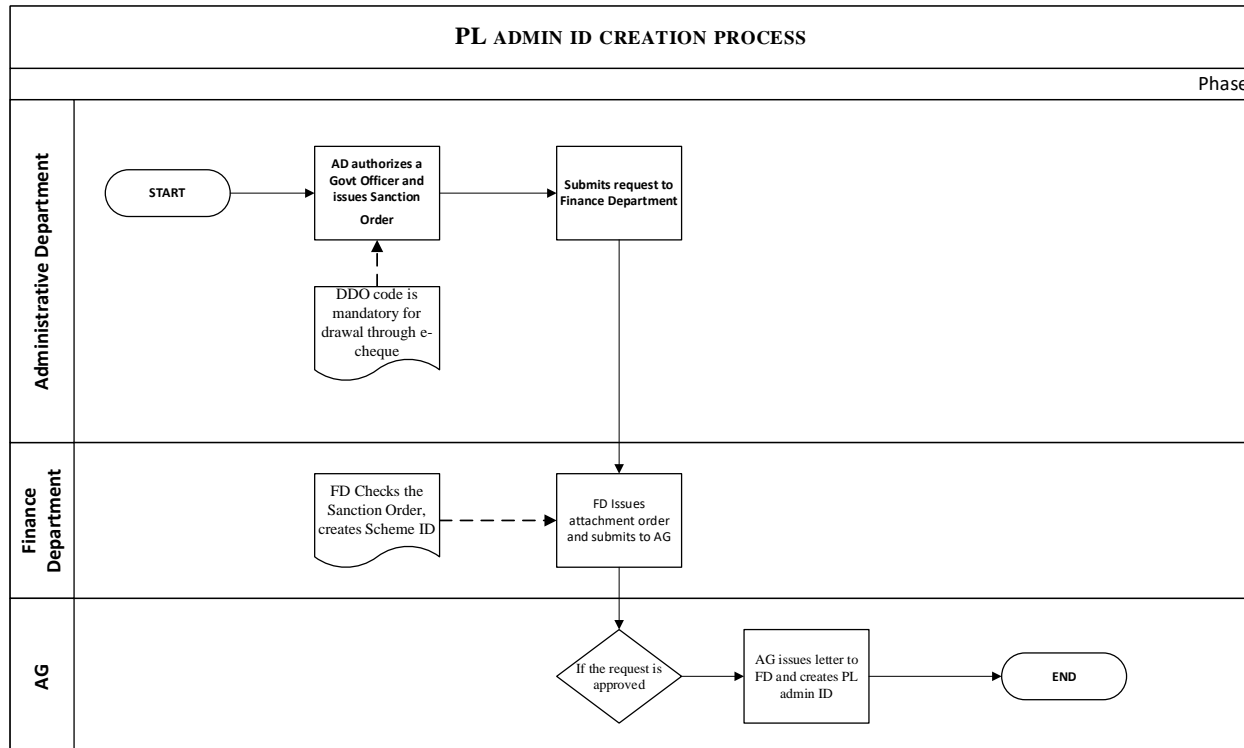
- PL operator/ DDO is authorized to make eligible payments from the PL Account. Payment is made directly to beneficiary account through electronic mode.
- PL operator can also transfer fund to another operator within same jurisdiction.
- Introduction of virtual cheque in this process eliminates the physical cheque collection process from treasury.

There are majorly three ways of drawal through e-cheque

- a. Transfer to Beneficiary
- b. Transfer to BT Head
- c. Transfer to Operator

#### **5.5.4.3 PL ADMIN ID CREATION PROCESS:**

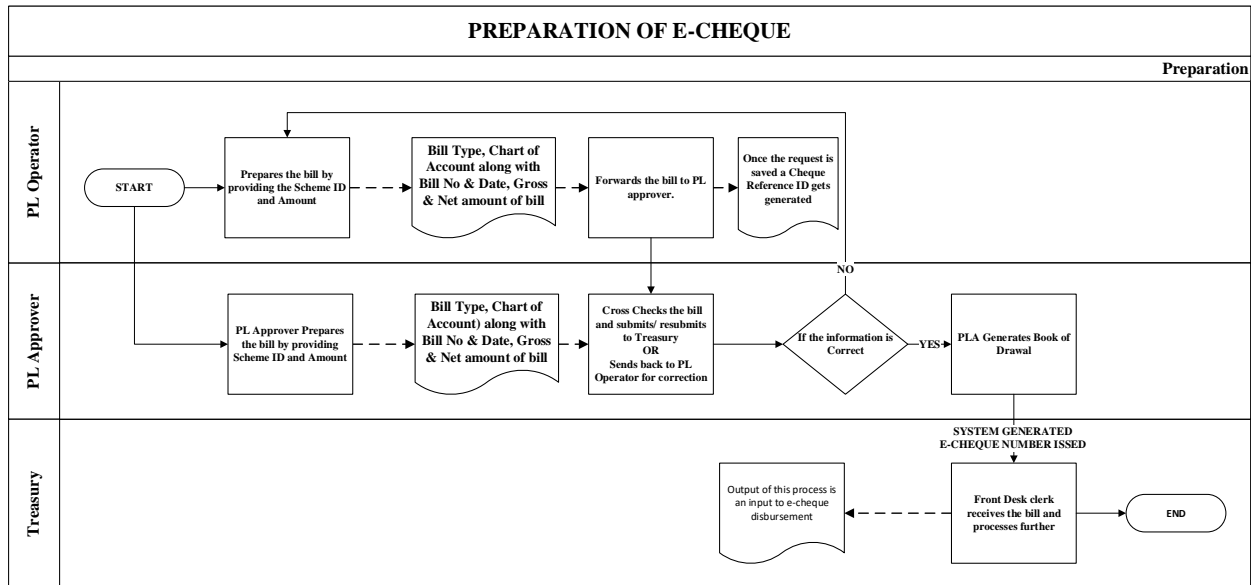
- a) DDO code is mandatory for drawal through e-cheque by the PL administrator.
- b) The administrative department authorizes one designated Govt officer as PL administrator and issues an Office Order.
- c) The department seeks request from Finance Department for approval.
- d) Finance department issues attachment order mentioning the Head of Account and Scheme Head. Submits the same to AG for vetting and approval.
- e) AG approves the same and communicates to the concern department and FD through letter.
- f) The department sends the letter to treasury for creation of user ID.
- g) The PL admin ID gets created at treasury level by providing the user credential.



**5.5.4.4 PREPARATION OF E-CHEQUE:**

- a) The account balance involved in the drawal process has been classified in three different categories i.e Temporary Balance/ Provisional Balance/ Final Balance.
- b) The operator and approver must be created, the Operator should prepare an e-cheque in the module by providing the Scheme ID and amount.
- c) Once the request is saved, the system should have the facility to generate a Cheque Reference ID.
- d) Then PL operator must have the facility to enter the beneficiary details and to deduct statutory deduction i.e. GSTN (if any) for submission to PL approver. At this level the fund should get deducted from the temporary balance.
- e) The administrator should be the PL approver. The PL approver should have the provision at this level to check the details and can approve or reject the request initiated by the PL operator.
- f) Provision should be there to approve the bill using d-Sign/ e-Sign before forwarding the bill to treasury.
- g) The PL approver should have the facility to generate e-book of drawal and to submit the bill to the dealing clerk of treasury. Upon receiving of bill at the treasury, the system should have the facility to generate e-Cheque No.

h)

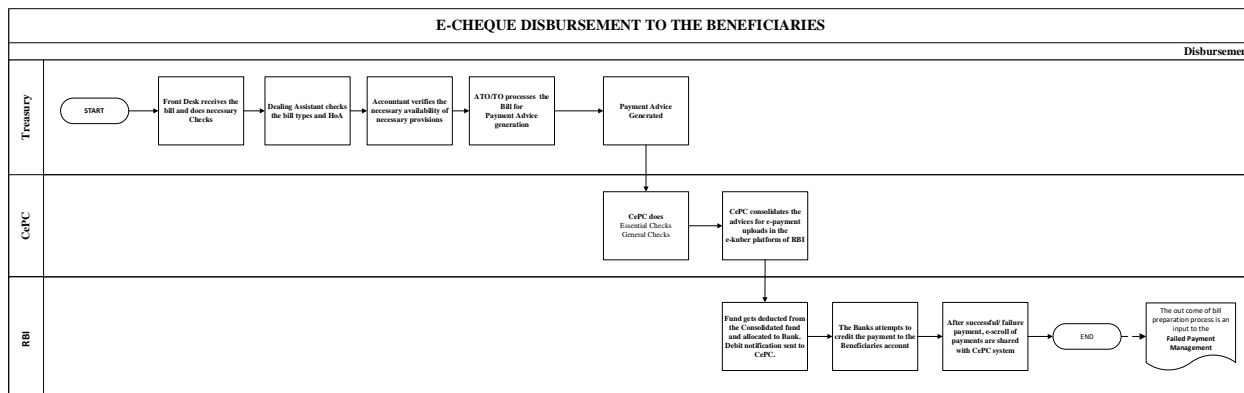


**5.5.4.5 DISBURSEMENT TO THE BENEFICIARY:**

- a) The Treasury Officer (TO) should have the facility to check the details of the bill and to submit the bill to CePC for clearance.
- b) The system at CePC should have the facility to consolidate the advice for e-payment received from different Treasuries & Divisions, also should have the provision to upload the same in the e-kuber platform of RBI. The system should also ensure that an advice to e-Kuber should be sent consisting of only one of the four Categories of payments processed.
- c) The system should also make sure that the CePC shares a single advice to e-Kuber for payment, which should not exceed more than 50000 beneficiaries. CePC should have the facility to keep a watch over big disbursements.
- d) The files received from CePC at e-Kuber gets processed at regular NEFT cycles of half-an-hour. E-Kuber of RBI disseminates Agency Bank-wise Beneficiaries and the MIS of list of beneficiaries, amount to be paid to them are furnished to each agency bank. Transfer of credit of matching funds are simultaneously made to Agency Banks by RBI on debit of the State Government Account.
- e) Agency Banks credits the payment to the Bank Accounts of beneficiaries as per the list furnished and reports compliance to RBI.
- f) After successful payment, the e-scroll of payments should be imported from RBI into CEPC system. The system should have the functionality to generate a treasury voucher no denoting completion of the disbursement.



- g) The information of e-payments received from RBI must be disaggregated treasury wise & DDO wise through the IFMS system and should be made available at the respective interfaces of the users.
- h) The entire process must get carried out seamlessly through the electronic platform of IFMS system.
- i)



#### 5.5.4.6 DEPOSITS TO P/L ACCOUNTS (CASH DEPOSIT/ TRANSFER CREDIT)

There are two ways by which the fund comes to the Personal Ledger Accounts.

- I. **Through Cash Challan**
- II. **Through Transfer Credit**

##### I. Through Cash Challan:

- a) The field offices collect payments in terms of cash and deposits in the PL account mentioning the proper Head of Account (HoA) with challan.
- b) The treasury scrutinizes the challans and the money has to be drawn from such head to such P/L account. Deposit is mandatory within the same month.

##### II. Through Transfer Credit:

- a) The PL administrator of the administrative department should have the provision to prepare a nil bill and to draw fund from the consolidated fund after obtaining the approval from AG. Further the user should have the facility to transfer the fund to the different ULBs or treasuries.
- b) In case of a nil bill, the system should have the functionality to create Virtual Challan automatically and the ledger in the treasury must reflect that the fund debited from the consolidated fund and credited to the beneficiaries/ treasuries.

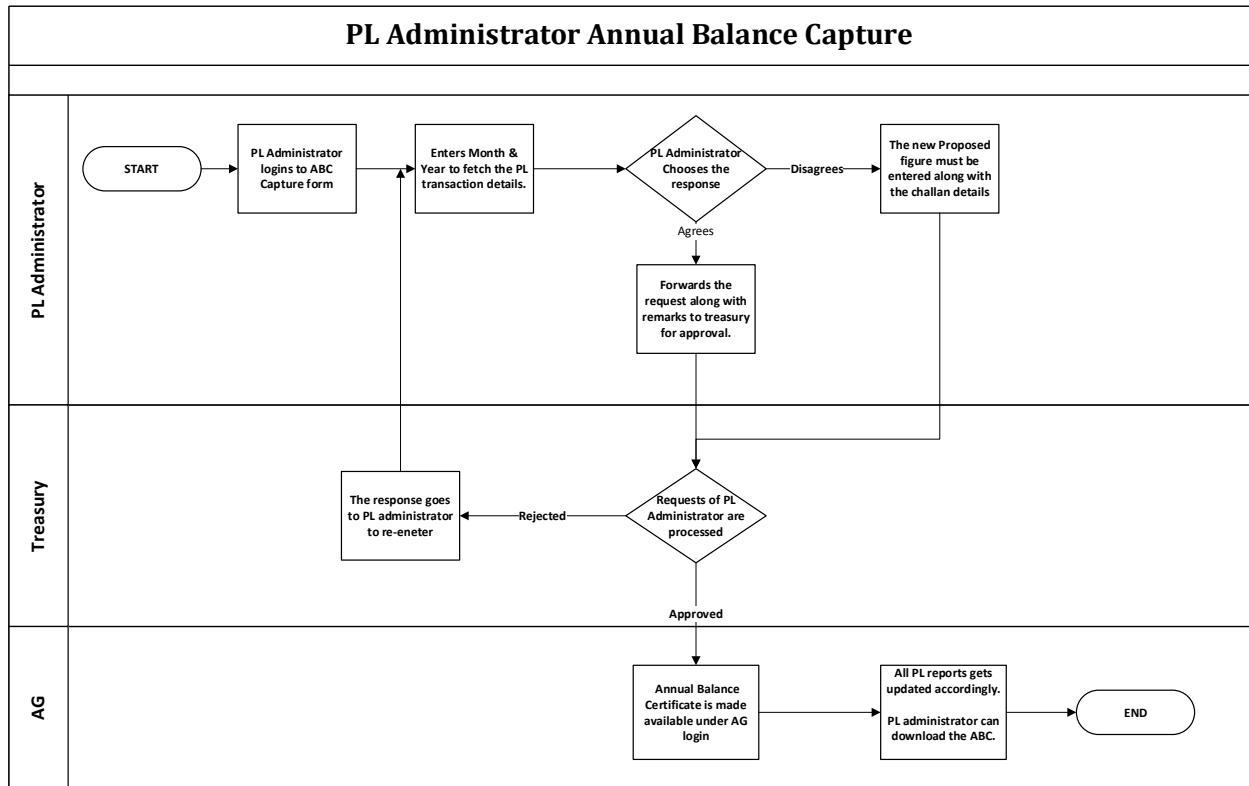
- c) Simultaneously the system should create a virtual bill under PL administrator and DDO login.
- d) The PL operator should have the facility to tag the system generated virtual bill number to the bill which has been prepared at their level and the account ledger should get updated accordingly.

The PL administrator should have the facility to submit the bill to AG by 10<sup>th</sup> of every month. Treasury should only be able to submit the plus/minus report to AG mentioning the Opening Balance/ Closing Balance/ Transaction details.

#### **5.5.4.7 ONLINE ABC**

The Online Annual Balance Certificate (ABC) can be generated by the following processes.

- To capture the details in the form the PL Administrator should have the facility to logins to ABC application, available under Annual Balance Certificate.
- By entering the Month & Year the user should be able to fetch the PL transaction details and can choose the response as Agree/Disagree.
- Incase of Disagree: The user must have the facility to enter the new proposed figure along with the challan details and can forward to treasury for approval.
- Incase of Agree: The request can be forwarded along with remarks to treasury for approval.
- The treasury should have the facility to select and approve single/ multiple requests received from the PL administrators at a single go.
- Once a request is approved, the system should have the functionality to generate Annual Balance Certificate and should be made available to AG.
- PL administrator must have the facility to download ABC and all the PL reports should get updated accordingly.



**5.5.4.8 BROAD LEVEL FUNCTIONALITY:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
PLM-01	P/L Payment	Withdrawal Through Cheque e-	The frontend facility must be there, for PL Operator to prepare the beneficiary list.
PLM-02	P/L Payment	Withdrawal Through Cheque e-	The functionality for auto-generation of e-Cheque must be there.
PLM-03	P/L Payment	Withdrawal Through Cheque e-	The system must create hierarchy for preparation, approval and submission of the payment request.
PLM-04	P/L Payment	Withdrawal Through Cheque e-	Provision for monitoring the progress of the payment at treasury must be available.
PLM-05	P/L Payment	Withdrawal Through Cheque e-	The approver must have the facility to approve the pay order, generation and approve the local

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
		Cheque	advice.
PLM-06	P/L Payment	Withdrawal Through e-Cheque	Generation of encrypted, digital signed e-advice in e-Kuber format.
PLM-07	P/L Payment	Withdrawal Through e-Cheque	The system should have functionality consume the e-debit scroll received from RBI and same transaction details must reflect under respective user logins.
PLM-08	P/L Payment	Withdrawal Through e-Cheque	The facility to receive e-Advice sent by CePC should be there (SFTP file transfer from iFMS server to RBI Server).
PLM-09	P/L Payment	Withdrawal Through e-Cheque	The system should be able to upload of the e-debit scroll to CePC (SFTP file transfer from RBI server to iFMS Server)
PLM-10	P/L Payment	Deposits to P/L Account	System should have the functionality e-cheque generation.
PLM-11	P/L Payment	Deposits to P/L Account	Once a 100 leaf cheque book is generated then validation must be made that further Cheque generation will be allowed when less than 10 leaves' are left from last Cheque Book.
PLM-12	P/L Payment	Deposits to P/L Account	The system must have frontend facility to capture details in two forms such as Cheque Entry Details and PL Balance Details.
PLM-13	P/L Payment	Deposits to P/L Account	The user should have the facility to select fields from the drop-down menu and the fields i.e Transfer to BT Head/ Forest Operator/ Work Operator/ PL operator or beneficiary payment must get auto fetched.
PLM-14	P/L Payment	Deposits to P/L Account	The system must allow to choose the type deposits e.g., Self/Personal Deposit / Relief Fund for Primary Schools.
PLM-15	P/L Payment	Deposits to P/L Account	PL Balance details must contain 3 types of balance. The calculation of i.e. Temporary balance, Provisional Balance, Final Balance must be reflected.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
PLM-16	P/L Payment	Deposits to P/L Account	Frontend facility must be there to check the operator details (initiator), update, refresh, forward, print.
PLM-17	P/L Payment	Deposits to P/L Account	Provision must be available so that the user can insert operator details but the validation must be made that the total amount should be less than or equals to the cheque amount.
PLM-18	P/L Payment	Deposits to P/L Account	The system must have the facility to upload necessary attachments.
PLM-19	P/L Payment	Online ABC	The system should have the functionality to pull the information of the PL transactions by putting the month and year details.
PLM-20	P/L Payment	Online ABC	The PL administrator must have the privilege to choose agree or disagree for the transactions made.
PLM-21	P/L Payment	Online ABC	Frontend facility must be there with the PL administrator to enter the new proposed figure along with the challan details. The facility to forward the request along with remarks must be there.
PLM-22	P/L Payment	Online ABC	The facility must be there to select individual request or multiple requests at the treasury level to approve in a single go.
PLM-23	P/L Payment	Online ABC	The integration must have been done with AG in such a way that, once a request is approved, the Annual Balance Certificate should be available under AG login. PL administrator should have the facility to download the ABC. All PL reports should get updated accordingly.

#### 5.5.4.9 MAJOR USERS OF THE MODULE

Sl. No	Users Name
1.	PL Operator
2.	Treasury

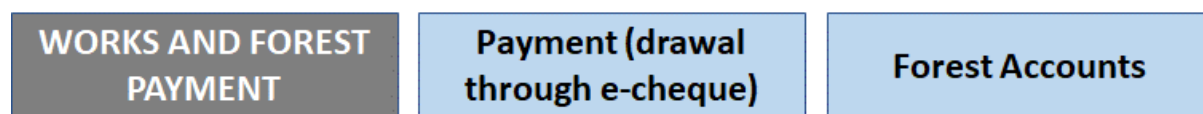
#### 5.5.4.10 INTEGRATION WITH OTHER SYSTEMS AND MODULES (MAJORS)

Sl. No.	Integration with other systems and modules
1.	Bill/ Disbursement
2.	

**5.5.4.11 INTEGRATION WITH EXTERNAL APPLICATIONS (MAJORS)**

Sl. No.	Integration with Other Systems and Modules
1	NA

### 5.5.5 WORKS AND FOREST PAYMENT



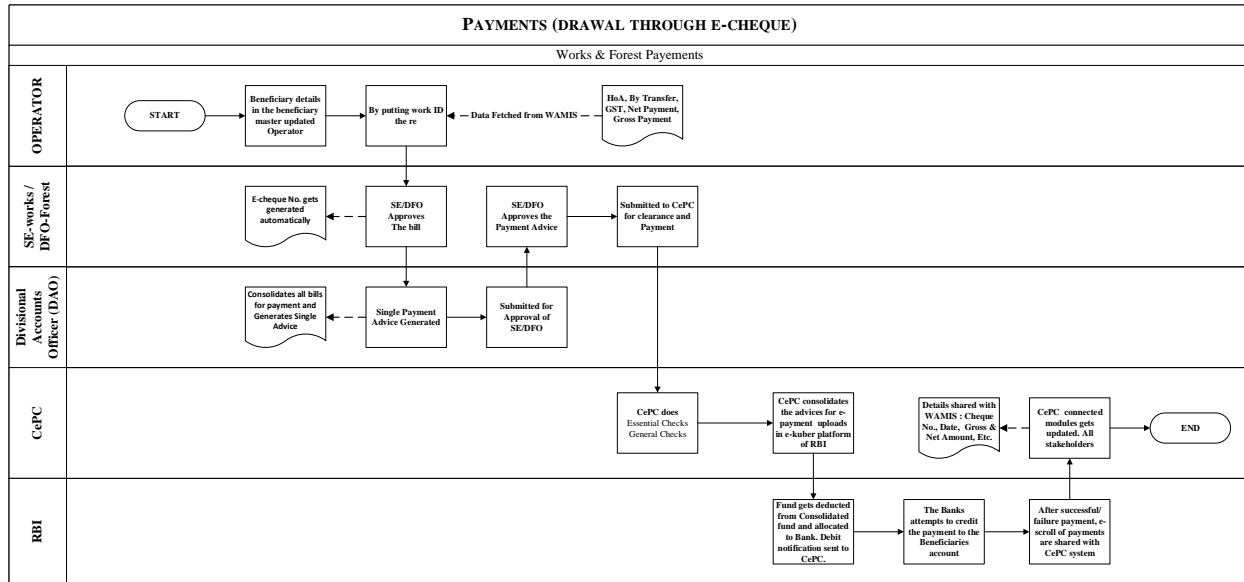
**Figure 5.5.5: WORKS AND FOREST PAYMENT MODULE**

#### 5.5.5.1 PAYMENTS (DRAWAL THROUGH E-CHEQUE)

For payments of works & forest department. A Norm Master has been prepared by the finance department. Based on which the respective divisions book their expenditure.

- To make a payment the Operator must have the facility to initiate a request. Before initiating a request, the beneficiary details in the beneficiary master must have been updated in the system.
- While initiating the request for payment, by putting the Work ID the data i.e. HoA, By Transfer, GST, Net Payment, Gross Payment should be auto fetched from WAMIS. The necessary integration must have been done with WAMIS.
- The Superintending Engineer (SE-works) / Divisional Forest Officer (DFO-Forest) should have the facility to check the provision and to approve the payment. Simultaneously, an e-cheque number should get generated in the system and the approval request should be made available under Divisional Accounts Officer.
- The Divisional Accounts Officer (DAO) should have the consolidation facility before approving the request. The DAO should be able to generate a Single Advice and can submits to SE/DFO for necessary approval.
- Once the SE/DFO approves the advice, the same must be sent to CePC for payment.
- CePC processes the payment advice in every 1-2 hours interval and sends to RBI through e-kuber platform and then the scroll is generated by RBI.
- The system should have the functionality to consume the scroll received from RBI. The transaction details must get updated in all the reports and the details such as Cheque No, Date, Amount, Gross, Net, HoA etc. should be shared with WAMIS.

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### 5.5.5.2 BROAD LEVEL FUNCTIONALITY:

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
WRF-01	Works	Payment (Drawal through e-Cheque)	Mapping of Operator, Approver and DAO with respective division of works department should be available. In case of FCAO facility for mapping with multiple Operator, Approver and DAO needs to be available in the system.
WRF-02	Works	Payment (Drawal through e-Cheque)	Facility should be available in the system using which the CO can allocate required fund to the Division.
WRF-03	Works	Payment (Drawal through e-Cheque)	Facility of generating multiple e-Cheque by the approver of the division in IFMS should be available in the system. The e-Cheque will be unique throughout the system.
WRF-04	Works	Payment (Drawal through e-Cheque)	Approved work-id from WAMIS should be available in the task list of respective operators. All details with respect to the work-id like, HoA (including the deposit head), Gross and Net amount, all by transfer, Beneficiary etc. should flow from WAMIS to IFMS application. One already generated e-cheque of that division will be



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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
			tagged to the work-id in IFMS.
WRF-05	Works	Payment (Drawal through e-Cheque)	Facility should be available in the system using which the approver can approve, delete, cancel the e-Cheque in IFMS. If the work-id is cancelled or deleted the e-Cheque gets cancelled and the allotment gets rolled back to the respective division. Editing of the bill data should not be available with any of the IFMS user.
WRF-06	Works	Payment (Drawal through e-Cheque)	Once the approver approves the e-Cheque, the facility should be available in the system using which the DAO can generate the advice containing the payment information against the e-Cheque.
WRF-07	Works	Payment (Drawal through e-Cheque)	Facility for approving the advice by the approver should be available in the system. Once the advice is approved by the approver, it should be available at CEPC.
WRF-08	Works	Payment (Drawal through e-Cheque)	Upon successful payment, cheque details like, cheque amount, gross amount, HoA (including the Deposit head if required), booking type, bill no (wamis work-id), unique identification, division code etc. gets shared with Wamis application
WRF-09	Works	Payment (Drawal through e-Cheque)	In case of failure, the facility to modify the beneficiary details at approver end should be available and once the beneficiary details are updated by approver, another e-Cheque gets tagged and the same gets processed through CEPC. The beneficiary master in IFMS should not get updated.
WRF-10	Works	Payment (Drawal through e-Cheque)	Challan deposit process to be made available
WRF-11	Works	Deposit Work	The system should have provision using which the third party can deposit the required amount to the division using IFMS.
WRF-12	Works	Deposit Work	Provision for deposit entry facility should be available to the Division based on the CTR that is accounted for by a linked treasury.

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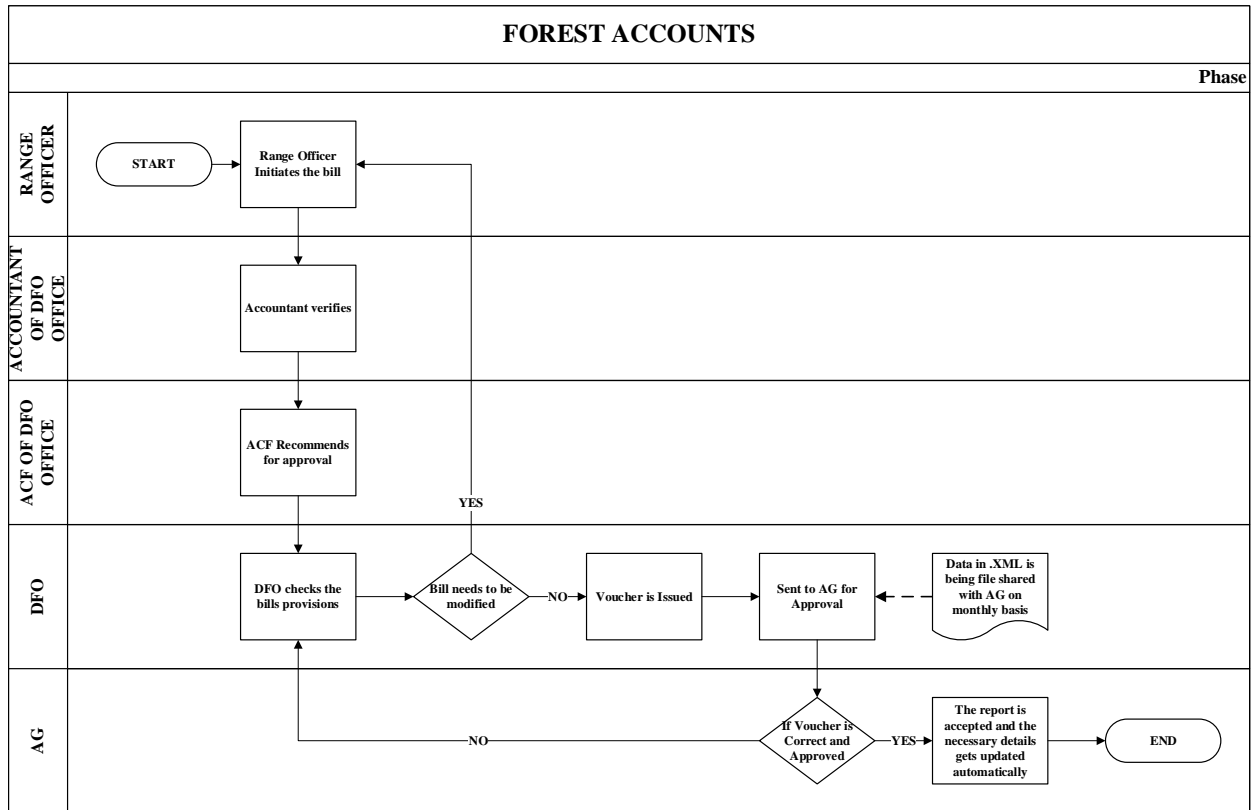
<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
WRF-13	Forest	Mapping	Mapping of IFMS users like Operator, Approver, DAO, Range Officer, Accountant, DFO, ACF with respective forest division should be available. Facility for mapping the Range officer with multiple approvers should be available in the system.
WRF-14	Forest	Mapping	The system should have facility to manage, update Norm and Wage master in IFMS.
WRF-15	Forest	Mapping	Facility for creating a requisition using the Norm and Wage master and providing other details like HoA etc. by the Range officer should be available in the system
WRF-16	Forest	Mapping	The facility should be available in the system using which the other users in the hierarchy will approve the requisition. The DFO user should have facility to modify or reject the requisition. The rest of the process as per the works payment e-Cheque process including the failed payment except the details flowing from WAMIS, provision should be made available for the Range officer to provide the required details in IFMS.
WRF-17	Forest	Mapping	The entire process for e-Cheque as provisioned in works payment should also be available for forest payments.
WRF-18	Forest	Accounting	System should have provision using which the Range officer can enter the voucher details against the requisition amount along with the mapping of the challan details and submit the details to DFO for approval.
WRF-19	Forest	Accounting	Once the DFO approves the details, Range level accounts data gets consolidate division level and the same gets submitted to DAG, Puri.
WRF-20	Work and Forest Payment	Payment (Drawal through e-Cheque)	The system must have the functionality to store the data of the beneficiaries for making the payment.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
WRF-21	Work and Forest Payment	Payment (Drawal through e-Cheque)	At operator level the user must have the functionality to update/capture the beneficiary details i.e. Account No, IFSC Code, MICR No, Name, Address, Email ID, Mobile No, Account Type, Category, TIN, PAN No, Employee Type, GPF Series, GPF Account No, PRAN No etc.
WRF-22	Work and Forest Payment	Payment (Drawal through e-Cheque)	The module must have the functionality for generation of e-cheque/ 100 cheque.
WRF-23	Work and Forest Payment	Payment (Drawal through e-Cheque)	Frontend facility must be available for cheque entry/ modify/ approve based on the hierarchy.
WRF-24	Work and Forest Payment	Payment (Drawal through e-Cheque)	The integration with WAMIS must be done, so that by putting the work ID the mandatory/ essential information from the WAMIS server should be fetched automatically.
WRF-25	Work and Forest Payment	Payment (Drawal through e-Cheque)	The module must have consolidation facility at the higher authority level.
WRF-26	Work and Forest Payment	Payment (Drawal through e-Cheque)	The module must be able to generate payment advice automatically.
WRF-27	Work and Forest Payment	Payment (Drawal through e-Cheque)	Manual Cheque entry facility must be there for the user who are not using e-cheque facility.

#### 5.5.5.3 FOREST ACCOUNTS

- Forest divisions should have the facility to initiate the bill and to enter the data in the module for issuance of voucher.
- Further the bill must get submitted to Accountant of DFO office.
- The DFO should have the provision to scrutinize the bill and mention the remarks in a specific section.
- Further, the ACF office user must have the facility to forward the request to the DFO office.

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### 5.5.5.4 MAJOR USERS OF THE MODULE

Sl. No	Users Name
1.	Works and Forest Division
2.	Controlling Officer (CO)
3.	Administrative Department

### 5.5.5.5 INTEGRATION WITH OTHER SYSTEMS AND MODULES

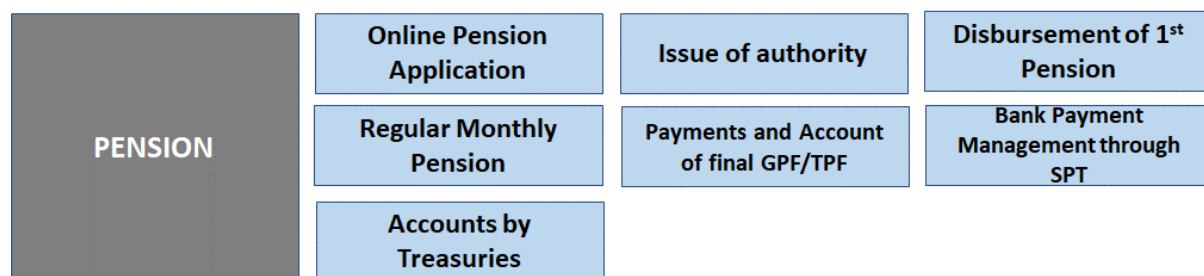
Sl. No.	Integration with other systems and modules
1.	Budget

### 5.5.5.6 INTEGRATION WITH EXTERNAL APPLICATIONS

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<b>Sl. No.</b>	<b>Integration with External application</b>	<b>Mode of data Transfer</b>	<b>Frequency of Data Transfer</b>
1.	WAMIS	Web Service	As and when required

**5.5.6 PENSION**



**Figure 5.5.6: PENSION MODULE**

**5.5.6.1 PENSION APPLICATION (ONLINE PENSION APPLICATION)**

The main objective of this module is to allow Finance Department (FD) to manage, disburse and monitor the details of the Pension sanctioned and released by state government. An employee governed by the Pension Scheme starts getting a recurring monthly payment termed as pension for life on reaching the age of superannuation/ voluntary or if she/ he has retired earlier in accordance with the rules/ regulation/ orders on the subject. Gratuity is a lump sum payment granted to the employee at the time of death/ retirement for the service rendered by her/ him. Both pension and Gratuity are determined with reference to the length of his service and the last pay drawn by him. The system captures the pensioners personal and service particulars. The system obviates delays in payment of pension by ensuring complete transparency (As per OCS Pension Rule 1992.).

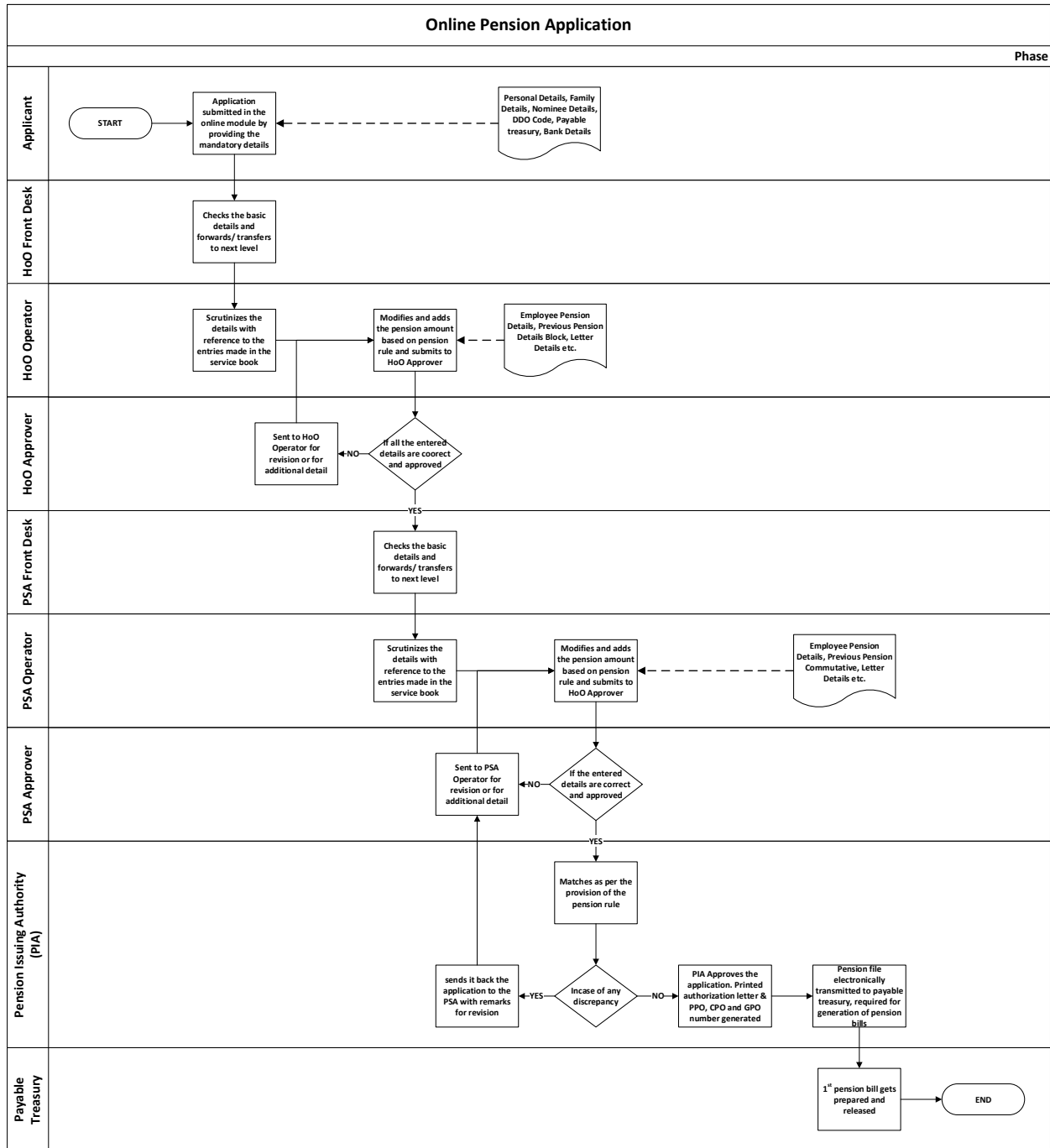
In the new system, pension processing will be completely digitized and Pensioners will also be able to access their profiles in IFMIS for viewing status of pension cases, raising grievance etc.

**Process and basic flow:**

- Before four (4) months of retirement, the employee / Head of the Office (on behalf of Employee), provides the entire pension related information to apply for sanction of pension/ retirement benefits.

- The pension related information is then scrutinized by the office with reference to the information available in the service book of the employee.
- The pension related information entered by the Office is “Approved” by the designated officer of the establishment/ office of the employee in which she/he served last.
- After Approval, Pension File is available to the Pension Sanctioning Authority (PSA) for sanction of pension/ retirement benefits in favor of the employee.
- PSA scrutinizes the entries made in the service book of the employee, if any discrepancy is found, sends it back to the Head of the Office with reasons for corrections.
- PSA verifies the employee’s pension, gratuity and commuted value of pension on the basis pension calculation rules and regulations.
- PSA forwards the pension file of the employees to the Pension Issuing Authority (PIA) for final sanction of pension/ retirement benefits.
- PIA examines the information as per the provision of the pension rule, and if any discrepancy is found, sends it back to the PSA with remarks.
- After Approval, PIA generates a printed authorization letter along with PPO, CPO and GPO number.
- After Approval of PIA, Pension file electronically get transmitted/uploaded to treasury system, required for generation of pension bills at treasury level.

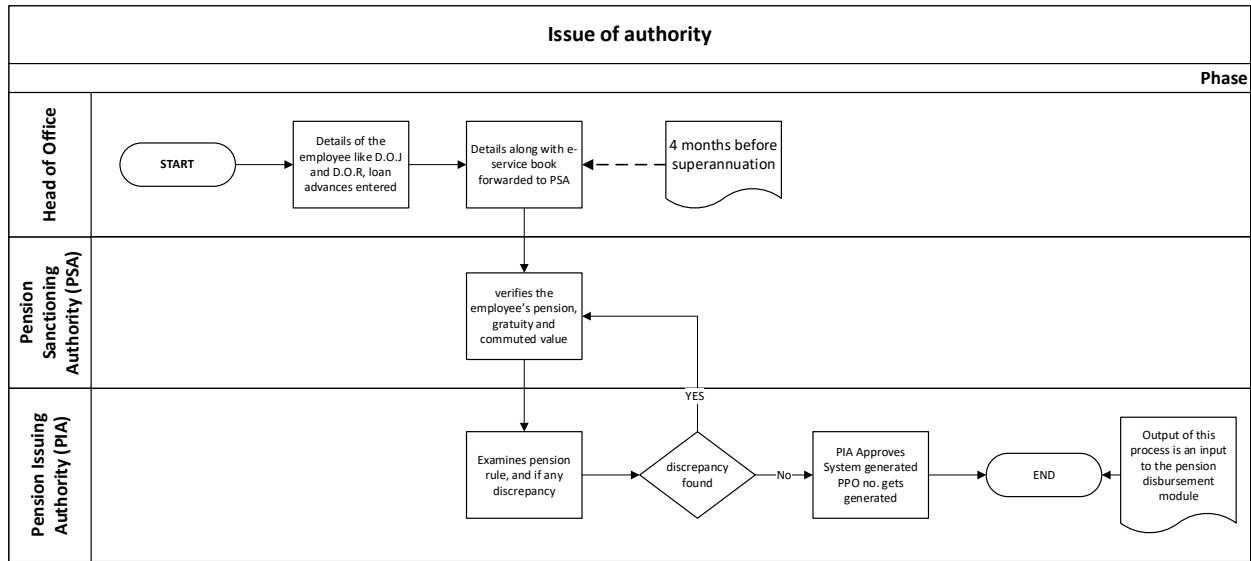
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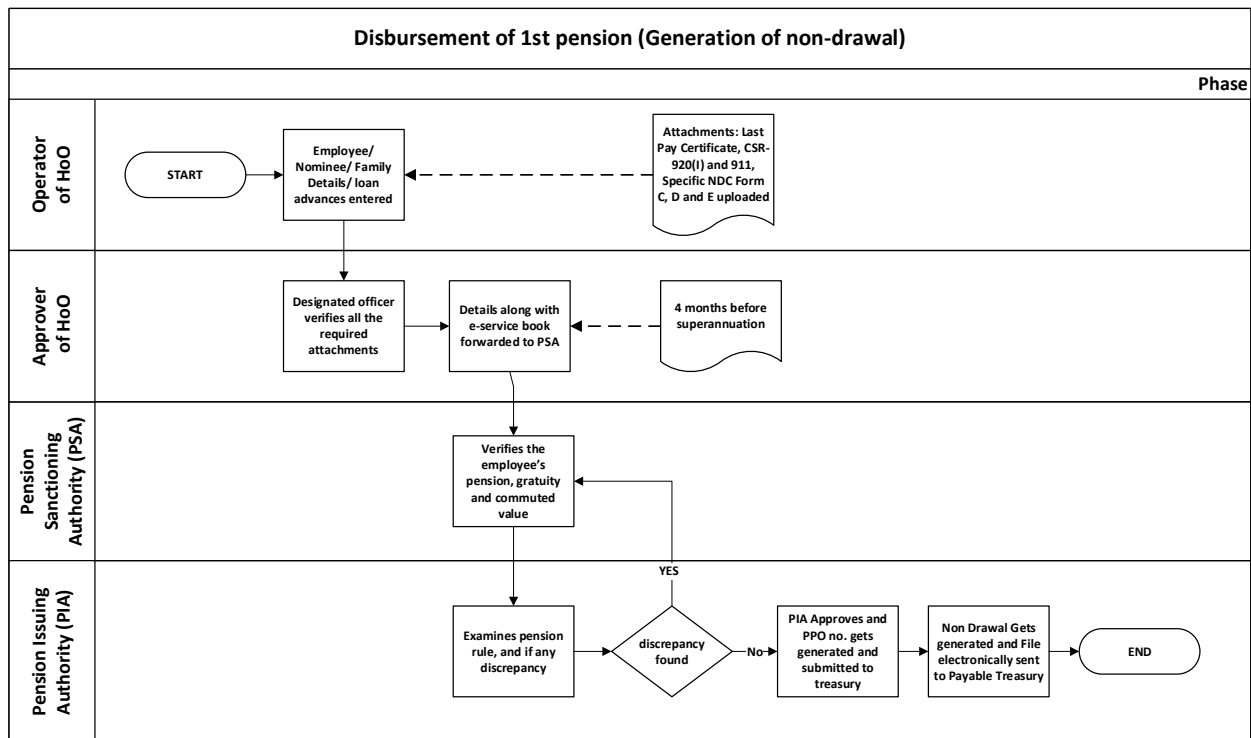
## 5.5.6.2 ISSUE OF AUTHORITY:



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## 5.5.6.3 DISBURSEMENT OF 1ST PENSION (GENERATION OF NON-DRAWAL CERTIFICATE (NDC) BY LAST DDO OF THE RETIRING OFFICE)



## 5.5.6.4 REGULAR MONTHLY PENSION:

There are two ways by which the pensions are disbursed by Pensioner Disbursing Authority PDA on monthly basis i.e.

(A) Through Central Processing Unit

(B) Through Banks

Approximately 4.5 Lakhs of pensioners data gets processed every month. W.e.f. November 2018, all the new pensioners requests are getting processed though the Central Unit of Treasury. On monthly basis the PPO IDs are available with the State Pension Treasury.

**A. Through Central Processing unit:**

**Process Flow:**

- System should have the facility to prepare auto generated Bills for pensioners which need to be available at the operator login of Treasury. The operator should have the facility to cross verify the details available in the bill and in case of any discrepancy, provision should be available to regenerate the bill at Operator end and the old bill to be rejected.
- Provision for the Treasury Officer to pass/ object the bill and generate Payment Order should be available.
- Integration with AI based life certificate and Jeevan Praman application should be there. The relevant data flow between the AI application and IFMS should happen.
- Facility should be available in the system using which at any point of time Treasury officer or any competent authority will be able to download the life certificate generated by the AI application based on PPO Id

**B. Through Bank:**

**5.5.6.5 PAYMENT AND ACCOUNT OF FINAL GPF/ TPF BY SPT**

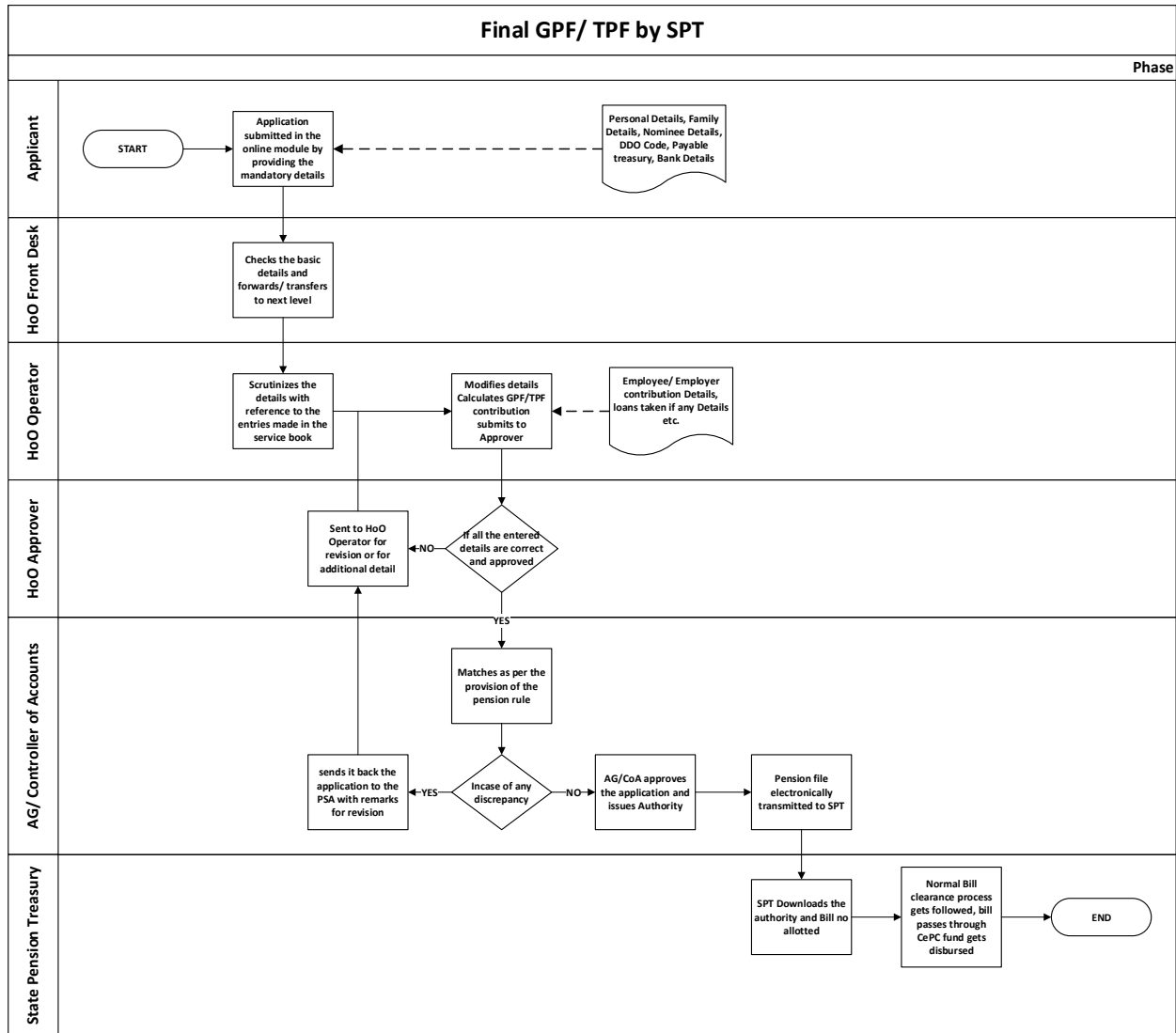
The functionality should allow the user to submit the application to the HoO/ PSA for superannuation. The system should process the accounts and issue statement of accounts to the subscribers of TPF. For withdrawals and treasury challans for subscriptions of TPF are

captured in the system. Based on captured data, the system should finally generate the Annual TPF Account Slip of the subscribers for transmission to the concerned institutions through their Drawing and Disbursing Officers (DDOs) and calculate the final payment amount at the time of retirement.

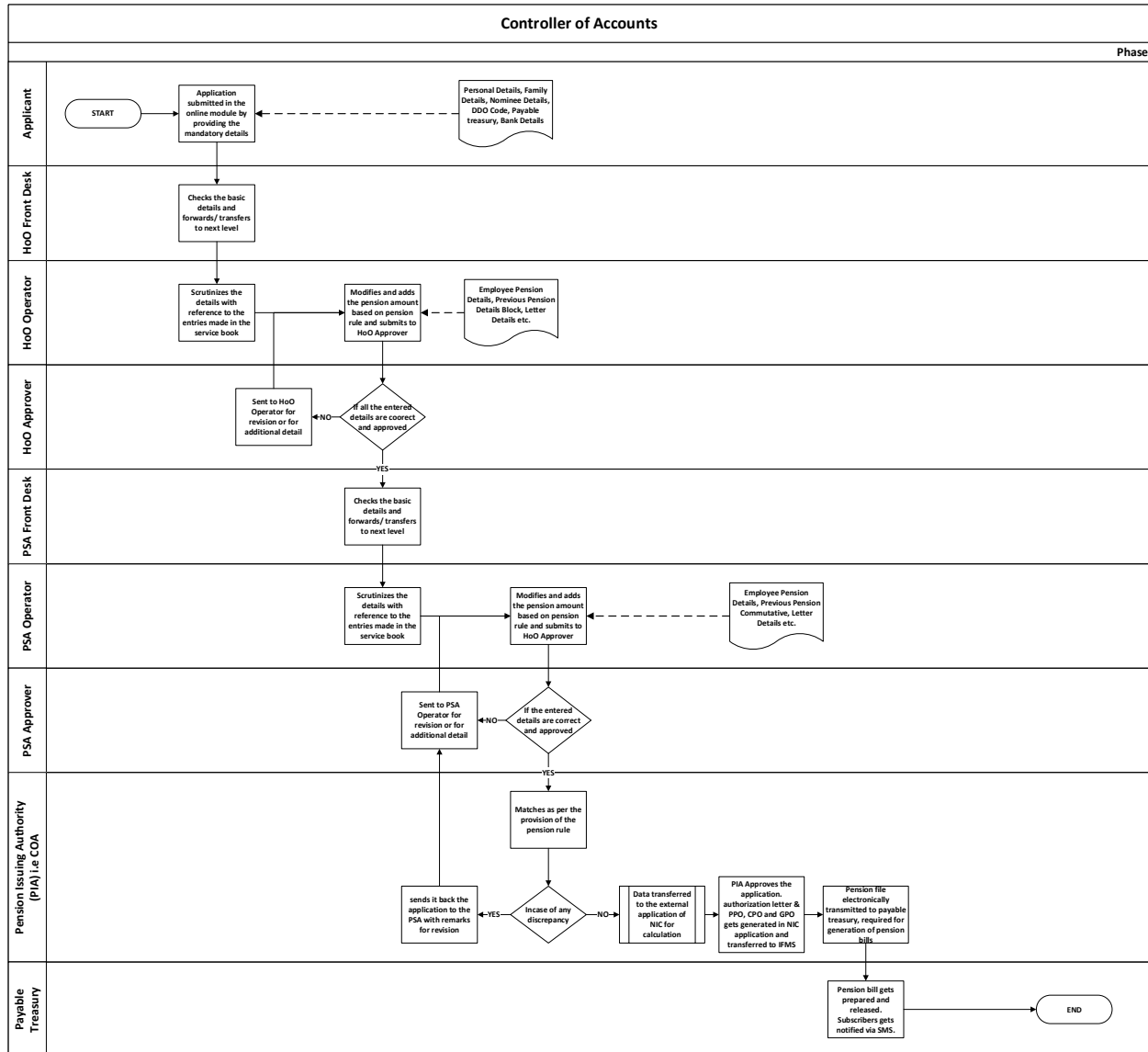
**Process Flow:**

- Prior to 3 months of superannuation the employee gets an intimation from the AG/CoA to submit online application and to provide necessary documents for withdrawal of GPF/TPF.
- Before 3 months of retirement, the employee / Head of the Office on behalf of Employee, applies in online portal for GPF/TPF along with the related information.
- GPF/TPF related information is then scrutinized by the office with reference to the entries made in the service book of the employee. During scrutiny the office checks for loan taken, if any against the GPF/TPF.
- The application is “Approved” by the designated officer of the establishment/ office of the employee in which he served last.
- Post Approval, Pension File is available with the AG (for Govt. Employees)/ CoA (for Non-Govt. employees).
- AG/CoA scrutinizes the entries made in the service book of the employee, if any discrepancy is found, sends it back to the Head of the Office with reasons for corrections.
- AG/CoA approves and Authority gets issued.
- The pension file of the employees gets forwarded to the State Pension Treasury (SPT).
- SPT takes a printout of the Authority issued by AG/CoA and Bill No get allotted to the application in IFMS
- SPT initiates bill in DDO mode by maker & checker mechanism. Operator initiates the bill and Approver approves the same.

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## 5.5.6.6 BROAD LEVEL FUNCTIONALITY:

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
PEN-01	Pension	New Pension	The module must have provision for at least four types of stakeholders i.e., Applicant, Head of Office (HoO), Pension Sanctioning Authority, (PSA), Pension Issuing Authority (PIA)

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
PEN-02	Pension	New Pension	The HoO, PIA and PSA must have user roles i.e. front desk, operator and approver.
PEN-03	Pension	New Pension	Integration with HRMS needs to be achieved so that, the draft pension application details can be shared with IFMS. The pensioner using eKYC can cross verify the details and submit the application in IFMS. Facility to apply for pension for the employee retiring within four (4) months, by the employee and/or by the nominee or by HoO (on behalf of employee) should be available. Provision to attach different documents should also be available.
PEN-04	Pension	New Pension	Once the pension application is submitted by the prospective pensioner and/or the nominee or HOO in IFMS, the details should be available at HoO level except for the cases where HoO submits the application which should be available at PIA level.
PEN-05	Pension	New Pension	All relevant details including the eService book should be fetched from HRMS and should be made available at the HoO level. The auto calculation of pension, gratuity, commuted value of pension should be available in the system. Pension calculator should be available at HoO office level.
PEN-06	Pension	New Pension	The system should have the facility for the PSA end PIA user to view the uploaded attachments and to cross verify the details like gratuity, pension and commuted value.
PEN-07	Pension	New Pension	Facility should be available for all level users (except initiator) to reject and forward the application to next level by mentioning the remarks.
PEN-08	Pension	New Pension	Integration with PIA applications should be done so that, the ePPO, eGPO and eCPO generated from PIA application should get utilized in IFMS for further processing. Provision for data as well as PDF consumption should be available.
PEN-09	Pension	New Pension	While applying for pension, the facility should be there, using which the pensioner by providing the GPF Series & GPF Account number or HRMS ID, the relevant data can be auto fetched from the HRMS application.
PEN-10	Pension	New Pension	The integration needs to be done with HRMS application to auto fetch the personal details, address, bank and contact details etc. of the applicant.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
PEN-11	Pension	New Pension	The applicant should have the facility to provide more details or can cross verify the data fetched from HRMS: <ul style="list-style-type: none"> <li>o Guardian Details and relationship must be provided by the applicant</li> <li>o Personal Details like Date of Birth (DoB), Religion, Identification mark, Height, Sex, Marital Status and Nationality must be auto fetched:</li> <li>o Official Details like Designation, Retirement Date, pension category, Retirement type, CVP applied, CVP Percentage, PAN Card etc. must be auto fetched.</li> <li>o Payment and Contact Details like IFSC Code, Bank A/c No, Bank Name, Payable Treasury, DDO Code/ DDO Name, mobile number, email ID etc. must be auto fetched.</li> <li>o Dependent details like dependent name, relation, marital status, Share %, Bank account No, Branch, whether handicapped, incase minor etc must be auto fetched if available in HRMS or else the system should provide facility to respected user to provide these details.</li> <li>o Nominee type, Nominee Name, relation, sex, marital status, mobile number, address, priority level, share %, IFSC Code, Bank Name and Bank Branch, minor if in case, etc. must be auto fetched if available in HRMS. If any of the field is not available in HRMS, then the system should provide facility to respected user to provide those details.</li> </ul>
PEN-12	Pension	New Pension	The applicant should have the facility to choose home branch/ branch/ another payable treasury to draw the pension other than current treasury.
PEN-13	Pension	New Pension	The system should have facility to digitally sign attachments/ pension forms using D-sign/e-sign.
PEN-14	Pension	New Pension	The facility to edit, save, forward, object, approve the request as well as transfer to another user should be available at all the level users except Front Desk users. Also facility to print comments, to download pension forms, attachments/ PPO/ CPO/ GPO should be available in the system.
PEN-15	Pension	New Pension	HoO Operator should be able to edit all the fields available under the form, except fields such as: PF Series, A/c No., Employee Name etc which are auto fetched from HRMS

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			system.
PEN-16	Pension	New Pension	The pensioner/ HoO Operator should have the facility to choose the fields from the list of options available in the application like Department Name, Department Code, Bank Branch Name, DDO Code, DDO Name, Pension Category, Retirement Type, Payable Treasury, District Code etc.
PEN-17	Pension	New Pension	HoO operator must have facility to provide details of some mandatory fields i.e. <ul style="list-style-type: none"> <li>o Employee Pension Details</li> <li>o Previous Pension Details</li> <li>o Letter Details</li> <li>o Declaration details</li> </ul>
PEN-18	Pension	New Pension	The system should have facility to upload attachments in PDF format only, except the photograph which must be in JPEG/JPG/ PNG format.
PEN-19	Pension	New Pension	Provision should be available to download pension forms in PDF format also the user must have the privilege to view the status of request/ application at any point of time.
PEN-20	Pension	New Pension	Facility to be provided using which the user should be able to download a report in the PDF format.
PEN-21	Pension	New Pension	The provision must be available to object the application and sent back to the initiator, in case any discrepancy is observed or need of more documents.



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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
PEN-22	Pension	New Pension	<p>The HoO user should have permission to edit and add additional details such as Family Details, Nominee Details, Service Details, Retirement Benefit details, Recovery Details and Provisional Pension etc.</p> <ul style="list-style-type: none"> <li>o Family details: must contain details like: Dependent Name, relation, marital status, Share %, Bank account No, Branch, whether handicapped, incase minor etc.. After entering the details there should be option to Confirm/Cancel for the changes made.</li> <li>o Nominee Details: must contain details such as: Retirement Benefit type, Nominee type, Nominee Name, relation, sex, marital status, mobile number, address, priority level, share %, IFSC Code, Bank Name and Bank Branch, minor if in case, etc..</li> <li>o Service details: form must have the fields like Length of Service Period i.e From date to date, length of additional service period (Civil, Government or Other) can be selected from the dropdown options, Length of non-qualifying service period. Based the values entered, the system should be able to calculate the Net Qualifying Service Details.</li> <li>o Retirement Benefit details: The payment types have to be fetched from the application and get populated i.e Basic Pension/CVP/ Commutation of Pension/ Enhanced Family Pension/ Gratuity withheld/ Normal Family pension/ Reduced Pension/ Total Gratuity/ Total Gratuity (Aided/ULB).</li> <li>o Pension Calculator must be given so that HoO can calculate the amount by putting some details like D.O.B, Date of Retirement, Total Qualifying Service, Last Month's Emoluments. The basic rules must be available in a tabular format as an additional help to the HoO operator.</li> <li>o Employee Recovery Details: In case of any recovery has to made, the provision must be made to select the type of recovery from the options fetched from the server i.e. Interest on MCA, Interest on House Building Advance, Water and TAX sanitation, Principal on MCA, Principal House building advance, Motor Car Advance, Special House Building Advance, Other Recovery etc.. The fields must be</li> </ul>

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			available to enter the Sanctioned amount, amount drawn, amount recovered, balance outstanding, Interest calculated and authorized by AG/HoO, information of issue of NDC authorized by AG/HoO and recovery HoA. o Provisional Pension Details: The option must be available so that the HoO operator can enter the provisional pension amount, benefit type, payment frequency, payment start date, sanction no, sanction date and sanctioning authority.
PEN-23	Pension	New Pension	Validation must be placed so that , until and unless the mandatory details are filled in, the user can't forward the request to the next level.
PEN-24	Pension	New Pension	All the users must have facility to print comments, to download pension forms, attachments/ PPO/ CPO/ GPO.
PEN-25	Pension	PSA	Once the pension application is submitted by the HoO, the request must be made available at PSA. The edit option must be available for users in the hierarchy. Provision for forwarding the application, transferring to another user, objecting/ sending back for revision the application should

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			be available.
PEN-26	Pension	PSA	PSA should have the option to edit all the fields available in the form except few fields such as: PF Series, A/c No., Employee Name etc. which are auto fetched from HRMS application.
PEN-27	Pension	PSA	Once pension related information entered by the HoO is "Approved" by the designated officer of the establishment/ office of the employee in which she/ he has served last, the application details must be transferred to PSA.
PEN-28	Pension	PSA	The provision of different user hierarchy should be available and admin user should have front-end facility to add/ update/ delete user in the hierarchy.
PEN-29	Pension	PSA	PSA must have the facility to verify the employee's pension, gratuity and commuted value of pension on the basis of pension calculation rules and regulations. Provision should be made available in the front end to accommodate any change in the calculation logic or regulations.
PEN-30	Pension	PIA	Provision for integration with the PIA application should be made. The flow of data from IFMS to PIA application should be done through integration only. Till the time the PIA system is not ready to integrate with IFMS, provision for providing access to PIA users in IFMS should be made so that verification and processing of the application can be done. Provision of uploading relevant files in IFMS should be made available.
PEN-31	Pension	PIA	PIA should have the facility to send back the application to the PSA with remarks, for the cases where the information mismatches as per the provision of the pension rule.
PEN-32	Pension	PIA	After Approval, PIA System should have the facility to generate a printed authorization letter along with PPO (Pension Payment Order), CPO and GPO number.
PEN-33	Pension	PIA	Once the authority is issued, it should reflect under payable treasury end and the pensioner gets intimation via SMS.
PEN-34	Pension	Disbursement of 1st pension	Once the authority is released by PIA (AG and Controllers of Accounts) based on the GPF number, the system should have provision to send SMS and/or eMail alerts to all

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			concerned stakeholders regarding the release of Authority.
PEN-35	Pension	Disbursement of 1st pension	Provision for consuming the authority and preparation of autogenerated PPO Id should be available in the system at the Treasury end. The PPO-Id needs to be developed using a specific logic (will be provided by client) so that the same is unique throughout the state.
PEN-36	Pension	Disbursement of 1st pension	In case of the pension application submitted using the offline mode, provision should be available with Treasury to generate the PPO-Id by providing all the details including the Bank details.
PEN-37	Pension	Disbursement of 1st pension	Once the PPO-Id is created in the system, the provision of stopping the provisional pension should be automatically done by the system and provision should be available using which last drawing DDO can prepare NDC for the pensioner. All relevant information from the Authority should get auto populated (non-editable) in the NDC form. The DDO should have facility to provide some other details which are not available neither in the system nor in the released Authority.
PEN-38	Pension	Disbursement of 1st pension	Provision should be available in the system using which the DDO can sign the Drawal Particulars using digital signature D-sign/e-Sign.
PEN-39	Pension	Disbursement of 1st pension	The integration with AI based Pension application needs to be completed. The system should have facility to fetch all relevant information required for processing of 1 <sup>st</sup> Pension by the Treasury from the AI based pension application. Provision should be available at Treasury as DDO to prepare the bill for the 1st pension and the same get processed upon approval by Treasury.
PEN-40	Pension	Regular Monthly Pension	The system should be able to consume the scroll shared by the concerned banks (in excel format), for cross verification and further clearing the payment to the concerned banks.
PEN-41	Pension	Regular Monthly Pension	The system should have facility using which the SPT user can cross check the type of pension, net amount, gross amount, special allowance etc.. SPT user should be able to match with the information available in IFMS and

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			confirm/reject the details.
PEN-42	Pension	Payment and account of Final GPF/ TPF by SPT	Provision should be available in the system using which if required, system generated monthly pension payments to the pensioners can be done centrally from State Pension Treasury.
PEN-43	Pension	Payment and account of Final GPF/ TPF by SPT	For smooth process flow, hierarchy based users must be created, such as applicant, receiving dealing clerk, approver, Head of Department, AG, Treasury . At each level the maker-checker principle must be applied.
PEN-44	Pension	Payment and account of Final GPF/ TPF by SPT	The major functionality of this module must include the maintenance of GPF/TPF accounts of employees of aided educational institutions and primary school teachers and finalizing the benefits to the retired employees.
PEN-45	Pension	Payment and account of Final GPF/ TPF by SPT	Information on GPF/ TPF subscriptions, other deposits (arrears of dearness allowances and pay) and recoveries of temporary withdrawals as furnished by the DDOs of aided educational institutions, through the treasuries in the form of debit vouchers must be maintained.
PEN-46	Pension	Payment and account of Final GPF/ TPF by SPT	The system should have functionality for the maintenance of subscriber master data by CoA/AG.
PEN-47	Pension	Payment and account of Final GPF/ TPF by SPT	Posting and maintaining the monthly subscription, recovery towards loan taken from TPF (Refund amount) and category wise other amount (like leave salary) towards TPF.
PEN-48	Pension	Payment and account of Final GPF/ TPF by SPT	The conditions must be made for debit posting for loan/advance taken from PF.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
PEN-49	Pension	Payment and account of Final GPF/ TPF by SPT	Generation of e-Mail to DDO in case of any discrepancies are found like, subscription amount not available, debit sanction letter not available but debit schedule available etc.
PEN-50	Pension	Payment and account of Final GPF/ TPF by SPT	Electronic notification to Subscriber on confirmation of monthly posting, annual accounts slip generation.
PEN-51	Pension	Payment and account of Final GPF/ TPF by SPT	The module should maintain the Subscriber wise PF balance.
PEN-52	Pension	Payment and account of Final GPF/ TPF by SPT	Provision should be made to calculate subscriber wise interest amount at year end and at the time of Final Payment.
PEN-53	Pension	Payment and account of Final GPF/ TPF by SPT	The system should have the facility to generate subscriber wise account slip at year end.
PEN-54	Pension	Payment and account of Final GPF/ TPF by SPT	Provision should be available in the system to segregate bank, Treasury, NPS and regular Pensioner. The system flow should be available for all the cases.
PEN-55	Pension	Payment and account of Final GPF/ TPF by SPT	Calculating final amount at the time of superannuation.
PEN-56	Pension	Payment and account of Final	Online enquiry of TPF balance and Statement provided by the user.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
		GPF/ TPF by SPT	
PEN-57	Pension	Payment and account of Final GPF/ TPF by SPT	After approval of final payment of TPF by COA, final payment information is transferred to the concerned DDOs for auto-generation of final TPF withdrawal bills using online bill submission module.
PEN-58	Pension	AI Use case	Facility for detecting the unusual or abnormal transactions.
PEN-59	Pension	AI Use case	Facility for detection of prospective fraud

**5.5.6.7 MAJOR USERS OF THE MODULE:**

Sl. No	Users Name
1	Pensioner
2	Head of Office
3	CO/PSA (Pension Sanctioning Authority)
4	Pension Issuing Authority

**5.5.6.8 INTEGRATIONS WITH EXTERNAL APPLICATION (MAJORS)**

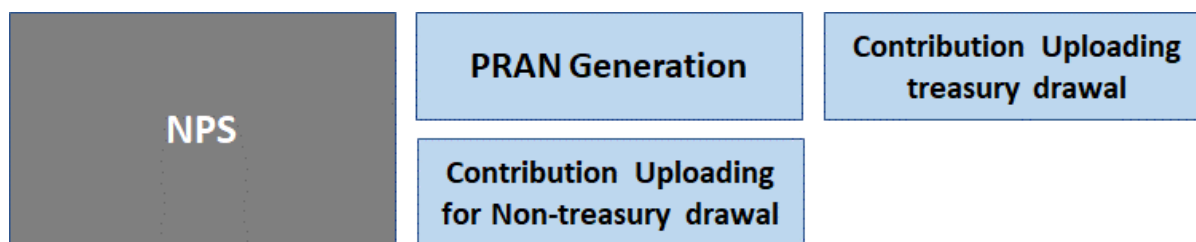
Sl. No.	Application	Mode of data Transfer	Frequency of Data Transfer
1.	HRMS	Web service	As and when required
2.	WAMIS	Web service	As and when required
3.	ARPAN	Web service	As and when required
4.	AG Interface	Web service	As and when required
5.	AI Based Life Certificate Application	Web service	As and when required

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<b>Sl. No.</b>	<b>Application</b>	<b>Mode of data Transfer</b>	<b>Frequency of Data Transfer</b>
6.	DigiLocker	Web service	As and when required



### 5.5.7 NPS



**Figure 5.5.7: NPS MODULE**

#### 5.5.7.1 PRAN GENERATION

Government of Odisha has adopted the New Defined Contribution Pension Scheme known as National Pension System (NPS) by replacing the previous system of Defined Benefit Pension System. The NPS came into operation with effect from 1st January 2005 and is applicable to all new employees of State Government. The employees who join the NPS system will be known as 'Subscribers' in the NPS. GoI established Pension Fund Regulatory and Development Authority (PFRDA) which regulates the Pension Funds under NPS. PFRDA has appointed National Securities Depository Limited (NSDL) as the Central Record Keeping Agency (CRA) to maintain the records of contribution and its deployment in various pension fund schemes for the employees. NSDL has established a CRA system for this purpose. The records of contribution of each employee are kept in an account known as the Permanent Retirement Account which is identified by a Permanent Retirement Account Number (PRAN). New employee must be registered with CRA / NSDL first to become a subscriber.

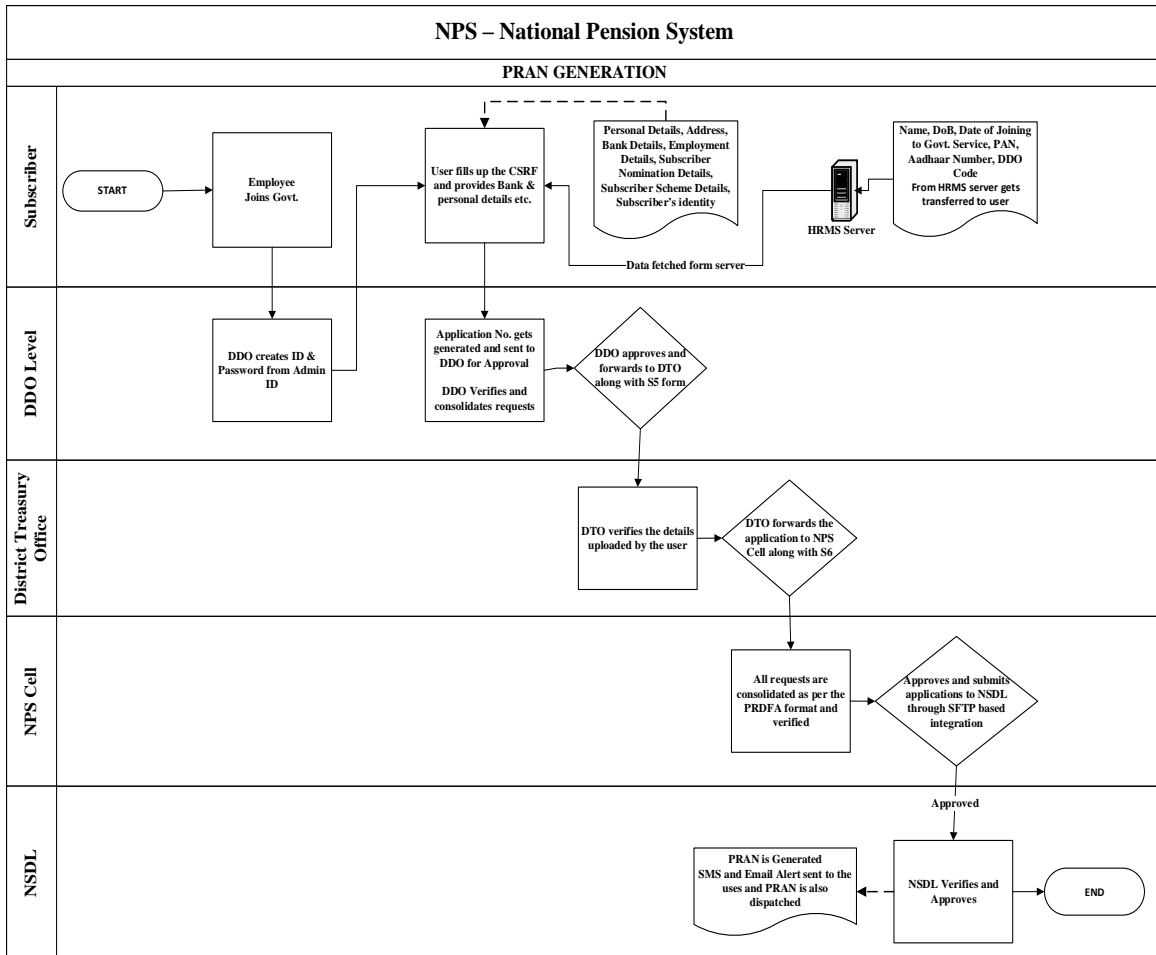
From Feb-2011 IFMS has been migrated to PFRD architecture. Prior to Feb-2011, AG Odisha was the fund manager. Presently IFMS uses the features as per the guidelines of PFRDA. PRAN generation is pure in online system.

#### **A- Process Flow for PRAN Generation:**

- For a newly joined employee, PRAN is mandatory for processing of the salary bill from 2<sup>nd</sup> month onwards.
- For PRAN generation the employee must initiate a request and must provide some mandatory details like HRMS ID, personal details, nominee details, etc.

- The HRMS ID is provided by the concerned DDO post preparation of the 1<sup>st</sup> month salary bill.
- The applicant must apply in the system and fill up the Common Subscriber Registration Form (CSRF). The applicant is also known as subscriber.
- While filling up the form the employee's data should get fetched from the HRMS application.
- Once the subscriber provides the information w.r.t. himself/ herself, the application should reach to DDO.
- The DDO should have provision to scrutinize and consolidate the requests received from subscribers and submits to Treasury along with a forwarding letter known as S5.
- Treasury should have provision to scrutinize and consolidate and send to NPS Cell along with a forwarding letter known as S6.
- NPS Cell should have provision to consolidate and submits to NSDL through SFTP based integration.
- NSDL issues the PRAN number against each subscriber ID.
- System should issue PRAN number and e-card in a customized format till the actual kit is not delivered to the subscriber.

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## B- Contribution Uploading - For Treasury Drawal:

NPS contribution uploading comprises of two parts:

- I. Employee Contribution [ 10 % of Basic Pay + DA (excluding HRA)]
- II. Employer Contributions [ 14% of Basic Pay + DA]

IFMS shares the details with NSDL in a contribution file and the money is routed through the bank.

### Contribution File- Process Flow:

- To initiate with, all the DDOs have been assigned with the DDO Registration No for NPS purpose.
- The contribution file contains, the details such as, DDO details, employee contribution, employer contribution and total amount.

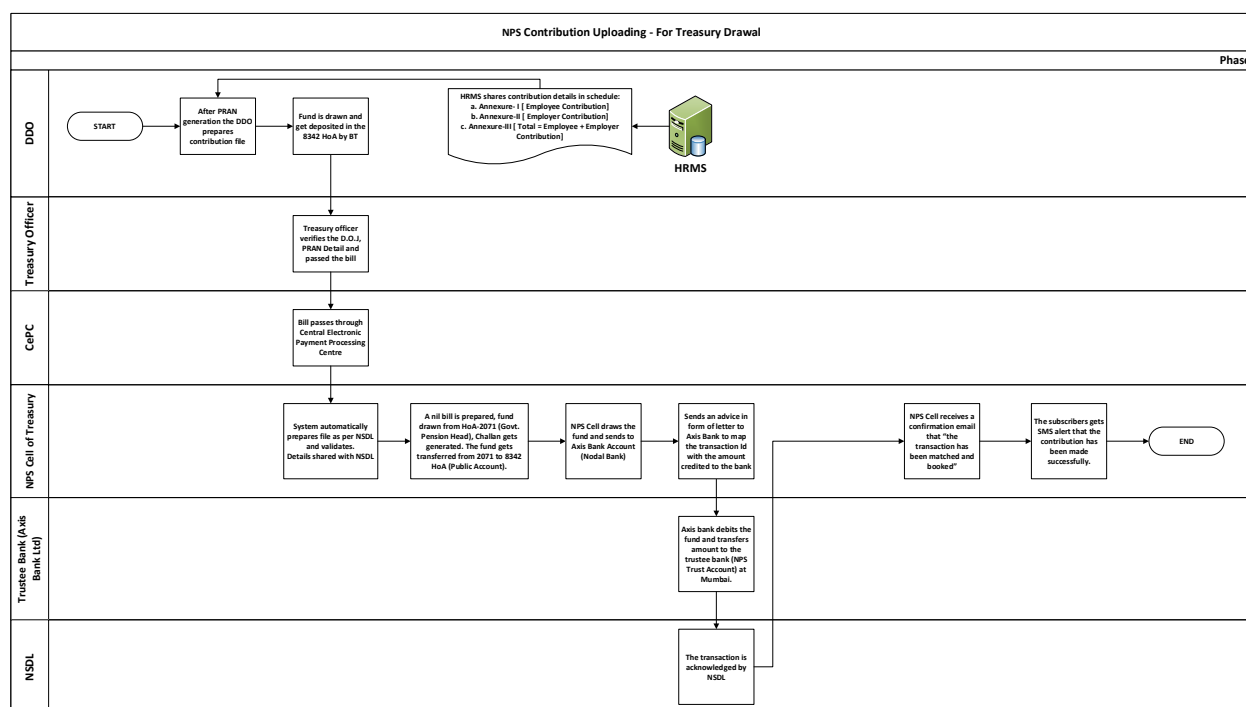
- Integration of IFMS needs to be done with NDSL for sharing the data.
- DDO prepares the salary bill in HRMS, the employee contribution is recovered as By Transfer (BT).
- The fund is drawn and get deposited in the 8342 HoA by BT. Here, only employee contribution gets deposited.
- HRMS shares the contribution details in a schedule known as NPS Schedule. The schedule consists of majorly three (03) Annexures i.e
  - I. Annexure- I [ Employee Contribution]
  - II. Annexure-II [ Employer Contribution]
  - III. Annexure-III [ Total = Employee + Employer Contribution]
- Before token generation IFMS validates the data with PRAN numbers in the existing database.
- Salary bill submitted by DDO, IFMS captures the schedule, Treasury officer approves and makes the salary payment.
- The data is uploaded at central level on daily basis/weekly basis/ monthly basis.
- Treasury officer can't upload the data, only NPS cell can upload the data.

**At NPS Cell Operator & Approver Level:**

- NPS cell should have two level roles i.e. Operator and Approver.
- The NPS cell should generate a report for how many cases the contribution has been received in 8342 HoA and not forwarded to NSDL. The individual subscriber wise data should be made available.
- The system must ensure validations; PRAN number must consist of 11 digits, alert raised in case of bulk amount gets processed.
- Then the system must prepares file automatically as per NSDL format.
- Further, the file will get validated with NSDL.
- In case of error is found, NSDL server will share the row and column wise error details with IFMS e.g. regular salary/ arrear salary etc.
- Further, IFMS should rectify the details for the error cases and submit to NSDL.
- Once the file gets accepted, the system generates a Transaction ID against the file and must be valid for 10 days.
- Facility must there for the NPC Cell users to download the abstract by putting the transaction ID, the details such as: Total no employees, Employee Contribution, Employer Contribution, total amount can be fetched

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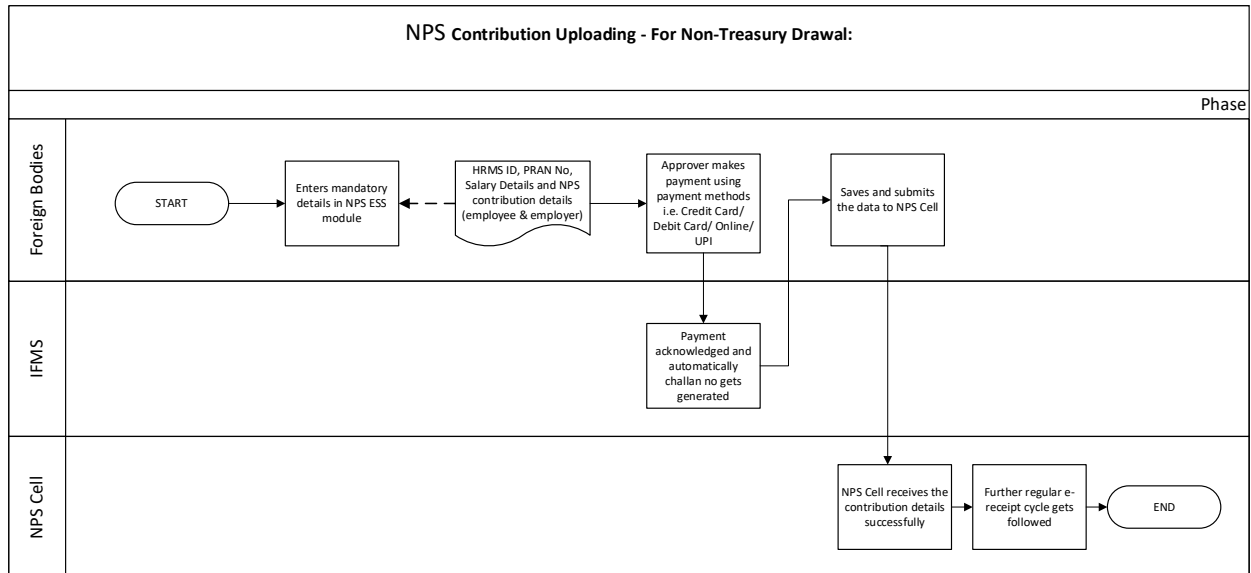
- NPS Cell should have the facility to prepare a Nil Bill and to draw from HoA-2071 (Govt. Pension Head), the Challan gets generated. The fund gets transferred from 2071 to 8342 HoA (Public Account).
- At this level, the system must generate total 3 numbers of bills.
- NPS Cell should have the facility to draw the fund and send to Bank Account (Nodal Bank).
- NPS Cell should send an advice in form of letter to Axis Bank to map the transaction Id with the amount credited to the bank.
- Further, Axis bank debits the fund and transfers amount to the trustee bank (NPS Trust Account) at Mumbai.
- Once the transaction is acknowledged by NSDL, IFMS receives a confirmation email that “the transaction has been matched and booked”
- The subscribers get SMS alert that the contribution has been made successfully from NSDL.



### C- Contribution Uploading - For Non-Treasury Drawal:

Apart from regular drawl, some Govt employees are deputed to foreign bodies i.e. universities, etc. for the officer deputed to foreign bodies the employer contribution has to be borne by the foreign bodies.

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### 5.5.7.2 BROAD LEVEL FUNCTIONALITY:

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
NPS-01	NPS	PRAN Generation	For PRAN generation the system must have the frontend facility to capture the data of NPS subscribers i.e. <b>Personal Details, Address, Bank Details, Employment Details, Subscriber Nomination Details, Subscriber Scheme Details, Subscriber's identity.</b>
NPS-02	NPS	PRAN Generation	The system must be designed in such a way that, it provides frontend facility to create hierarchy and maintain the database i.e., Applicant, DDO, District Treasury, NPS Cell.
NPS-03	NPS	PRAN Generation	As a prerequisite, the integration of NPS module must have been done with HRMS & NSDL.
NPS-04	NPS	PRAN Generation	Based on the HRMS id the system must fetch the employment details automatically from the HRMS application, post which the system should allow the newly joined employee to fill other details like personal details, family details, nominee details etc.
NPS-05	NPS	PRAN Generation	Conditions should be enforced in the system so that the auto fetched data cannot be editable but the family details,

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			nominee details are editable.
NPS-06	NPS	PRAN Generation	The system must create a Common Subscriber Registration Form (CSRF) for filling up the mandatory details in prescribed format of NSDL, essential for creation of PRAN.
NPS-07	NPS	PRAN Generation	Facility must be there to upload the requisite documents i.e. scan copy of supporting documents.
NPS-08	NPS	PRAN Generation	The applicant must have the facility to submit the filled application online to higher authority i.e. DDO.
NPS-09	NPS	PRAN Generation	Upon successful submission of the online form, the system should have the functionality to generate a unique application ID.
NPS-10	NPS	PRAN Generation	The system should have the facility using which the user can track the status of the application at any point of time based on the application-ID.
NPS-11	NPS	PRAN Generation	The system must have the functionality to create the hierarchy levels like maker-checker facility i.e. operator and approver level.
NPS-12	NPS	PRAN Generation	The operator should have the facility for forward and revert the application incase for correct/ incorrect application is received respectively.
NPS-13	NPS	PRAN Generation	The approver must have the option to accept and forward or Reject the application. Rejection facility must be only available with the approver level. Incase the approver rejects the application, there must be provision to provide the reason.
NPS-14	NPS	PRAN Generation	The system should have facility using which the applications getting submitted to DDOs and Treasuries can get consolidated. Partial consolidation of applications should be possible.
NPS-15	NPS	PRAN Generation	The system should have facility using which, DDO and Treasury can generate forwarding letter in a standardized format known as S5 and S6. The S5 & S6 forwarding letters must contains the details like; List of HRMS IDs, Name Applicants and DDO details etc.
NPS-16	NPS	PRAN Generation	System should have facility using which the DDO can forward the application to the concerned treasury.

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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
NPS-17	NPS	PRAN Generation	Facility should be available in the system using which, DDOs under sub-treasury can send the online application directly to the district treasury as the district treasury is the nodal office for NPS.
NPS-18	NPS	PRAN Generation	The approvers must have the facility to sign the application using d-Sign/ e-Sign before forwarding to the higher authorities.
NPS-19	NPS	PRAN Generation	System should have facility using which the NPS Cell approve and consolidate the data as per the format prescribed by PFRDA (Pension Fund Regulatory and Development Authority) and must be able to generate a consolidation ID.
NPS-20	NPS	PRAN Generation	The integration with NSDL needs to be completed so that, consolidation and validation of the data is done as per the NSDL format. The NPS Cell approver must have the facility to submit the data to NSDL.
NPS-21	NPS	PRAN Generation	The system should have the facility to share the data with NSDL intermediate server so that, NSDL can pull the data, process and allots the PRAN number against each application shared by IFMS.
NPS-22	NPS	PRAN Generation	Rectification/ correction/ modification facility for NPS Cell approver must be there, for the cases where the information is incorrect/ erroneous entries have been made. Alternatively, NPS Cell must have the facility to revert the application to District Treasuries, then District treasury to DDO and DDO to subscriber for necessary correction.
NPS-23	NPS	PRAN Generation	Upon successful transaction, the system should have the facility to consume the data containing PRAN details received in text format from NSDL and generate an online PRAN in the prescribed format.
NPS-24	NPS	PRAN Generation	The system should have facility using which the population of PRAN numbers against the HRMS ID is systematically done and the same can be consumed by HRMS application.
NPS-25	NPS	PRAN Generation	The system should have the functionality to generate SMS to the subscriber once PRAN number is generated.



FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
NPS-26	NPS	Contribution uploading through treasury drawal	Integration of IFMS must be done with NDSL and HRMS for sharing the NPS contribution data.
NPS-27	NPS	Contribution uploading through treasury drawal	The system should have facility to consume the data and /or document received from HRMS w.r.t. NPS deduction. The contribution details are received as NPS schedules. The schedule consists of majorly three (03) Annexures i.e. I. Annexure- I [ Employee Contribution] II. Annexure-II [ Employer Contribution] III. Annexure-III [ Total = Employee + Employer Contribution]
NPS-28	NPS	Contribution uploading through treasury drawal	System should have facility using which it can check whether the PRAN of the employee is available in IFMS or not and the PRAN is correctly tagged to employee or not.
NPS-29	NPS	Contribution uploading through treasury drawal	The system must have the facility to draw the fund and deposit in the 8342 (Major head) by BT, only employee contribution part.
NPS-30	NPS	Contribution uploading through treasury drawal	Condition must be placed to validate the data with PRAN numbers before token generation.
NPS-31	NPS	Contribution uploading through treasury drawal	Facility should be available in the system using which the NPS cell can view the details of all credits to major head 8342.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
NPS-32	NPS	Contribution uploading through treasury drawal	The system should be able to automatically create a contribution file containing the details like DDO information, employee contribution, employer contribution and total amount.
NPS-33	NPS	Contribution uploading through treasury drawal	The system must create the hierarchy level for NPS cell i.e. Operator and Approver.
NPS-34	NPS	Contribution uploading through treasury drawal	The condition must be made in the system to upload the data at central level on daily /weekly/ monthly basis.
NPS-35	NPS	Contribution uploading through treasury drawal	The system must allow only NPS cell to upload the data.
NPS-36	NPS	Contribution uploading through treasury drawal	Facility should be available in the system to prepare the complete/ partial file to be submitted to NSDL, the file should be prepared by the system considering the information available in IFMS. The file format should be as per the structure shared by NSDL. Provision for imposing basic level validation while preparing the file should be available in the system.
NPS-37	NPS	Contribution uploading through treasury drawal	Once the file is validated, provision should be available to upload the validated file to NSDL system.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
NPS-38	NPS	Contribution uploading through treasury drawal	System should have provision to receive the response from NSDL and based on the response, if error is found in the file, then provision should be there in the system to correct the same and re-submit the file.
NPS-39	NPS	Contribution uploading through treasury drawal	Once the file is accepted, NSDL shares the Transaction ID which should be valid for 10 days and provision should be there to update the IFMS system accordingly.
NPS-40	NPS	Contribution uploading through treasury drawal	Facility must be there to download the abstract by putting the transaction ID. Total no of employees, Employee Contribution, Employer Contribution, total amount etc. should be available in the
NPS-41	NPS	Contribution uploading through treasury drawal	The NPS Cell must have the facility to prepare a Nil Bill and to draw fund from HoA-2071 (Govt. Pension Head). Further, to transfer fund from 2071 to 8342 HoA (Public Account).
NPS-42	NPS	Contribution uploading through treasury drawal	The functionality to generate comprehensive report must be there containing the details; for how many cases the contribution has been received in 8342 (major head) and not forwarded to NSDL. The individual subscriber wise data must also be made available.
NPS-43	NPS	Contribution uploading through treasury drawal	After receiving the fund, the NPS Cell should have the facility to draw the fund and send to the nodal Bank Account.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
NPS-44	NPS	Contribution uploading through treasury drawal	NPS Cell must have the facility to generate advice, in the form of a letter addressed to the respective Bank to map the transaction Id with the amount credited to the bank. Provision to integrate with banking system should also be developed so that there is no manual intervention in sharing of information with/to bank.
NPS-45	NPS	Contribution uploading through treasury drawal	The system must be able to consume the transaction acknowledgment by NSDL.
NPS-46	NPS	Contribution uploading through treasury drawal	The system should have facility to provided SMS alert to the subscribers once the contribution has been made successfully.
NPS-47	NPS	Contribution uploading through treasury drawal	The system must be able to generate the reconciliation statement for 8342 contribution cases, for further necessary action at NPS Cell.
NPS-48	NPS	Contribution uploading through treasury drawal	NPS ESS self-service portal should be created for requests by employee for Change in personal details, nominee details, mobile number etc.
NPS-49	NPS	Contribution uploading for Non-treasury drawal	Foreign bodies should be provided with login credentials for data entry and approval following a Maker-Checker mechanism.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
NPS-50	NPS	Contribution uploading for Non-treasury drawal	The system should have facility using which the foreign bodies can provide mandatory details i.e. HRMS ID, PRAN No, Salary Details and NPS contribution details (employee & employer) and based on the details, the system automatically prepares online Schedule.
NPS-51	NPS	Contribution uploading for Non-treasury drawal	Facility should be available in the system using which the approver can make online payment using the e-Receipt system of IFMS.
NPS-52	NPS	Contribution uploading for Non-treasury drawal	Systemic validation should be imposed so that the approver can't submit the data to NPS cell, unless and until the challan no is generated post which the NPS cell should be able to upload the contribution to NSDL as per the normal uploading process.

**5.5.7.3 MAJOR USERS OF THE MODULE:**

Sl. No	Users Name
1	Subscriber
2	DDO – Drawing and Disbursing Officer
3	DTO- District Treasury Office
4	DTA- Directorate of Treasuries and Accounts
5	NSDL- National Securities Depository Limited

**5.5.7.4 INTEGRATIONS WITH EXTERNAL APPLICATION (MAJORS)**

Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1.	HRMS	Web service and/or SFTP	As and when required
2.	NSDL	Web service and/or SFTP	As and when required

### 5.5.8 E-RECEIPT



**Figure 5.5.8: E-RECEIPT MODULE**

IFMS Odisha provides a platform for electronic receipt of all kinds of Government taxes and dues. Essentially the treasury challan can be generated online using the application and the payment can be made either online through net-banking, debit/ credit card, wallet, UPI, NEFT or offline mode etc. in a bank neutral platform using the RBI's core banking solution/ platform, e-Kuber.

The over the counter (offline mode) payment facilitates the user to generate the challan online. Necessary integration with different Banks, Payment Gateways, RBI etc. needs to be completed.

All remittances through online or offline mode is reported and accounted electronically through Cyber treasury.

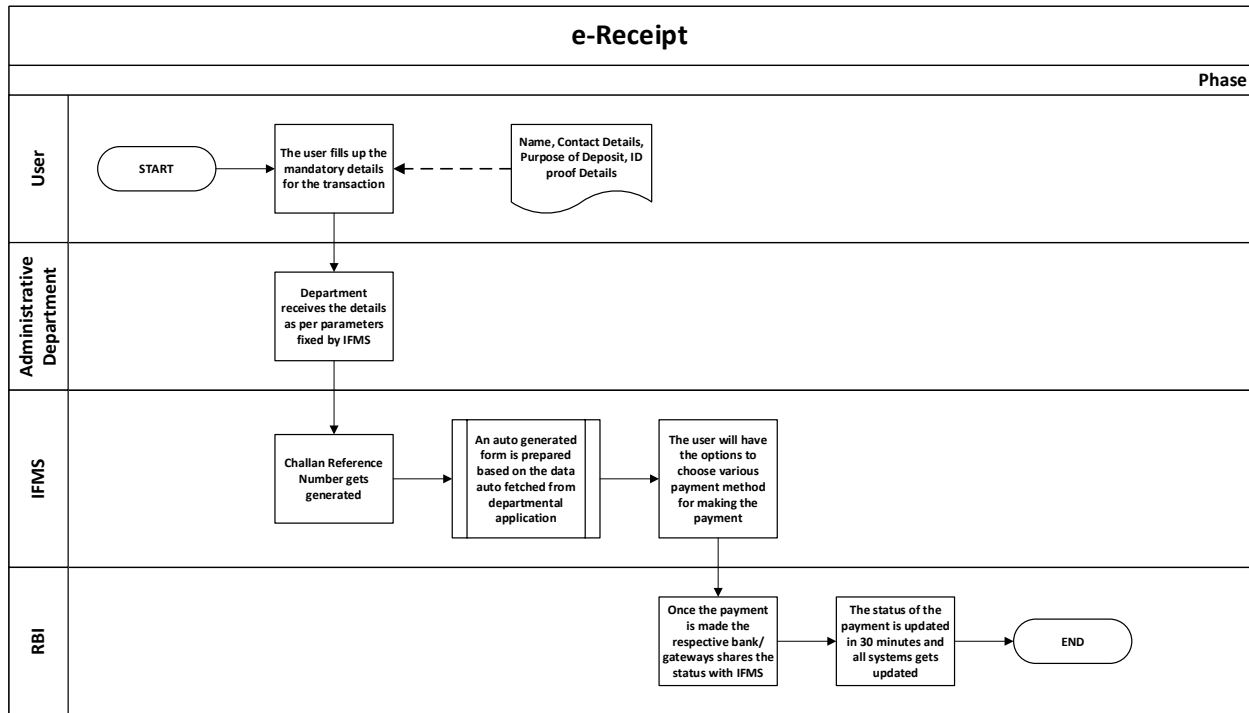
#### 5.5.8.1 INTEGRATION WITH ADMINISTRATIVE DEPARTMENT

The e-receipt system allows the users/ administrative departments a user-friendly platform to complete the transactions conveniently.

##### Process Flow:

- For any kind of service provided by Govt., the user can use IFMS platform or through departmental application interface.
- IFMS needs to be integrated with almost 45 departmental applications of Govt. of Odisha, to provide the payment platform for approximately 200 to 250 services.
- The integrated departments has their own departmental application/ interface for the users.
- The user fills up the requisite information in the departmental application and some of these details are passed on to IFMS for completing the payment activity.
- Once the user clicks on Make Payment option the user should land at the IFMS.

- At this stage a demand should get generated specific to the particular service. e.g. e-Pauti, Driving License, Vehicle Tax, bill pay, mining, contractor license renewal, vehicle tax, registration fees etc.
- IFMS generates a unique challan reference number and a form gets auto-populated.
- Integration needs to be done with the payment gateways, bank, UPI and wallets so that, the user will have the payment options i.e. Net banking, debit card, credit card, wallet, UPI, payment gateways, NEFT etc.
- In case the user chooses the bank option the request lands at bank site and simultaneously IFMS share the required details with bank.
- Each transaction has a unique transaction reference number.
- After successful payment bank shares a response file with IFMS.
- IFMS populates a transaction status and Unique Challan Reference No, date of transaction, bank name, etc. and pushes to the departmental application.
- It is mandatory for the banks and payment gateways to update the transaction status within 30 minutes from the transaction. If the transaction is pending for more than 30 minutes, then bank shares the status as failure.
- It's the responsibility of bank to share the transaction details with the user.
- IFMS consumes the scroll file received from RBI.
- RBI shares a scroll file of all the transactions made for the previous day.
- Once the successful transaction details received, IFMS generates challan immediately and the all the users can get the challan no and transaction status.
- If the payment is made at the bank level, then Challan number gets generated in T+1 day time, if the payment is made through the payment gateways, then challan number gets generated in T+2 days time.
- IFMS pushes the challan details to departmental application.
- The department consumes the data received from IFMS and informs to the users through the departmental application.



### 5.5.8.2 INTEGRATION WITH BANKS/ PAYMENT GATEWAYS:

IFMS has been integrated with almost all banks and payment gateways to facilitate the user for making payment and generating challan online.

### 5.5.8.3 INTEGRATION WITH GSTN

IFMS has been integrated with the GSTN for accounting and reconciliation of the GST deposited in the State Government's account on day-to-day basis.

#### Process Flow:

At the level of GSTN & RBI:

- As a prerequisite, each tax payer above the threshold limit registers itself in GSTN and obtains one GSTN (GST Identification Number).
- While the tax payer accesses GSTN portal and fills up a challan. A CPIN (Common Portal Identification Number) gets generated.
- One CIN (Challan Identification Number) gets generated by the bank on successful payment (CIN=Bank Code + CPIN)
- Post generation of CIN by RBI, RBI directly accepts tax payment through RTGS/NEFT.
- Banks provides CIN information to RBI through luggage files and also to GSTN.
- RBI would also provides CIN to GSTN in respect of NEFT/RTGS receipts.



- GSTN generates reconciliation statement, if there is any difference between CIN received from Banks and transaction success messages generated in GSTN Portal itself.

**At IFMS Level:**

- SFTP based integration with GSTN needs to be achieved, through which GSTN shares the details of daily deposit of SGST amount.
- The mismatches identified by GSTN is shared with the concerned bank and IFMS.
- RBI consolidates the SGT Revenue received from all Banks and Credits to CFS.
- RBI provides e-Scroll containing CIN to IFMS as well as to GSTN.
- GSTN also shares the CIN data with IFMS.
- IFMS reconciles the e-Scroll of RBI with CIN received from GSTN.
- Cyber Treasury reconciles the e-scroll of RBI with CIN received from GSTN and generates Memorandum of Errors (MoE) in case of Discrepancies and reports to RBI on following cases:
  - I. CIN reported by GSTN to IFMS but not appearing in RBI
  - II. CIN reported in RBI e-scroll, but not reported by GSTN to IFMS
  - III. Amount against a CIN reported by RBI is either more or less than the amount reported by GSTN.
  - IV. Multiple CIN against a CPIN
  - V. In respect of a CIN, different major heads are reported by RBI and GSTN
- RBI takes up the MoE with concerned Banks(s) to settle the discrepancies and if the amount is receivable, it forwards a separate MoE related e-scroll to IFMS. In case, an amount become payable by the state, a refund procedure gets initiated.
- There is no separate account for GST, rather the account will be inclusive of the monthly accounts submitted by the e-Treasury containing data of all receipt heads bearing challan number, challan amount, six tier classification and name of depositor.

**Accounting by AG:**

- The Office of the Accountant General must be provided access to the Cyber Treasury to view the List of MoEs.
- The provision must be made so that AG would receive the data from Cyber treasury in VLC database through interface and also needs a provision in the database to receive additional data like CIN.
- The system must have the functionality to classify the challan-wise data, under major head 0006-SGST like other major heads affording contra entry to major head 8675-RBD.

**5.5.8.4 BROAD LEVEL FUNCTIONALITY:**

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
ERE-01	e-Receipt	Integration with Banks and Administrative Departments	The system should be integrated with various Banks, Payment Gateways and Administrative Departments (which receives government taxes, dues etc. through online mode), RBI, GSTN, AG and PoS providing Agencies and processing, generation and online submission of Online Receipt Accounts of the Government to AG, Odisha. System should have the facility to test and integrate with relevant changes and updated versions of Applications of all integrated Stakeholders as and when such requirements are necessitated.
ERE-02	e-Receipt	Integration with Banks and Administrative Departments	The integration with Banks, Payment Gateways and Administrative departments should be guided by the integration document of IFMS. The integration document should contain all details like, integration methodology, secure data transfer protocol to be followed, communication methodology, parameters to be shared etc.
ERE-03	e-Receipt	Integration with Banks and Administrative Departments	The system should ensure that the integration data sharing follow the banking industry standard security features.
ERE-04	e-Receipt	Integration with Banks and Administrative Departments	Facility of making payment using different payment modes like internet banking, debit card, credit card, UPI, wallet, point of sale (PoS) machine, Direct remittance to RBI through NEFT/RTGS, Over the counter etc needs to be made available for the users. The system should have provision to accommodate additional payment modes such as NEFT/RTGS mode provided by banks and other upcoming modes of payment.
ERE-05	e-Receipt	Integration with Banks and Administrative Departments	Facility of maintaining different payment status like (Initiated, Pending, Successful, Failure, aborted, no data found etc. for any transaction in the application should be available. All status changes with time stamp for all transactions should be maintained in the application.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
ERE-06	e-Receipt	Integration with Administrative Departments	Facility to check the status of the already initiated transactions using different options like department reference Id, Challan reference Id, Challan no, bank transaction ID should be available in the system. Option of knowing the payment status using variables like amount and date of payment, mode of payment should also be available to the end users.
ERE-07	e-Receipt	Integration with Administrative Departments	Facility of making payment, double verification (single as well as bulk) of already initiated transactions, pushing the transaction information to departmental application in case there is any change in the transaction status at IFMS end, pushing the scroll (normal as well as multi account scroll) file to departmental application also to allow departmental application to pull scroll file from IFMS.
ERE-08	e-Receipt	Integration with Administrative Departments	The option of over the counter to be made available to the user, the user should have option to provide all relevant details including the bank using which s/he will make the payment. Challan reference number to be generated once the details are submitted.
ERE-09	e-Receipt	Integration with Administrative Departments	Facility for generation of unique Challan reference number upon initiation of a transaction should be available.
ERE-10	e-Receipt	Integration with Administrative Departments	The system should have provision to accept information/data like department unique reference number, amount, HoA, depositor's Name, address, state, district, pincode, phone number, email id etc from departmental applications through the process of integration. Provision for making payments to multiple HoAs as well as to private bank accounts in a single transaction should also be available but in a transaction at least one HoA should be mandatorily available.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
ERE-11	e-Receipt	Integration with Administrative Departments	The system should have facility using which the depositor can choose various payment options i.e., Payment Gateways, Net Banking, Debit & Credit Cards, UPI (QR Code as well as ID based), Wallet, Over the Counter etc.. Upon completion of the payment process, the user should be provided with relevant messages and the control should be back to the initiation point.
ERE-12	e-Receipt	Integration with Administrative Departments	Facility for an end-to-end change/ updation of HoA and refund processing for an already completed transaction should be available in the system and the initiation of the request will happen through the departmental application.
ERE-13	e-Receipt	Integration with Administrative Departments	A dashboard for departmental users should be available.
ERE-14	e-Receipt	Integration with Administrative Departments	Facility of sharing details like transaction status, challan reference number bank transaction ID, transaction reference no etc. to departmental application should be available by providing a frontend facility for the designated users (login based) of the Applications. Date and month-wise report should also be made available.
ERE-15	e-Receipt	Direct IFMS Deposits	Users should have the facility to make online payments by choosing different Head of Account (HoA)s for different purposes under different specified categories by directly accessing the IFMS site. Under the generic scenario, provision for capturing of basic information like HoA, Purpose, Amount and Depositor's Information such as Name, Address, District, State, PIN, Mobile No, email id, Identification No etc should be made available. All available Bank /PG and payment mode options should be made available for payment to the users. Past payment, provision to view all captured data and download eChallan option should be made available. The e-Challan shall contain all the details of the transaction along with an unique QR Code.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
ERE-16	e-Receipt	Direct IFMS Deposits	Under Non-generic scenario, System should have the facility to accommodate additional fields (over and above those required under generic scenario) for capturing supplementary information as per the requirements/ specifications catering to the need of a particular category of payments as per the request of different Department authorities. Past payment, provision to view all captured data and download eChallan option should be made available.
ERE-17	e-Receipt	Direct IFMS Deposits	System for simultaneous payment of multiple transactions in a a single go by “Adding to Cart” concept should be available for the users.
ERE-18	e-Receipt	Direct IFMS Deposits	The browsed pages in the payment process should have the industry standard look and feel. The Payment options page should have the main menu of payment modes and submenu of Payment Gateways and Banks with both parts being shown separately. User guidance tips on cursor point should be available.
ERE-19	e-Receipt	Login to different users	User based login to be provided to citizens and all facilities like making payment, finding previous transactions etc to be made available for the users.
ERE-20	e-Receipt	Login to different users	Functionality based login of users to be made available.
ERE-21	e-Receipt	Integration with Banks	The system should integrate with different banks and payment gateways to complete the transaction cycle of making payment by users.
ERE-22	e-Receipt	Integration with Banks	The option of payment gateways and direct banks payment should be clearly provided to the users
ERE-23	e-Receipt	Integration with Banks	Upon choosing the preferred mode of payment by the depositor, the system should have the facility to allow the users to navigate to the respective bank/payment gateways.
ERE-24	e-Receipt	Integration with Banks	The system should have the facility to capture the transaction status shared by the respective bank/payment gateways as: Initiated/ Pending/ Successful/ Failed/ aborted/ no data found etc along with other details like, unique bank transaction id,

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			transaction date and time etc.
ERE-25	e-Receipt	Integration with Banks	Double verification facility (single as well as bulk) push as well as pull service to check the status of any transaction at any point of time should be available
ERE-26	e-Receipt	Integration with Banks	30 mins status update facility should be available in the system, no transaction can remain in pending state beyond 30 mins of the transaction time.
ERE-27	e-Receipt	Integration with Banks	Facility for consuming the multi account scroll file from banks should be available and accordingly the DB should be updated.
ERE-28	e-Receipt	Integration with Banks	For over the counter facility, the challan reference number to be generated and the user should be provided with options of making the payment by taking the print out of the challan form.
ERE-29	e-Receipt	Integration with Banks	Once the transaction is successful, the user should be provided with the option of downloading the challan details. Also there should be facility for generation and printing of a e-Challan against every successful transaction. The e-Challan shall contain all the details of the transaction along with an unique QR Code.
ERE-30	e-Receipt	Integration with Banks	In case of transaction not successful, the user should be provided with relevant messages and the control should be back to the initiation point.
ERE-31	e-Receipt	Integration with Bank	in case of over the counter mode, the system should share relevant details with the banks, when the user wants to make payment using the bank counter.
ERE-32	e-Receipt	Integration with Bank	System should have the facility to integrate with PoS Service Providing Agencies associated with different Banks for availing their PoS Payment modes to the users of IFMS.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
ERE-33	e-Receipt	Integration with RBI	The integration with eKuber (receipt) updated version of RBI must be achieved for NEFT as well as sharing of scroll files, the integration needs to be completed as per the integration document of RBI.
ERE-34	e-Receipt	Integration with RBI	Upon receipt of e-scroll file containing the Credit Notification details (normal as well as NEFT) from RBI, the system must have the facility to consume the same and generate the challan no against each successful transaction. Till updation to e-Kuber ver 2.0, the system must have the facility for uploading of the scroll file received through email from RBI and consuming the same to generate Challan no. .
ERE-35		Admin	A dashboard for Cyber Treasury users should be available.
ERE-36	e-Receipt	Admin	Front-end facility must be provided using which different activities w.r.t. department and bank integrations can be managed. Activities like managing master data u(w.r.t e-Receipt integration), generating unique department and bank code, enabling and disabling payment modes, updating HoA (including disbursement HoAs), generating encryption keys, configuring the PoS machine, Service URL, Verification Push URL, Scroll Push URL, Transaction Push URL, configuring the UAT and production environment etc.
ERE-37	e-Receipt	Admin	Frontend facility must be provided for the Admin users to view different transaction details w.r.t. payment modes, Bank and Department, date, month etc.
ERE-38	e-Receipt	Admin	There should be facility for generation of all relevant Monthly Accounting Reports. Facility for online submission of receipt accounts (with the facility of Digital signature) along with all other desired information relevant to Monthly Accounts in prescribed format to AG should be available in the system. Provision for generation of separate SoR (Schedule of Receipts) Report for GST Transactions with CIN should be made available.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
ERE-39	e-Receipt	Admin	The facility for Change of Bank Transaction Status of the Initiated, Aborted / Cancelled and Pending Transactions to Failed status should be given to Cyber Treasury Officials.
ERE-40	e-Receipt	Admin	Quarterly Reports of Head-wise number of transactions and amount of all the accounted for transactions should be available for each Bank and Payment Gateway.
ERE-41	e-Receipt	Admin	Day wise Settlement Reports of Non-Government Payments through Multi Account Settlement Process by the Banks and Payment Gateways should be available to the Cyber Treasury Officials.
ERE-42	e-Receipt	Admin	Front end facility for Successful transactions not reported beyond 4 days and Report of Pending Transactions beyond two days should be made available.
ERE-43	e-Receipt	Admin	Front end facility for monitoring the GST transactions and the NEFT Transactions with RBI should be made available.
ERE-44	e-Receipt	Integration with GSTN	The envisaged system should allow processes for receipts reconciliation of GST. There should be three-way integration between IFMS, GSTN and RBI for this purpose.
ERE-45	e-Receipt	Integration with GSTN	IFMS should be integrated with GSTN and RBI for the purpose of reconciliation of GST receipts.
ERE-46	e-Receipt	Integration with GSTN	RBI response on the specific cases should be uploaded to IFMS and tagged against relevant transactions, the response code should be recorded.
ERE-47	e-Receipt	Integration with GSTN	The Cyber Treasury Admin Official should have viewing rights for challan reconciliation.
ERE-48	e-Receipt	Integration with GSTN	The admin officials should be able to approve / update the challan reconciliation data. The officials should have the access to date-wise / month-wise Un-reconciled data. They also should have the rights to approve MoE Reconciliation for booking of un-reconciled data under RAT Head.



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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
ERE-49	e-Receipt	Integration with GSTN	Facility to identify the missing data at cyber treasury level should be available. The system should have the facility to consume CPIN data at the end of day. The system should compare the EOD CPIN data with the sum of the CPIN data received at each session throughout the day. Which would help the Cyber Treasury to identify any missing data. The system should have facility to forward the discrepancies to GSTN for resolution via automatic email generation or through the integration process.
ERE-50	e-Receipt	Integration with GSTN	Cyber Treasury must have the facility to pull the CIN data from GSTN as per session schedule.
ERE-51	e-Receipt	Integration with GSTN	Functionality to download CIN data at end of the day, must be there.
ERE-52	e-Receipt	Integration with GSTN	The system should be able to consume the reconciled and non-reconciled statement of receipts (on T-1) day received from GSTN required for the Cyber Treasury for accounting purpose.
ERE-53	e-Receipt	Integration with GSTN	Functionality in the system must be there to consume the e-Scroll furnished by RBI to Cyber Treasury on hourly basis.
ERE-54	e-Receipt	Integration with GSTN	On receipt of the e-scroll data from RBI, the system should have the functionality to compare the data with the CIN data.
ERE-55	e-Receipt	Integration with GSTN	Functionality must be there to append the head classification below Minor Head level and book the same in appropriate Head of Account.
ERE-56	e-Receipt	Integration with GSTN	The challans for each distinct Chart of Account starting from major head to object head must be generated automatically.
ERE-57	e-Receipt	Integration with GSTN	At the end of month, the system should have the functionality to submit the accounts to AG in electronic mode.
ERE-58	e-Receipt	Integration with GSTN	All MoE resolutions during the month should be incorporated in the accounts automatically before submission to AG.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
ERE-59	e-Receipt	Integration with GSTN	In case, any MoE resolution for transaction of a month received after submission of account to AG, Cyber Treasury should have the facility to rectify the account at its own end and pass on the same to AG for necessary action.
ERE-60	e-Receipt	Correction of Accounts –prior to Accounts closure	Prior to closure of Accounts during a month, Cyber Treasury officials should have the facility for online approving of desired Changes in Head of Accounts and other changeable parameters (such as operator Id, Tax period etc , ) of a successful transaction already accounted for. The system should take care to incorporate the relevant changes accordingly in the IFMS data base and the Accounting reports.
ERE-61	e-Receipt	Correction of Accounts –post Accounts closure	After the closure of Accounts, Cyber Treasury officials should have the facility for online generation of correction of Accounts proposal against desired change in Head of Account and forwarding the correction proposal to AG(O). The facility should also have the provision for online approval of the correction proposal by AG(O) , sending it back to Cyber Treasury and auto-correction of the proposed change on acceptance of Cyber Treasury officials.
ERE-62	e-Receipt	Receipt Reconciliation	Provision for CO-level Reconciliation of online Receipts should be made as per the requirements of AG(odisha).
ERE-63	e-Receipt	PL (Public Ledger) Deposits	Systemic provision should have for online deposits into Public Ledger(PL) Accounts of any of the designated PL Administrators and corresponding reflection of the same in the online reports for PL Administration.
ERE-64	e-Receipt	Stamp module	Necessary provision in system should be available for online payments against purchase of Judicial and Non-judicial stamps from different Treasuries /Sub-Treasuries by assimilating with the stamp module.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
ERE-65	e-Receipt	Allotment Rollback	Systemic provision should be available for online payments for recoveries against over-drawn disbursements and corresponding (i) budgetary rollback and reduction of expenditure (for the current Financial year) or (ii) augmentation of the respective deduct-recovery Head (for the previous Financial year).
ERE-66	e-Receipt	Defacement	The system should have facility to deface a challan.

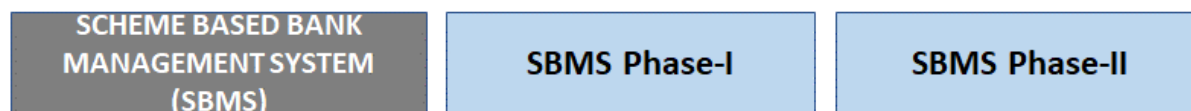
### 5.5.8.5 MAJOR USERS OF THE MODULE:

Sl. No	Users Name
1	Depositor/ Beneficiary
2	Departmental User
3	RBI
4	Banks

### 5.5.8.6 INTEGRATIONS WITH EXTERNAL APPLICATION (MAJOR)

Sl. No	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1	Departmental Application	Web service and/or SFTP based	As and when required
2	e-Kuber	Web service and/or SFTP based	As and when required
3	Payment Gateways and Banks, RBI	Web service and/or SFTP based	As and when required

### 5.5.9 SCHEME BASED BANK MANAGEMENT SYSTEM (SBMS)



**Figure 5.5.9: SCHEME BASED BANK MANAGEMENT SYSTEM (SBMS) MODULE**

#### 5.5.9.1 PROCESS OF SBMS PHASE-I

The State Government implements several social welfare schemes for different sections of the society. People from disadvantaged castes and the economically vulnerable category, who do not have substantial source of income are mainly dependent upon these schemes to support their livelihoods. Hence the basic objective of the social welfare scheme is to support and improve the standard of living of the above-mentioned people and provide them with equal opportunities. These schemes get implemented vide different departments or Scheme Implementing Agencies at the grassroot level.

Scheme implementing Department provisions budget to finance the scheme and sets up implementing hierarchy for execution. In order to achieve the objective of the scheme most efficiently, the funds for the schemes are placed with the Scheme Implementing Agencies. Implementing agencies used to draw the funds from the consolidated account of the government either to disburse directly to the beneficiary or keep the fund in a designated commercial bank account for disbursement to the beneficiary at a later stage.

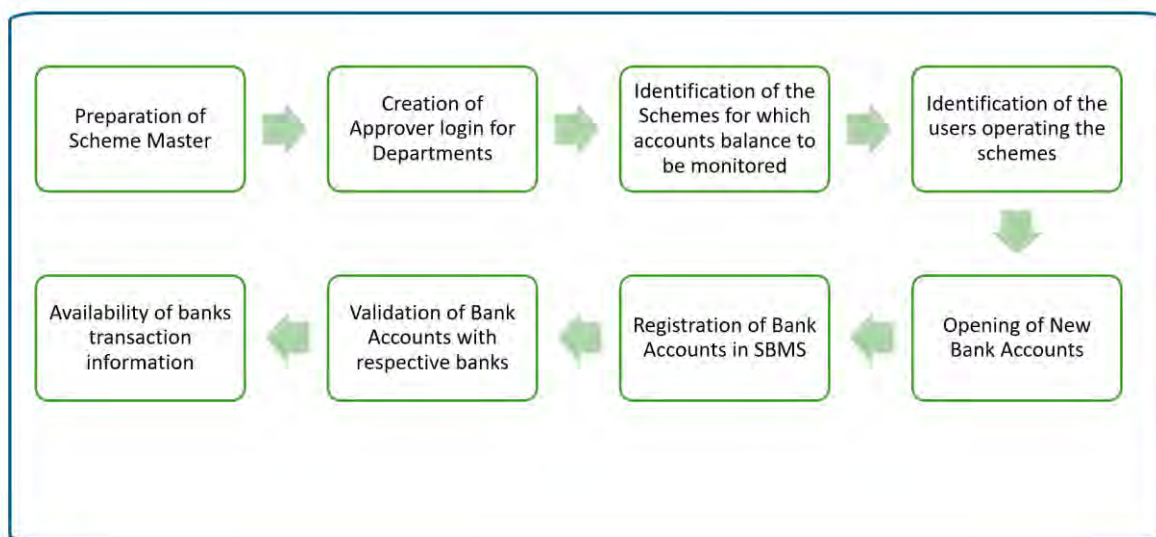
One of the monitoring parameters for the government is, proper and timely release as well as utilization of the scheme funds. It is important to set up a system for tracking the last mile utilization of the scheme fund. In the present scenario, Scheme Implementing Agencies open bank accounts against designated Schemes in Commercial banks on getting approval of the Finance Department through their respective Administrative Departments. Scheme funds are sanctioned, drawn and credited to the bank accounts of various scheme implementing agencies by the designated DDO. Monitoring of such funds is done manually through the following process:

- Scheme Implementing Agency needs to update the passbook.

- Enters the receipt in the scheme specific ledger.
- Any transaction made against such receipt is maintained in their ledger.
- Reconciliation between Bank Passbook and the scheme ledger is done on a periodic basis.
- Provide Utilization Certificate against such receipt to the concerned authority

However, as per provisions envisaged under S.R. 242 of OTC Vol-I, OGFR Rule-6, OBM Rule-141(3), F.D. O.M. 27444 dated 26.07.2012 & F.D. L.N. 23583 dated 10.07.2019, money should not be drawn from government account unless and until there is an urgent requirement for its drawal for payment to the actual Beneficiary.

### Process Of SBMS - I :



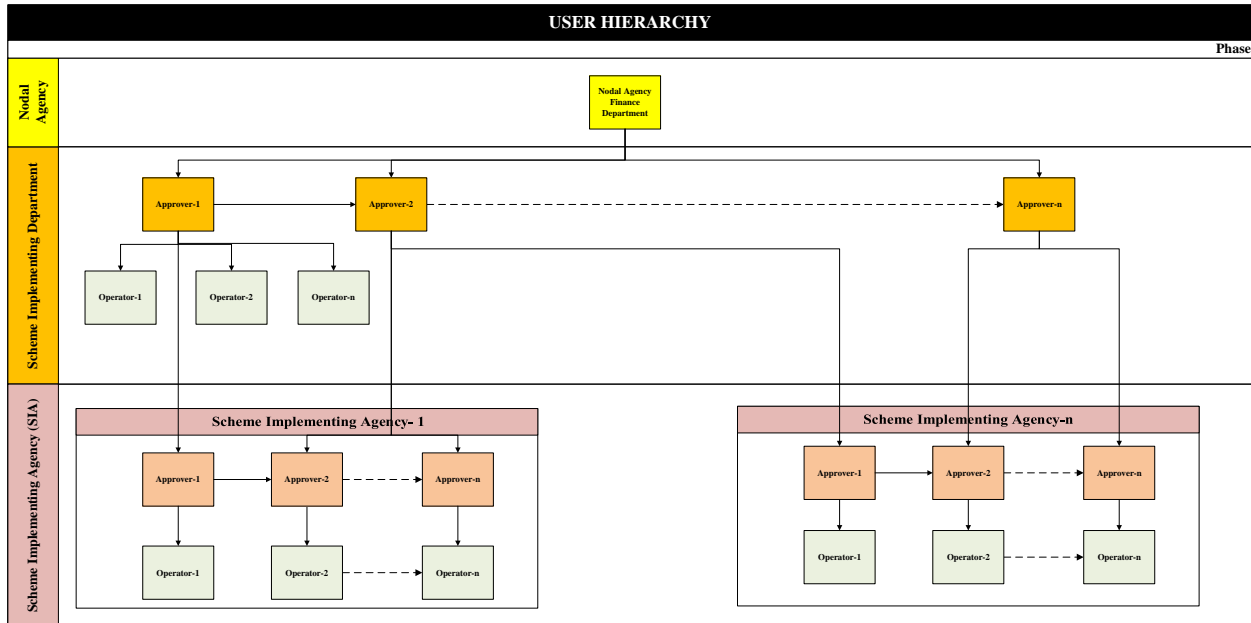
### MAJOR STAKEHOLDERS OF SBMS

The various stakeholders that will be involved in the process:

- The Scheme Implementing Departments and Directorates
- Field Offices of the State Government
- Scheme Implementing Agencies of the Government such as NHM, OLM etc;
- Third tier Government institutions such as the Urban Local Bodies and the Gram Panchayats.

- Parastatal organizations such as Universities, Government Aided Colleges, schools and institutions
- Work implementing agencies such as OBCC, etc.

**A. Creation of User Hierarchy**



Creation of User hierarchy is an important functionality under SBMS-I Module. There will be four different types of users as mentioned below

- Scheme Implementing Department - Operator & Approver
- Scheme Implementing Agency- Operator & Approver

The Approver user can create Operator user to assist them. The final approval against any action is taken by the Approver user only. The activity done by the Operator user can be modified or sent back to the operator by the Approver.

Finance Department will be registered under SBMS-I as the Nodal Department in respect of Implementation of various Schemes. Nodal Department will create Approver users for all Scheme Implementing Departments (SID). The approver users of SID will be able to create

other approver users as well as Operator users for their Department and they will also be responsible to create Approver Users for Scheme Implementing Agencies (SIA) operating under their jurisdiction. The approver users of SIA will be able to create other approvers users as well as Operator users for their Agency.

**Step-I:** For creation of User Role in SBMS-I, the Scheme Implementing Department (SID) will approach Nodal Agency through an official request letter along with the information required for User creation. On the basis of such information, Approver User for the SID will be created under SBMS-I.

**Step-II:** The Departmental Approver user will be able to create other Approver and Operator users for the SID as well as for subordinate offices involved in Scheme implementation. The SID approver user can create as many numbers of Approvers for other offices/Scheme Implementing Agencies down the line. Further, an Approver can create and manage multiple number of Operators under its own jurisdiction. The Approver works as a User Administrator in SBMS. The user creation in SBMS is guided by the fund flow hierarchy system.

**Step-III:** There is systemic validation in SBMS-I to prevent use of a single DDO Code/Office for creation of more than one User-Approver. Once an Approver Login is created for an office by using the DDO Code of that office, another Approver can't be created for the same Office by using its DDO Code again. Further, a User-Approver can fetch the transactional details w.r.t. the Bank Accounts of other Approvers who are being created by it down the line.

## **B. Bank Account Registration**

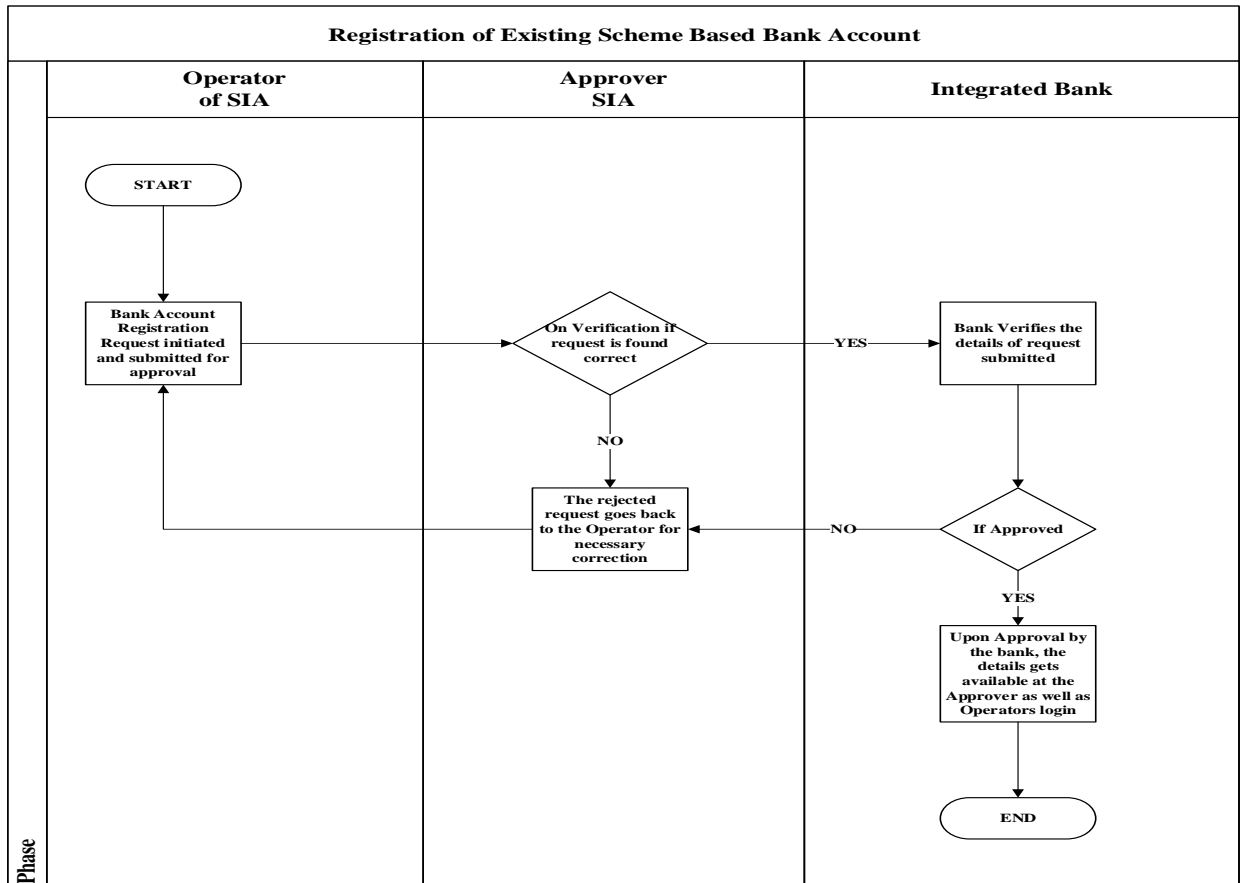
After creation of Scheme-wise Users in SBMS-I, the Bank Accounts through which scheme-based transactions (Receipt & Payment) are to be made need to be registered in SBMS-I. After registration of the scheme-based Bank Accounts, SBMS-I will start fetching and generating transaction details through an automated and seamless process. The transactional information will be made available to the Scheme Administrator as well as to other stakeholders of Scheme fund.

There can be two different scenarios against which the Bank Accounts against any scheme needs to be registered in SBMS-I.

- a. **Registration of existing Scheme-based Bank Accounts:** Operational as well as defunct Schemes for which Bank Accounts are already opened and in operation

- b. **Processing of request for opening of new Bank Account & its Registration-** For launching and implementation of new schemes and opening of new Bank Accounts to manage the scheme fund.

**A. Registration of existing Scheme-based Bank Account**



**Step-I:** The Operator already registered in SBMS will initiate the request for Bank Account registration in IFMS. After successful initiation of the registration request, he/she will submit the request online to the concerned User-Approver.

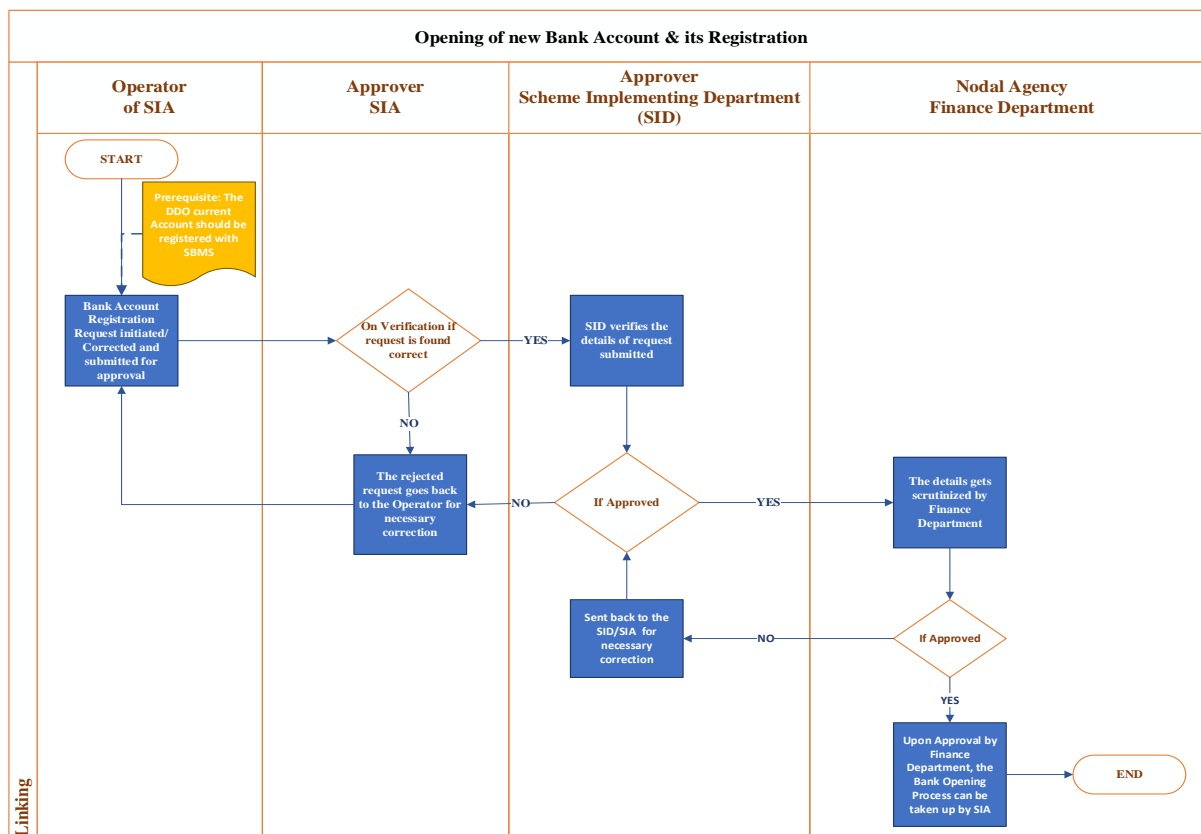
**Step-II:** The User-Approver after receipt of the Online Request from the Operator will approve the request and the same will be pushed to the concerned Bank Application through the Integration process which is developed and in place between IFMS-Bank.



**Step-III:** The Bank will accept the Request by using the IFMS interface available at its end. Once the request is accepted/ validated by Bank, the transactional statement w.r.t. the Bank Account will be generated at the level of concerned Approver as well as Operator in the Report Menu of their respective User Login on next working day (T+1). Such report will be made available and fetch the transactional data from the period the Account registration request approved/validated by the Bank.

Further, the Bank will fetch the details of the Fixed Deposit/ Flexi account opened and maintained out of the fund kept in the Scheme-based Bank account. Hence, the Scheme Administrator will get each detail of the scheme fund kept in the account at each point of time.

**B. Processing of request for opening of new Bank Account & its Registration**



Decision with respect to introduction of a new Scheme is taken at the Department level. After obtaining necessary approval w.r.t. implementation of the new Scheme from the competent

authority, the Department sets up the Implementation Hierarchy. Accordingly, each of the Implementing Units/ Offices/ Agencies after receipt of the order from the Department regarding operation of the scheme and opening of Bank Account for maintaining the scheme fund, start exploring the option of opening bank account. When a Bank/Branch is finalized for Account Opening, the following steps are to be taken in SBMS Platform:

**Step-I:** The User-Operator of individual Scheme Implementing Agency (SIA) initiates the Account Opening Request Online in SBMS.

**Step-II:** The User-Approver after receipt of such request for Opening of Bank account will verify and forward the request to the Scheme Implementing Department's (SID) User-Approver. The departmental user may revert the request to the User-Approver of SIA with remarks for necessary correction and re-submission. He/ She may also update necessary correction in the request without sending it back. However, before initiating such request for opening of a new bank account, the User-Approver of SIA should ensure that the DDO current account of his/her Office is already registered in SBMS.

**Step-III:** The Approver-User of Scheme Implementing Department (SID) will verify the request at its level. If he/ she finds everything is in order, forwards the request to the User under Finance Department for necessary Approval of the request. The Department User may also send back the request to the Scheme Implementing Agency/Office for revision with necessary Remarks.

**Step-IV:** The Finance Department User will verify and approve the request for Opening of Scheme-based Account if everything is in order. Else, Finance Department may reject/revert the request to the Scheme Implementing Department (SID) for necessary correction and re-submission. While rejecting any such request, Finance Department User will have to give its remark mandatorily.

**Step-V:** Once, the Requests for Opening of the bank Account for keeping and maintaining the Scheme fund is approved by the Finance Department, information on such approval will go down to the Scheme Implementing Agency/Office for necessary opening of the bank Account.

After opening of the Bank Account in respective Bank/Branch against which the approval of Finance Department is obtained the Implementing Agency/Office will adopt the same process as mentioned under Process for Registration of existing Scheme-based Bank Account in SBMS-I.

**5.5.9.2 BROAD LEVEL FUNCTIONALITIES:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
SBM-01	SBMS-I	Creation of User Hierarchy	Frontend facility should be there for the creation of different types of user hierarchy i.e operator and approver for implementing department as well as implementing agency
SBM-02	SBMS-I	Creation of User Hierarchy	Multiple user creation facility must be available for the Admin User.
SBM-03	SBMS-I	Creation of User Hierarchy	The approver should have the rights to edit the request forwarded by operator, the decision of approver must be incorporated as the final decision.
SBM-04	SBMS-I	Registration of existing Scheme-based Bank Accounts	System should have facility for the user to initiate request for the existing bank account registration and to forward to approver.
SBM-05	SBMS-I	Registration of existing Scheme-based Bank Accounts	By putting the IFSC code the system must fetch the bank details while initiating a new request.
SBM-06	SBMS-I	Registration of existing Scheme-based Bank Accounts	The provision for the institutional approver must be there to create another institutional approver.
SBM-07	SBMS-I	Registration of existing Scheme-based Bank Accounts	The facility to add multiple schemes must be there in the system.
SBM-08	SBMS-I	Registration of existing Scheme-based Bank Accounts	Once a user registers and saves the bank details along with the Scheme details, a unique reference number must be generated.
SBM-09	SBMS-I	Registration of existing Scheme-based Bank Accounts	Facility must be there after receipt of the Online Request and post approval the request should be pushed to the concerned Bank Application through the Integration process which must be developed and in place between IFMS-Bank.
SBM-10	SBMS-I	Registration of existing Scheme-based Bank Accounts	Once the request is accepted/ validated by Bank, the transactional statement w.r.t. the Bank Account must be generated for the different level of users on

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			(T+1) Working day.
SBM-11	SBMS-I	Registration of existing Scheme-based Bank Accounts	The system should have facility to store the details of the Bank with the Fixed Deposit/ Flexi accounts and fund kept in the Scheme-based Bank accounts.
SBM-12	SBMS-I	Opening of new Bank Account & its Registration	The facility must be there for the Individual Scheme Implementing Agency (SIA) to initiate Account Opening Request Online.
SBM-13	SBMS-I	Opening of new Bank Account & its Registration	The approver must have the facility to approve or revert the requests received from the initiator.

### 5.5.9.3 SBMS PHASE-II

Further, the scope of the said facility SBMS will be enhanced in the forthcoming new facility to be developed for facilitating the Scheme Implementing Departments/Agencies to generate payment advice in IFMS for making payment to the Scheme Beneficiary. After payment is made, Bank will share the scroll and necessary reconciliation of the debited fund will be made accordingly with the cash ledger maintained at Department/Agency level. This new facility will not only ensure timely payment to the Beneficiary/executing agencies but also help in tracking the status of Scheme fund at any point of time

### 5.5.9.4 BROAD LEVEL FUNCTIONALITIES:

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
SMS-01	SBMS-II	Creation of User Hierarchy	Frontend facility should be there for the creation of different types of user hierarchy i.e operator and approver for implementing department as well as implementing agency
SMS-02	SBMS-II	Creation of User Hierarchy	Multiple user creation facility must be available for the Admin User.
SMS-03	SBMS-II	Creation of User Hierarchy	The approver should have the rights to edit the request forwarded by operator, the decision of approver must be incorporated as the final decision.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
SMS-04	SBMS-II	Registration of existing Scheme-based Bank Accounts	System should have facility for the user to initiate request for the existing bank account registration and to forward to approver.
SMS-05	SBMS-II	Registration of existing Scheme-based Bank Accounts	By putting the IFSC code the system must fetch the bank details while initiating a new request.
SMS-06	SBMS-II	Registration of existing Scheme-based Bank Accounts	The provision for the institutional approver must be there to create another institutional approver.
SMS-07	SBMS-II	Registration of existing Scheme-based Bank Accounts	The facility to add multiple schemes must be there in the system.
SMS-08	SBMS-II	Registration of existing Scheme-based Bank Accounts	Once a user registers and saves the bank details along with the Scheme details, an unique reference number must be generated.
SMS-09	SBMS-II	Registration of existing Scheme-based Bank Accounts	Facility must be there after receipt of the Online Request and post approval the request should be pushed to the concerned Bank Application through the Integration process which must be developed and in place between IFMS-Bank.
SBM-10	SBMS-II	Registration of existing Scheme-based Bank Accounts	Once the request is accepted/ validated by Bank, the transactional statement w.r.t. the Bank Account must be generated for the different level of users on (T+1) Working day.
SMS-11	SBMS-II	Registration of existing Scheme-based Bank Accounts	The system should have facility to store the details of the Bank with the Fixed Deposit/ Flexi accounts and fund kept in the Scheme-based Bank accounts.
SMS-12	SBMS-II	Opening of new Bank Account & its Registration	The facility must be there for the Individual Scheme Implementing Agency (SIA) to initiate Account Opening Request Online.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
SMS-13	SBMS-II	Opening of new Bank Account & its Registration	The approver must have the facility to approve or revert the requests received from the initiator.
SMS-14	SBMS-II	Opening of new Bank Account & its Registration	The system should have the frontend facility to capture the Opening Balance and segregate the balance among different Schemes by Institutional Operator.
SMS-15	SBMS-II	Bank Account & its Registration	Post validation validation of IO Bank accounts, the respective banks shares the opening balance of the registered and valid bank savings A/c on on T+1 day basis. The Institutional Operator should have the facility to distribute the scheme wise opening balances, received from banks.
SMS-16	SBMS-II	Bank Account & its Registration	The initiator must have facility to choose the Bank Name, IFSC Code, Account Number, A/C Statement date to update the opening balance capture field in the cash book. The system should have a field to add the remarks if necessary.
SMS-17	SBMS-II	Bank Account & its Registration	The system should have the front-end facility to update the scheme wise opening balance details.
SMS-18	SBMS-II	Inter Scheme Fund Transfer	Formula must be put in place so that the addition of the settled and un-settled balance must be equal to the cashbook balance.
SMS-19	SBMS-II	Inter Scheme Fund Transfer	The institutional approver must have the facility to approve the request initiated by the institutional operator or to send back to the initiator for making the necessary changes.
SMS-20	SBMS-II	Inter Scheme Fund Transfer	The system should have the functionality for the Institutional Approver to transfer schematic fund from one scheme to another scheme or from un-settled balance to the scheme.
SMS-21	SBMS-II	Inter Scheme Fund Transfer	To initiate the inter-scheme/ unsettled balance transfer, at the level of institutional approver, the user must have the facility to choose the bank name, account number, from scheme name to another scheme name, amount to be transferred.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
SMS-22	SBMS-II	Inter Scheme Fund Transfer	The system should have the validation in place so that the maximum transferable amount must be equal to unsettled balance, transferable amount should be less than equal to the unsettled balance.
SMS-23	SBMS-II	Inter Scheme Fund Transfer	Post successful transfer of the unsettled amount the system should show a confirmation screen and the revised scheme balance.
SMS-24	SBMS-II	Inter Scheme Fund Transfer	The system should have the functionality for the Institutional Operator/Approver to transfer schematic fund to institutions and beneficiary or institution to another institution.
SMS-25	SBMS-II	Sanction Generation	The system should have functionality for generation of Sanction Order subject to the condition that the opening balance is captured and approved.
SMS-26	SBMS-II	Sanction Generation	For the sanction Order generation the institutional operator must be facilitated to fill in some mandatory fields, i.e.: Sanction Type, Sanction Mode (e-payment by default), Payment Date. The institution code and name must be auto filled and maintained in the top as a non-editable section.
SMS-27	SBMS-II	Sanction Generation	By choosing the Source Scheme Type, Source Scheme name from the available list the system should auto populate the details from the database i.e Bank Branch Name, IFSC Code, Account Number, Pass Book Balance of Bank, Final Cash Book Balance, as on date, Provisional Cash book balance, in-transit amount.
SMS-28	SBMS-II	Sanction Generation	While choosing the destination details the user should have the facility to choose the district name, the name of the office and payment amount.
SMS-29	SBMS-II	Sanction Generation	Post successful submission and confirmation the system should be able to generate a sanction number, Sanction Amount and Sanction date. Once the sanction number is generate no further modification to the sanction order should be allowed.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
SMS-30	SBMS-II	Sanction Generation	The system should be able to generate a sanction order in a prescribed format and must allow the user to download the sanction order in .pdf format.
SMS-31	SBMS-II	Sanction Generation	The institutional operator must have the facility to forward the draft sanction order to the institutional approver.
SMS-32	SBMS-II	Sanction Generation	The pending requested forwarded by the institutional operators(IO) must be reflected under a bucket of institutional approver.
SMS-33	SBMS-II	Sanction Generation	The institutional approver should have the facility approve, send back or reject the sanction order generate by the IO.
SMS-34	SBMS-II	Sanction Generation	Post approval of the sanction order by IA, the system must have the facility to add Purpose of sanction, UC submission guideline details, copy to be marked to the office concerned, before final submit.
SMS-35	SBMS-II	Payment Advice Generation	The IA must have the facility to generated the payment advice for making the payment to the beneficiaries.
SMS-36	SBMS-II	Payment Advice Generation	The SFTP based integration must be done with the banks with SBMS, where payment request files are pushed and concerned bank will consume the request files and will share back the credit/ debit responses.
SMS-37	SBMS-II	Payment Advice Generation	The IA should have the facility to generate and print the payment advice by selecting the Sanction ID.
SMS-38	SBMS-II	Reconciliation	The functionality should be there in the system so that the IO can check the details of the payment disbursed from the account and received to the account through other sources.
SMS-39	SBMS-II	Reconciliation	The system should publish two types of reconciliation reports. i.e ; 1- Reconciliation received view, 2- Reconciliation payment view.



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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
SMS-40	SBMS-II	Reconciliation	Incase of reconciliation received, the system should allow the use to edit and bifurcate the amount between state component share % and Central component share %.
SMS-41	SBMS-II	Payment Dashboard	The system should have the functionality to publish the dashboard view for the departmental approver to check various transactions held with different banks through SFTP. i.e: 1- No of Input files placed in SFTP 2- No of ACK files received from Bank 3- No of Files payment initiate by bank 4- No of response filed received from Bank
SMS-42	SBMS-II	Payment Dashboard	While fetching the detailed information the system must fetch and publish the File Reference Number, Sanction Number, IFSC Code, Account Number, Debit Reference number, Amount.
SMS-43	SBMS-II	Payment Dashboard	While fetching the credit accounts details, the system must publish the IFSC Code, Bank Name, Account Number, Amount, Beneficiary Name

**5.5.9.5 MAJOR USERS OF THE MODULE**

Sl. No	Users Name
1.	Scheme Implementing Departments and Directorates
2.	Scheme Implementing Agencies (SIA) of the Government such as NHM, OLM etc
3.	Finance Department
4.	Treasury

**5.5.9.6 INTEGRATION WITH OTHER SYSTEMS AND MODULES (MAJOR)**

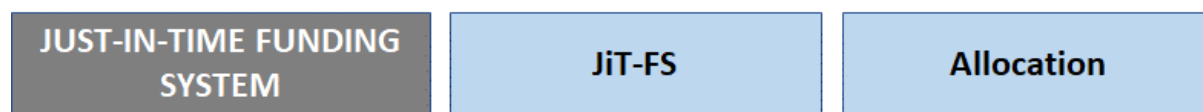
Sl. No.	Integration with other systems and modules
1.	Bill/ Disbursement
2.	Sanction Order

<b>Sl. No.</b>	<b>Integration with other systems and modules</b>
3.	Budget

**5.5.9.7 INTEGRATION WITH EXTERNAL APPLICATIONS (MAJORS)**

<b>Sl. No.</b>	<b>Integration with External application</b>	<b>Mode of data Transfer</b>	<b>Frequency of Data Transfer</b>
1.	Banks	SFTP and/ or Web Service	As and when required
2.			

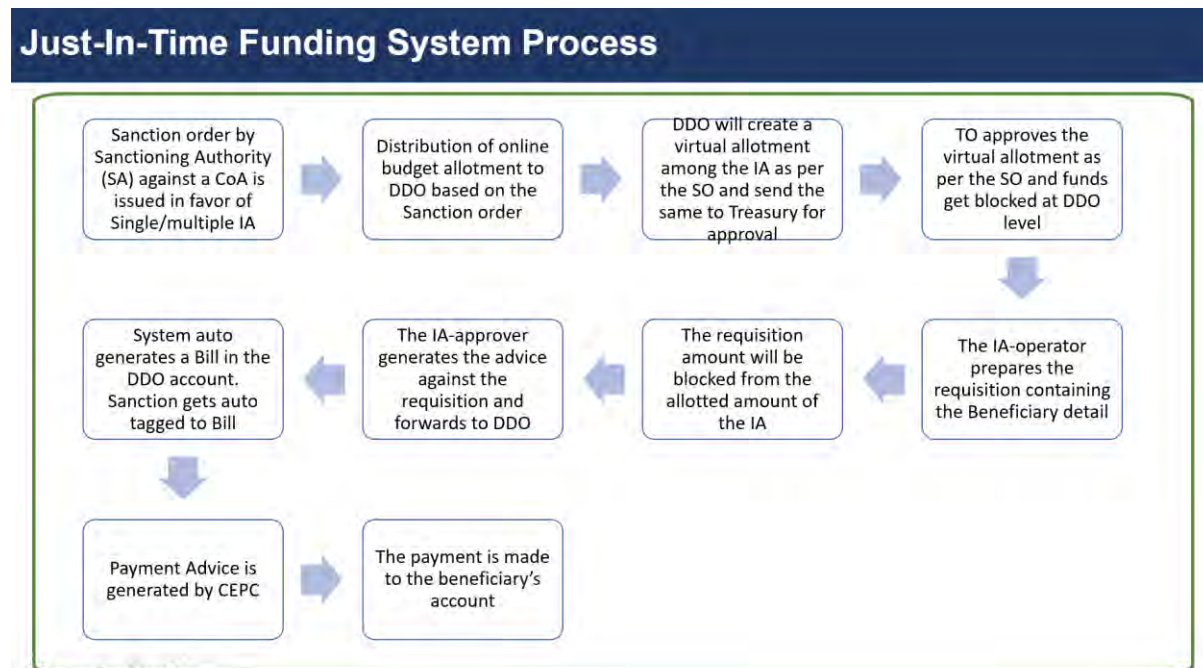
### 5.5.10 JUST-IN-TIME FUNDING SYSTEM (JIT-FS)



**Figure 5.5.10: JUST-IN-TIME FUNDING SYSTEM MODULE**

All government expenditures executed through the Drawing & Disbursing officer (DDO) are recorded and disbursed through IFMS. However, IFMS was not covering the transactions related to State schemes and grants in aid executed outside DDOs. Just-in-Time (JiT) has been developed to address this issue. Using this functionality, the Implementing Agencies (IA) can prepare the payment requisition by providing all relevant details including the Beneficiary details and submit their claims through the DDO for Treasury approval.

**Process:**



**5.5.10.1 BROAD LEVEL FUNCTIONALITIES:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
JIT-01	JiT-FS	Onboarding of Users	The system should have the functionality to create and maintain different layers of users. i.e. Admin User, Sanctioning Authority, DDO and Implementing Agency Operator/ approver.
JIT-02	JiT-FS	Onboarding of Users	Onboarding of Implementing Agency (IA) users should be available in the system and mapping of the users with scheme as well as budget head should be available.
JIT-03	JiT-FS	Onboarding of Users	The frontend facility for the Super Admin and Admin level should be there for creation, activation and deactivation of users.
JIT-04	JiT-FS	Onboarding of Users	For creation of user credentials, the system must capture some mandatory fields.
JIT-05	JiT-FS	Onboarding of Users	The system should have the frontend facility to add new Scheme Details which are to be onboarded.
JIT-06	JiT-FS	Onboarding of Users	Functionality must be there for admin users for creation of “n” number of sub-users.
JIT-07	JiT-FS	Onboarding of Users	The system should have facility for creation of maker-checker hierarchy-based users i.e Operator and approver.
JIT-08	JiT-FS	Allotment Budget of	Provision should be available in the system using which the sanctioning authority can prepare JiT-FS sanction order for single or multiple implementing agencies (IA).
JIT-09	JiT-FS	Allotment Budget of	Provision should be available in the system using which the online budget allotment to the DDO based on the sanction order should be available.
JIT-10	JiT-FS	Allotment Budget of	Provision should be there using which DDO can create virtual allotment among the IAs and the same should be made available at the respective Treasury level for approval.
JIT-11	JiT-FS	Allotment Budget of	Once the virtual allotment are approved at Treasury level the IA wise funds should get blocked at DDO level.
JIT-12	JiT-FS	Allotment Budget of	System should have provision using which the DDO, TO and the IA can view the allotment amount, used amount

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			and remaining amount.
JIT-13	JiT-FS	Payment Instruction	Provision should be available in the system using which the IA can prepare the payment requisition by providing all relevant details including the Beneficiary details. Relevant validations like the requisition amount cannot be more than the allotted amount etc. should be available in the system
JIT-14	JiT-FS	Payment Instruction	IA approver should be able to approve the payment requisition and generate the payment advice. Provision for rejecting or sending back the payment requisition to the operator should be available.
JIT-15	JiT-FS	Payment Instruction	once the IA approver generates the payment advice, a system generated bill gets prepared and relevant sanction gets tagged to the bill and through DDO and TO the bill reaches the CEPC automatically and then the process of payment is same as normal bill.
JIT-16	JiT-FS	Payment Instruction	At any point of time the DDO and TO can view the system generated bill and details of the same.
JIT-17	JiT-FS	Integration with Departmental Application	facility for getting the payment requisition by the IA through any integrating departmental application should also be available
JIT-18	JiT-FS	Integration with Departmental Application	The integration with different departmental application should be SFTP as well as WEB Service based.
JIT-19	JiT-FS	Integration with Departmental Application	Provision for providing the required information like acknowledgment of file receipt, proper file format, payment status, sanction details etc. to the integrating departmental application at different stages of the integration as per the process should be available.

#### 5.5.10.2 CSS-JiT (SNA-SPARSH)

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
CSS-01	CSS-JiT	Creation of User Hierarchy	The system should have the functionality to create and maintain different layers of users. i.e. Super Admin User, Admin User, Sanctioning Authority, DDO, Implementing Agency etc.
CSS-02	CSS-JiT	Creation of User Hierarchy	The frontend facility for the Super Admin and Admin user level should be there for creation, activation and deactivation of users for individual departments.
CSS-03	CSS-JiT	Creation of User Hierarchy	Admin user of administrative department, should have the facility to on-board Implementing Agencies (IA). The administrative department, admin User will be able to create other IA/SSU Users mapped to respective linked DDOs who will fix the spending limit
CSS-03	CSS-JiT	Creation of User Hierarchy	For creation of user credentials the system must capture required mandatory fields.
CSS-04	CSS-JiT	Creation of User Hierarchy	The system should have the frontend facility to add new Scheme Details which are to be onboarded.
CSS-05	CSS-JiT	Creation of User Hierarchy	Functionality must be there for admin users for creation of multiple number of sub-users.
CSS-06	CSS-JiT	Creation of User Hierarchy	The system should have facility for creation of maker-checker hierarchy based users i.e Operator and approver.
CSS-07	CSS-JiT	Creation of User Hierarchy	Provision should be available in the system using which Agency wise user hierarchy can be created.
CSS-08	CSS-JiT	Integration with PFMS	Integration with PFMS application needs to be completed for consumption of mother sanction, Component Master under different schemes, sharing of payment files etc. This integration needs to be completed as per the integration document of PFMS/ GoI
CSS-09	CSS-JiT	Mother Sanction	Once the mother sanction is released by GoI, the same should be available at the department level. The details like scheme and/or component wise budgetary ceiling needs to be made available.
CSS-10	CSS-JiT	Mother Sanction	Provision of consuming the component wise amount in the mother sanction should be available.
CSS-11	CSS-JiT	Mother Sanction	Provision of consuming multiple mother sanction and accordingly making arrangements in terms of allotment, limit setting, payment instruction etc needs to be

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			managed for all the users.
CSS-12	CSS-JiT	Mother Sanction	Provision to handle the carry forwarded unutilized balance of previous mother sanction to new mother sanction and related activities in IFMS needs to be managed
CSS-13	CSS-JiT	State Sanction	The system should have provision using which the Scheme based state sanction can be prepared by the respective user and setting DDO wise and/or Implementing Agency (IA) and/or beneficiary wise limit can be provisioned in the State Sanction. The provision of auto fetching relevant details from the mother sanction to the state sanction should be available. Based on the total sanction amount and scheme, the system should auto fill the respective amount fields. the system should have provision to show the percentage as well as the amount of utilization of central fund to the users.
CSS-14	CSS-JiT	State Sanction	The system should not have any restriction in terms of types of sanction to be used for CSS-JiT. System should have provision for providing top-up value to the state share field while preparing the sanction.
CSS-15	CSS-JiT	State Sanction	System should have provision to auto distribute component wise allotment to DDO based on the state sanction. The required data should flow to the budget module and provision should be available in the system using which the user of the budget module can get the details of CSS-Sanction and the limit for DDO or IA can be set by the system as well as the user. Provision of providing ceiling multiple times to IA by DDO should be available in the system. While finalizing the ceiling amount, the allotment available should be visible to DDO in the same screen.
CSS-16	CSS-JiT	Bill Preparation	Provision for preparation of component wise bill and/or payment instruction should be available at DDO as well as IA level.
CSS-17	CSS-JiT	Bill Preparation	Provision should be available in the system using which

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			the user can select beneficiary wise component. Provision to select multiple components for same beneficiary and/or selection of same component for multiple beneficiaries should be available.
CSS-18	CSS-JiT	Bill Preparation	Percentage as well as amount of component utilized should be visible to IA as well as DDO level while preparing the payment instruction and/or consolidating the payment instruction and different validations based on this should also be available in the system.
CSS-19	CSS-JiT	Bill Preparation	Provision for consolidation of payment instructions received from IA at DDO level should be available.
CSS-20	CSS-JiT	Bill Preparation	System should auto fill information provided at different level of the process rather than the user entering the details again in the system
CSS-21	CSS-JiT	Bill Preparation	The provision of decoupling an objected coupled file and removing the payment instruction file which has been highlighted in the objection note and place it again to treasury should be available at DDO end.
CSS-22	CSS-JiT	Miscellaneous	Provision of tagging multiple types of beneficiaries for same account number should be available in the system.
CSS-23	CSS-JiT	Miscellaneous	Though the bill can be prepared component wise, provision of reporting facility of component as well as scheme wise should be available.
CSS-24	CSS-JiT	Miscellaneous	Provision of handling failed transaction should be available in the system. Provision should be provided at IA level to make the required changes in the account number and once updated the same can directly land at TO level for verification and onward processing.

### 5.5.10.3 MAJOR USERS OF THE MODULE

Sl. No	Users Name
1.	Drawing and Disbursement Officer (DDO)
2.	Controlling Officer (CO)



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3.	Administrative Department
4.	Implementing Agencies
5.	AG

**5.5.10.4 INTEGRATION WITH OTHER SYSTEMS AND MODULES (MAJORS)**

<b>Sl. No.</b>	<b>Integration with other systems and modules</b>
1.	Budget
2.	Sanction Order
3.	Bill/ Disbursement

**5.5.10.5 INTEGRATION WITH EXTERNAL APPLICATIONS (MAJORS)**

<b>Sl. No.</b>	<b>Integration with External application</b>	<b>Mode of data Transfer</b>	<b>Frequency of Data Transfer</b>
1.	Departmental Applications	SFTP and/or Web Service based	As and when required
2.	PFMS	SFTP and/or Web Service based	As and when required
3.	RBI	SFTP and/or Web Service based	As and when required

**5.5.11 INTEGRATION WITH AG****5.5.11.1 SHARING OF DATA WITH AG**

Data (in XML format) related to Sanction Order, Voucher (Payment and Receipt) which includes information like sanction details, bill details, pay order, beneficiary details need to be shared with AG (O) application. Apart from voucher and sanction level data, all accounts related information also needs to be shared with AG (O) application.

The responsibility of transferring the above-mentioned data from the interim server to the NAS server of AG (O) is the responsibility of the SI.

**5.5.11.2 SHARING OF DIGITALLY SIGNED PDF DOCUMENTS**

All the digitally signed PDF files generated w.r.t. e-voucher including all the accounts related statements needs to be shared with AG (O) application.

Data as well as PDF documents transfer should be accomplished through an application-to-Application integration. Different reports need to be prepared for AG (O) w.r.t. transfer of documents from IFMS to AG (O) application.

**5.5.11.3 BROAD LEVEL FUNCTIONALITY:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
IAG-01	INTEGRATION WITH AG	SHARING OF DATA WITH AG	Data (in XML format) related to Sanction Order, Voucher (Payment and Receipt) which includes information like sanction details, bill details, pay order, beneficiary details need to be shared with AG (O) application
IAG-02	INTEGRATION WITH AG	SHARING OF DATA WITH AG	Apart from voucher and sanction level data the system should have functionality to share all accounts related information with AG (O) application.
IAG-03	INTEGRATION WITH AG	SHARING OF DATA WITH AG	The system should transfer the above-mentioned data from the interim server to the NAS server of AG (O).
IAG-04	INTEGRATION WITH AG	SHARING OF DIGITALLY SIGNED PDF	Sharing of all the digitally signed PDF files generated w.r.t. e-voucher including all the accounts related statements needs to be done

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
		DOCUMENTS	with AG (O) application.
IAG-05	INTEGRATION WITH AG	SHARING OF DIGITALLY SIGNED PDF DOCUMENTS	Data as well as PDF documents transfer should be accomplished through an application-to-Application integration.
IAG-06	INTEGRATION WITH AG	SHARING OF DIGITALLY SIGNED PDF DOCUMENTS	Different reports need to be prepared for AG (O) w.r.t. transfer of documents from IFMS to AG (O) application.
IAG-07	INTEGRATION WITH AG	Accounts Submission	Provision for closing the monthly accounts by CEPC should be available. Provision should be available for tallying the CN and DN files at CEPC level. Once the monthly accounts is closed at CEPC, validations should be available to restrict any change to the accounts at Treasury level
IAG-08	INTEGRATION WITH AG	Accounts Submission	Provision should be available in the system using which the Treasury can upload the VDMS (during 2 <sup>nd</sup> list only) and close the treasury accounts twice in a month. Once the treasury accounts is closed, system should generate all 13 accounts statements like SoR, SoP, LoP, RBD etc and make it available for digital signature by TO.
IAG-09	INTEGRATION WITH AG	Accounts Submission	Provision of generating a closing certificate which should only get generated if all the 13 accounts statements are digitally signed.
IAG-10	INTEGRATION WITH AG	Correction of Accounts	Any change or correction made in a paid voucher subsequently by following due procedure, the system should be enabled to generate a revised voucher with due authentication in reference to the previously generated voucher. The same should be shared with AG application for necessary revised accounts.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
IAG-11	INTEGRATION WITH AG	Accounts Submission	Provision for closing the monthly accounts by CEPC should be available. Provision should be available for tallying the CN and DN files at CEPC level. Once the monthly accounts is closed at CEPC, validations should be available to restrict any change to the accounts at Treasury level
IAG-12	INTEGRATION WITH AG	Accounts Submission	Provision should be available in the system using which the Treasury can upload the VDMS (during 2 <sup>nd</sup> list only) and close the treasury accounts twice in a month. Once the treasury accounts is closed, system should generate all 13 accounts statements like SoR, SoP, LoP, RBD etc and make it available for digital signature by TO.
IAG-13	INTEGRATION WITH AG	Accounts Submission	Provision of generating a closing certificate which should only get generated if all the 13 accounts statements are digitally signed.
IAG-14	INTEGRATION WITH AG	Correction of Accounts	Any change or correction made in a paid voucher subsequently by following due procedure, the system should be enabled to generate a revised voucher with due authentication in reference to the previously generated voucher. The same should be shared with AG application for necessary revised accounts.
IAG-15	INTEGRATION WITH AG	CO-Reconciliation	The system must have facility for CO wise online reconciliation of accounts between the monthly expenditures compiled by the A.G (A&E), Odisha and the accounts compiled at the Controlling Officer's level on receipt of information from DDOs.
IAG-16	INTEGRATION WITH AG	CO-Reconciliation	The user should have facility to interchange amount between different HoA (object head level) without making any changes to the total gross and net amount.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
IAG-17	INTEGRATION WITH AG	CO-Reconciliation	Validation must be there in the system incase the user changes the object head level amount, the changes can be accepted if the allotment is available in the HoA (object head level head). The system should have facility using which it should be able to highlight/ impose validation based on the budget available on that Object head at the time of approval.
IAG-18	INTEGRATION WITH AG	CO-Reconciliation	If the accounts are not closed, the approval of correction can be done at Treasury level. In such case the revised voucher with due authentication will only be shared with AG. After closing of accounts, the request should move to AG through Treasury for approval, AG may approve or reject the proposal based on the material evidence. If rejected, the proposal should be made available at the requester end for required changes and further submission. If AG approves the proposal all relevant changes in the system should get updated and all relevant stakeholders should be informed through system.

#### 5.5.11.4 MAJOR USERS OF THE MODULE

Sl. No	Users Name
1.	AG
2.	CePC
3.	Treasury

#### 5.5.11.5 INTEGRATION WITH OTHER SYSTEMS AND MODULES (MAJOR)

Sl. No.	Integration with other systems and modules

Sl. No.	Integration with other systems and modules
1.	DMS

**5.5.11.6 INTEGRATION WITH EXTERNAL APPLICATIONS**

Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1.	AG (O) Application	Web Service and/or SFTP	As and when required

## 5.5.12 INTEGRATION WITH GEM

### 5.5.12.1 INTEGRATION PROCESS

Government e Marketplace (GeM) has been integrated with IFMS for hassle-free transaction. Any officer in the rank of Joint Secretary and above in the State Government hierarchy can get registered as a Primary User. Any officer in the rank of Deputy Secretary and above in the Central Government hierarchy can get registered as a Primary User. The users follows the registration process guidelines prescribed by GeM and registers through GeM portal. Post completion of registration process, the user can do the transaction. The step by step process is explained below:

#### a) Fund Blocking:

- Before confirming the Purchase Order, the GeM will share the information like Amount to be blocked and the DDO details against which the blocking will happen
- On receipt of these information, IFMS application will show the fund blocking information in the DDO's task list
- DDO to open the task list and will assign the same to the respective operator
- The operator will complete the mapping of Head of Account (HoA) with the information received and submits to DDO.
- DDO verifies the information and approves the fund blocking.
- The system Blocks the fund against the mapped HoA and DDO.

#### b) Process for Fund Un-Blocking:

- GeM will share the funds unlocking details with IFMS in case at any pint of time the blocked funds needs to be released in event of demand/order cancellation or partial acceptance of order.

#### c) Process for Fund Blocking Status:

- IFMS will prepare a Web Service which will provide the status of fund blocking to GEM
- GeM needs to use this Web Service and get the status of fund blocking
- Once GeM receives the Fund Blocking status as "success" it can proceed and complete the other subsequent activities in its system.

#### d) Process for Payment Instruction:

- GeM will share the payment details like Bank Account number, IFSC Code, Payment Mode against the original order shared earlier.

- Based on the information a system generated bill will be prepared by IFMS and will be made available in the Operator level of DDO user.
- Operator will provide the Sanction order and By-transfer details (if any) in the bill and forwards to Approver of DDO user, other fields of the bills are non-editable.
- Approver user of DDO verifies the details and if everything is in order, forwards the bill to Treasury Officer (TO).
- TO verifies the details and the bill gets processed through CEPC and the transaction gets completed.

**e) Order Summary:**

- IFMS will use the Web Service of GeM to enquire the status of the order against which the Funds has been blocked.

**f) Order Details:**

- IFMS will use the Web Service of GeM to get the details of the order against which the Funds has been blocked.

**g) Bill Summary:**

- IFMS will use the Web Service of GeM to get the summary of the bill against which the payment has been made.

**h) Bill Details:**

- IFMS will use the Web Service of GeM to get the details of the bill against which the payment has been made.

**5.5.12.2 BROAD LEVEL FUNCTIONALITY:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
GEM-01	GeM	GeM	The system should have facility for managing/ sharing the relevant master data with GeM application
GEM-02	GeM	GeM	The IFMS system should have the facility to block the bid amount (automatically) from the available allotment of the user based on the information shared by GeM portal. This blocked amount cannot be used for any other purpose unless the PO is cancelled or the amount is unblocked/ surrendered on the deadline of 31st march.
GEM-03	GeM	GeM	Facility should be available in the IFMS system using



FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			which blocked amount of users can be tracked and displayed.
GEM-04	GeM	GeM	For all the existing Allotment/ Expenditure related reports, additional information " <i>Check the report on blocked amount for any discrepancy in allotment and expenditure</i> " will be incorporated.
GEM-05	GeM	GeM	The IFMS system should have the facility to receive the CRAC information (partial payment/ final payment/ zero payment or cancellation of PO) from the GeM portal and make the payments to the seller accordingly.
GEM-06	GeM	GeM	In case of final payment, the system should have facility to release the remaining blocked amount to the user's allotment.
GEM-07	GeM	GeM	In case of zero payment or cancellation of PO the system should have facility to release the entire blocked amount to the user's allotment.
GEM-08	GeM	GeM	In case of partial payments made against a PO in a financial year, the system should have the provision to maintain the details of all the payments made till date and the blocked amount should be adjusted automatically.
GEM-09	GeM	GeM	Against all the payments to be made, system generated bill and sanction order to be available in the respective user's interface. In such type of bills & sanction order all the fields will be pre-populated by the system. Except the fields related to net amount and by-transfer details which can be edited by the user, all other fields will be non-editable.
GEM-10	GeM	GeM	The system should have the facility using which the user will be able to submit the bills to the treasury. The treasury officer can only approve (no option for rejection of bills) such type of bills and generate the advice and payment to be made using CEPC- e-payment.
GEM-11	GeM	GeM	The system should have provision to share the relevant payment information with the GeM portal.
GEM-12	GeM	GeM	In case of no information is received from GeM portal related to the blocked amount till mid night of 31 <sup>st</sup> march of the financial year, the system should have the facility

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			to automatically surrender/ lapse the blocked amount at the time of financial year reset.

#### 5.5.12.3 MAJOR USERS OF THE MODULE

Sl. No	Users Name
1.	Drawing and Disbursement Officer of All Administrative Departments (DDO)

#### 5.5.12.4 INTEGRATION WITH OTHER SYSTEMS AND MODULES (MAJOR)

Sl. No.	Integration with other systems and modules
1.	Budget
2.	Bill/ Disbursement

#### 5.5.12.5 INTEGRATION WITH EXTERNAL APPLICATIONS (MAJORS)

Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1.	NA		

### **5.5.13 AUDIT AND INSPECTION MODULE**

#### **5.5.13.1 PROCESS OF AUDIT AND INSPECTION MODULE:**

This module enables Directorate of Treasuries and Inspection (DT&I) in planning the audit & inspection schedules for the Treasuries. Through this system the audit paras are generate and complied.

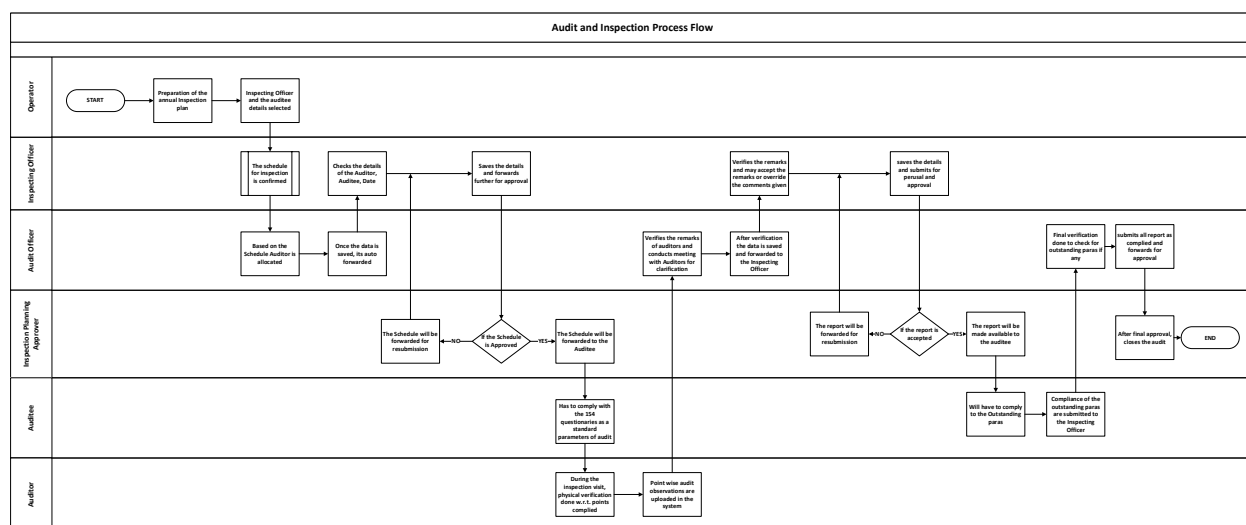
#### **Process Flow:**

- The preparation of the annual plan for inspection starts from April of every financial year.
- After obtaining the necessary approval, the operator at DT&I initiates the schedule for the audit by entering the Inspecting Officer and Inspection location details in IFMS.
- Then the inspection details are made available to the Inspecting Officer.
- The Inspecting Officer confirms the date of the inspection and saves the data.
- Post which the schedule reaches at the level of the Audit Officer.
- The Audit Officer assigns the auditors according to the schedule confirmed by the Inspecting Officer.
- Then the request lands at the level of Inspecting Officer and inspecting officer forwards the same to the Inspection Planning Approver for approval.
- Inspection Planning Approver has the option to allow or disallow the schedule.
- After the approval, the inspection schedule lands at the level of Auditee i.e. the treasury which will be audited.
- In IFMS total 154 no. of questionaries are uploaded as a standard inspection questionaries. As standard audit procedure every treasury which are to be audited has to comply to the audit questionaries.
- Then the audit paras are answered by the auditee and the same gets reflected under the login of auditors.
- The auditors scrutinizes the compliance received from the auditee and checks the physical documents and does the physical verification.
- Once the auditors does the physical verification of the treasury, then enters their detailed remarks in the remarks column available in the system.
- Then the question wise compliances are reflected under the login of audit officer.
- The audit officer then calls for a discussion meeting and seeks clarification from the respective auditors who had carried out the inspection and filled in the observations in the remarks column.
- Once the audit officer saves the remarks then the data is made available to the Inspecting Officer.
- The Inspecting Officer then verifies the remarks provided by the audit team. The inspecting officer has the liberty to accept the remarks or to override the comments given. Then the

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Inspecting officer saves the details, then the details are submitted to Inspection Planning Approver for the acceptance.

- Once the Inspection Planning Approver accepts the audit report, then the report is made available under the login of auditee for further compliance.
- The auditee furnishes the compliances for the outstanding paras.
- Further, the inspecting officer can check the status of the questionaries, also updates the status as complied or outstanding.
- In case of outstanding then the auditee has to comply with the necessary supporting remarks.
- Again the inspecting officer does the final review of the audit report and submits all report as complied and forwards to Inspection Planning Approver.
- Finally, the Inspection Planning Approver reviews the audit report and closes the audit if satisfied.



### 5.5.13.2 BROAD LEVEL FUNCTIONALITY:

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
AUD-01	Audit and Inspection	Audit and Inspection	The system should have the functionality to prepare and schedule the audit.
AUD-02	Audit and Inspection	Audit and Inspection	The system should allow the designated user to configure and upload a list of questionnaires as a standard procedure to carry out the audit.
AUD-03	Audit and Inspection	Audit and Inspection	The system should allow for generation
AUD-04	Audit and Inspection	Audit and Inspection	The frontend facility must be there for the creation of hierarchy level such as operator, auditor, audit

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality								
			officer, Inspecting Officer and approver.								
AUD-05	Audit and Inspection	Audit and Inspection	An individual schedule should be generated within the system for the concerned audit unit which should be sent for approval.								
AUD-06	Audit and Inspection	Audit and Inspection	Frontend facility should be available to configure the data based on which the audit is to be carried out.								
AUD-07	Audit and Inspection	Audit and Inspection	The system should capture the remarks/ observations and reports of the inspection conducted and compliance sent by the concerned auditee.								
AUD-08	Audit and Inspection	Audit and Inspection	The system should provide the section to comply to the issues raised by the auditor.								
AUD-09	Audit and Inspection	Audit and Inspection	The observations and the responses should be displayed on the dashboard of the concerned Inspecting Officer, Audit Officer and Auditee.								
AUD-10	Audit and Inspection	Audit and Inspection	The users must have the access like inspection details of the inspection plan, List of all Inspection Plans and inspection history.								
AUD-11	Audit and Inspection	Audit and Inspection	The system should allow the users to forward the draft report to the Competent Authority.								
AUD-12	Audit and Inspection	Audit and Inspection	The system must have the facility to publish a statistical summary for the inspections carried out, pending for compliance, pending for etc. in the home page post login.								
AUD-13	Audit and Inspection	Audit and Inspection	<p>The list of the questionnaires must have the Color Coding and should indicate the status of the compliance submitted by the auditors/ auditee as follows:</p> <table border="1"> <thead> <tr> <th>Color Code</th> <th>Code Notifies That</th> </tr> </thead> <tbody> <tr> <td>White</td> <td>Question is fresh to plan. Answer has not given by the auditee yet</td> </tr> <tr> <td>Light Red</td> <td>Question has been attempted by the auditee in the pre-questionnaire</td> </tr> <tr> <td>Light</td> <td>Auditors have filled inspection para for</td> </tr> </tbody> </table>	Color Code	Code Notifies That	White	Question is fresh to plan. Answer has not given by the auditee yet	Light Red	Question has been attempted by the auditee in the pre-questionnaire	Light	Auditors have filled inspection para for
Color Code	Code Notifies That										
White	Question is fresh to plan. Answer has not given by the auditee yet										
Light Red	Question has been attempted by the auditee in the pre-questionnaire										
Light	Auditors have filled inspection para for										

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality	
			Purple	the question
			Light Green	Inspecting team has made the question as Complied
			Light Orange	Inspecting team has made the question as Outstanding

**Proposed Functionalities:**

- A unified dashboard should be prepared for Internal Audit to capture the information across parameters like - year wise closed paras, no. of registered auditors & auditees, no. of audit plans created, no. of observations recorded, observations recorded severity wise, final audit reports generated, audit para.
- A Self Service dashboard to provide to users to generate ad-hoc reports. Reports must be available in multiple formats which should be easily exported by the users.

**5.5.13.3 MAJOR USERS OF THE MODULE**

Sl. No	Users Name
1.	Director, Directorate of Treasuries and Inspection (DT&I)
2.	Audit Officer, DT&I
3.	Auditor, DT&I
4.	Operator, Audit & Inspection Section, DT&I
5.	Treasuries and Sub Treasuries

**5.5.13.4 INTEGRATION WITH OTHER SYSTEMS AND MODULES (MAJOR)**

Sl. No.	Integration with other systems and modules
1.	NA

**5.5.13.5 INTEGRATION WITH EXTERNAL APPLICATIONS (MAJOR)**

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<b>Sl. No.</b>	<b>Integration with External application</b>	<b>Mode of data Transfer</b>	<b>Frequency of Data Transfer</b>
1.	NA		

#### **5.5.14 INTEGRATION WITH RBI (RECEIPT AND DISBURSEMENT)**

Integration with RBI's e-Kuber application needs to be completed for both Receipt as well as Disbursement. For disbursement integration with e-Kuber 2.0 version of RBI needs to be completed and for receipt, integration with the updated version of e-Kuber needs to be completed. It is the responsibility of the SI to update the integration as and when there is any change in the version of e-Kuber or there are any changes to the existing integrations. The integration with e-Kuber needs to be completed as per the integration document of RBI/e-Kuber.

#### **5.5.15 INTEGRATION WITH PFMS**

There should be a provision in IFMS for mapping government of India central sponsored scheme code with corresponding state government scheme code along with the budget line. Any payment made against these mapped budget head, the voucher level expenditure information from IFMS need to be shared with PFMS application. Apart from this, integration with PFMS needs to be completed for the SNA-SPARSH (CSS-JiT) functionality.

#### **5.5.16 INTEGRATION WITH HRMS**

Integration with HRMS application needs to be completed for collecting employee specific information which is required to process many activities like processing of pay bills, processing pension application, proper management of Identity and Access etc of IFMS.

#### **5.5.17 INTEGRATION WITH BETA**

Once the budget estimation is completed for an Administrative Department (AD), the provision should be available in IFMS to freeze the same. Integration with BETA needs to be completed using which BETA application can pull the budget data of the AD for which the budget data has been freeze in IFMS.

Similarly, once the Budget is finalized by Finance department, the Budget data needs to be shared with IFMS through an integration.

#### **5.5.18 INTEGRATION WITH DIGI-LOCKER**

Digital Locker system consists of e-Documents repositories and access gateways for providing an online mechanism for issuers to store and requesters to access a Digital Document in a uniform way in real-time. IFMS need to integrate with DigiLocker to provide access of various documents. This integration needs to be completed following the process defined by DigiLocker application.



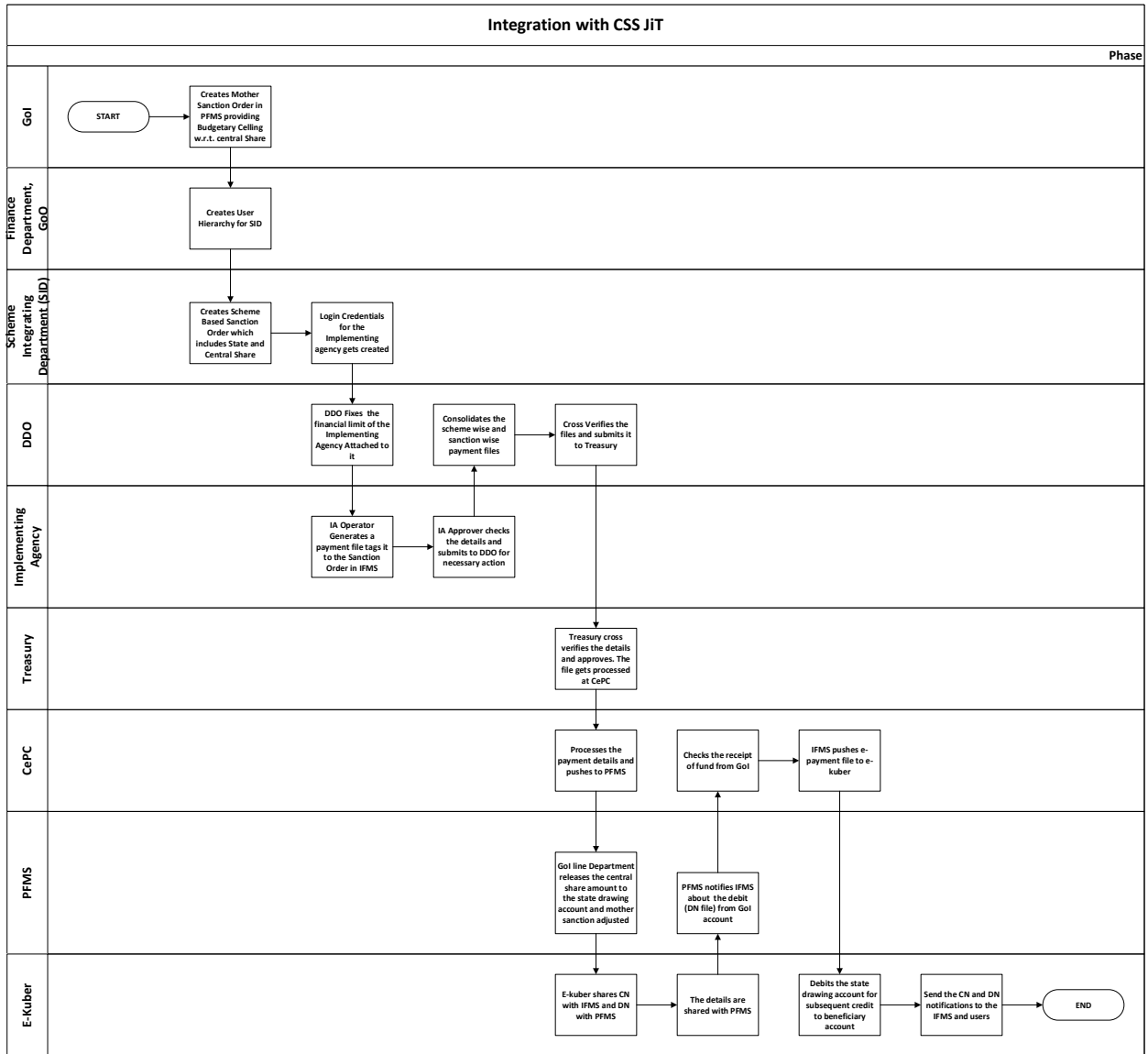
#### **5.5.19 INTEGRATION WITH AI BASED LIFE CERTIFICATE**

For submission of online Life certificate, the pensioner can use the facility provided by AI based Life Certificate application. IFMS need to integrate with this application at different stages to complete the process of Life certificate submission as well as subsequent payment to the pensioner.

#### **5.5.20 INTEGRATION WITH PFMS JIT-FS (CSS SCHEME)**

There are a number of Departments under Government of Odisha which implement different Centrally Sponsored Schemes (CSS) wherein fund in a specified ratio as per scheme guidelines are shared by Central and State Governments. Further, these schemes are implemented by the state government designated agencies namely State Nodal Agencies (SNA). Government of India sanctions and transfers CSS funds upfront to the state and state along with its legitimate share sanction and draws the fund for credit in favour of the respective SNA.

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In the beginning of a financial year, the Gol Ministries/Departments will create a mother sanction in PFMS for a state under a CSS. The “Mother sanction” will define State-wise drawing limit of the Ministry/Department for that CSS. The information w.r.t. the mother sanction issued by Gol i.e. Name of Scheme, Date of Sanction, Amount of sanction etc will be made available with the respective State Implementing Department in the IFMS Sanction Order Login of the competent authority (*Sanctioning Authority-Approver especially held by the FAs/AFAs*).

The SID after receipt of the information w.r.t. “Mother Sanction” being issued by line ministry of Gol will plan and take a decision in respect of issuing a sanction order at its level having both central as well as state share.

The Sanctioning Authority dealing with concerned CSS at the Department level will prepare a Sanction Order using either of the two types of online sanction order presently available under IFMS. They are: (i) **Type-Miscellaneous** and **Sub Type- General Type of Expenditures under different schemes** & (ii) **Grant-in-Aid**. The total amount of sanction should always have both central as well as state share taken together. Once the appropriate Head of Account of the sanction is entered, the system will automatically flag the sanction order under CSS-JIT category. The Sanctioning Authority (Both Approver & Operator) will prepare the CSS-JIT Sanction Order in IFMS by following the same Menu Navigation that is being currently used for generation of a scheme-based sanction order. Further, the Sanctioning Authority will have the provision/facility for generating CSS-wise financial sanction order in IFMS and he/she can sanction fund to be drawn at the level of one or more than one Payable DDOs as well as respective Drawing Treasuries. However, the Sanctioning Authority should be very careful and diligent in entering the Head of Account correctly at the time of generating the sanction order. After generation of the Sanction Order with digital authentication, the SID should take steps for distribution of allotment to respective drawing DDOs marked in the Sanction Order.

**5.5.20.1 BROAD LEVEL FUNCTIONALITIES:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
CSS-01	CSS-JiT	Creation of User Hierarchy	The system should have the functionality to create and maintain 5 different layers of users. i.e. Super Admin User, Admin User, Sanctioning Authority, DDO and Implementing Agency
CSS-02	CSS-JiT	Creation of User Hierarchy	The frontend facility for the Super Admin and Admin level should be there for creation, activation and deactivation of users.
CSS-03	CSS-JiT	Creation of User	For creation of user credentials the system must

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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
		Hierarchy	capture some mandatory fields.
CSS-04	CSS-JiT	Creation of User Hierarchy	The system should have the frontend facility to add new Scheme Details which are to be onboarded.
CSS-05	CSS-JiT	Creation of User Hierarchy	Functionality must be there for admin users for creation of “n” number of sub-users.
CSS-06	CSS-JiT	Creation of User Hierarchy	The system should have facility for creation of maker-checker hierarchy based users i.e Operator and approver.
CSS-07	CSS-JiT	Integration	Integration must have been done with the bill module for creation of bill.
CSS-08	CSS-JiT	Integration	Integration must have been done with the Sanction Order module for creation of sanction order.
CSS-09	CSS-JiT	Integration	The system must have been integrated with the PFMS and e-kuber.
CSS-10	CSS-JiT	Sanction Order Generation	The system should have the facility that, by putting the HoA of a CSS scheme, the Sanction Order type should be automatically changed to CSS-JiT.
CSS-11	CSS-JiT	Sanction Order Generation	The DDO should have the facility to set the limit for schemes and users.
CSS-12	CSS-JiT	General	The system should have facility to generate sanction order in the prescribed format.
CSS-13	CSS-JiT	General	System should have facility to send SMS to the users.
CSS-14	CSS-JiT	General	The system should have the facility to maintain a beneficiary master.
CSS-15	CSS-JiT	General	The dashboard facility must be available for the users at each hierarchy.
CSS-16	CSS-JiT	General	The operator should be able to forward the request to the approver.
CSS-17	CSS-JiT	General	The approver should have the facility to revert back or edit the request initiate by the operator.
CSS-18	CSS-JiT	General	The system should have the facility to show the Mother Sanction Order.
CSS-19	CSS-JiT	General	Validation must be done so that the Sanction Amount should not exceed the assigned limit.
CSS-20	CSS-JiT	General	The system should be able to generate unique transaction reference number for each transactions.

**5.5.21 STAMP MODULE**

The Stamp module in IFMS will cater to end-to-end activities related to Stamp. Starting from indent by the Treasuries, placing consolidated orders to India Security Press (ISP) at Nashik and Security Printing Press (SPP) at Hyderabad, handling requisition by Stamp Vendors and online payment against the requisition, managing inter Treasury stamp adjustment, handling defective and Missing Stamp etc. will be managed using this module.

**5.5.21.1 BROAD LEVEL FUNCTIONALITY:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
STA-01	Stamp	Indent	The provision of different user hierarchy should be available and admin user should have front-end facility to add/ update/ delete user in the hierarchy.
STA-02	Stamp	Indent	The system should have provision to display the list of available stock at the time of indent preparation. Provision of maintaining minimum stock level of stamps should be available and system generated alert to be shared with all stakeholders in case it is violated.
STA-03	Stamp	Indent	Considering the available stamp, half yearly consumption of the respective treasury, the system should have provision to calculate the indent of the treasury and make it available for the treasury user to add/ modify each category. Once the indent is submitted by the treasury, the same should be available at DTI level for further modification as well as final approval.
STA-04	Stamp	Indent	Provision at DTI level should be available to modify the category wise indent of each treasury. Once the indent is approved at DTI level the information should be visible to respective treasury.
STA-05	Stamp	Indent	Based on the indent finalized, the system should have provision to prepare auto generated sanction and bill and make it available at the respective user logins.
STA-06	Stamp	Indent	The system should have provision using which the indent placement letter as per the format available can be generated in the system.
STA-07	Stamp	Stock Entry	Provision should be available in the system to receive the stock in the system as per the indent/ requisition placed.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
STA-08	Stamp	Stock Entry	The system should maintain stock records of stamp paper - Indent-id wise, number wise, denomination wise etc. provision of consolidating the indent year wise should be available. While making the stock entry, provision should be there to enter details in fields like lifting date, date of entry at central location, packet-no, serial no etc.
STA-09	Stamp	Stock Out	Provision for Treasury wise Stock delivery at central level should be available. System should have provision for the central treasury (SDTI) user to make required entries in the system to complete the stock out.
STA-10	Stamp	Stock Out	Once the stock out details are updated in the system, the provisional balance of the respective treasury should be updated which should get updated once the same is approved by the Treasury.
STA-11	Stamp	Defect Management	System should have provision using which the Treasury can report defective and/or missing stamp details in the system.
STA-12	Stamp	Defect Management	System should have provision using which the central treasury / DTI will be able to view the details of defective stamp and can replace the same by providing relevant details in the system.
STA-13	Stamp	Defect Management	The system should be integrated with all external applications of organizations like India Security Press (ISP) at Nashik and Security Printing Press (SPP) at Hyderabad with real time data transfer.
STA-14	Stamp	Transfer of Stamps	Provision should be available in the system to transfer stamp from Central Treasury/ DTI to Treasury, one Treasury to other Treasury, Treasury to Central Treasury/ DTI etc.
STA-15	Stamp	Requisition by Vendor	The system should have provision using which the stamp vendor can submit its requisition online. The system should calculate the discount accordingly to the rules defined in the system. Front end facility should be provided to make changes to the discount rates.
STA-16	Stamp	Requisition by Vendor	Provision of managing the user profiles of all stamp vendor should be available in the system
STA-17	Stamp	Requisition by Vendor	The system should provide separate user-id and pwd to all the stamp vendors for securely logging to the system.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
STA-18	Stamp	Requisition by Vendor	Once the stamp vendor submits the requisition the same should be available at Treasury level for approval. The system should have provision using which the Treasury user can modify the requisition of the Stamp Vendor.
STA-19	Stamp	Requisition by Vendor	Once the requisition is approved the notification (SMS and/or e-Mail) should be sent to the vendor.
STA-20	Stamp	Requisition by Vendor	System should have provision using which the vendor can make online payment against the approved requisition. All payment options available in eReceipt/ Cyber treasury should be available.

#### 5.5.21.2 MAJOR USERS OF THE MODULE

Sl. No	Users Name
1.	Treasuries
2.	DTI
3.	Stamp Vendors

#### 5.5.21.3 INTEGRATION WITH OTHER SYSTEMS AND MODULES (MAJOR)

Sl. No.	Integration with other systems and modules
1.	Sanction
2.	Bill/ Disbursement

#### 5.5.21.4 INTEGRATION WITH EXTERNAL APPLICATIONS (MAJORS)

Sl. No.	Integration with External application	Mode of data Transfer	Frequency of Data Transfer
1.	Security Press (ISP) at Nashik	SFTP/ Web Service	As and when required
2.	Security Printing Press (SPP) at Hyderabad	SFTP/ Web Service	As and when

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<b>Sl. No.</b>	<b>Integration with External application</b>	<b>Mode of data Transfer</b>	<b>Frequency of Data Transfer</b>
			required



### 5.5.22 COMMITMENT MANAGEMENT

Commitment means an obligation to make a future payment subject to the fulfillment of certain conditions (contractual or otherwise). Commitment Management ensures strong emphasis on fiscal control and financial discipline. This will provide visibility into future cash requirements before they mature into liabilities and facilitates the Finance Department to determine the budget and expenditure ceilings. It ensures all funds required to meet future obligations are tracked when known.

#### 5.5.22.1 Types of Commitment

There are two major types of commitments: (i) Contractual Commitments (ii) Standing Commitments.

#### 5.5.22.2 CONTRACTUAL COMMITMENTS:

A commitment which require a single payment or a series of payments over a determinate period of time. These include contracts for goods and services, or any similar arrangement, and occur when a formal action is taken by an administrative department (AD), such as placing an order for supply of goods and services, issuing a local purchase order, or awarding a contract to a supplier.

The Contractual Commitment can be segregated into three major sub-categories

- A. **Long Term Commitments:** - A commitment which spans across multiple financial years.
- B. **Short Term Commitments:** - Ensuring commitment expenditure within one financial year.
- C. **Transactional Commitment:** Commitment arising out of GeM (Government e-Market Place) transactions.

Commitment Type	Source for recording the commitment
Scheme Expenditure	Budget/ EFC/ SFC/ WAMIS

#### 5.5.22.3 STANDING COMMITMENTS:

A commitment which require a series of payments or settlement actions over an indeterminate period of time, and might not involve a specific contract. These include wages, utilities, scholarships, entitlement payments, and other similar arrangements.

Commitment Type	Source for recording the commitment
Salary & Wages	HRMS
Debt Servicing	Debt Management module

Commitment Type	Source for recording the commitment
Operation and Maintenance	Annual Maintenance Plan
Utility	Increment over last year actual expenditure

#### **5.5.22.4 Stages of Commitment Management**

The commitment management can have two different stages

##### **A. Commitment Recording**

##### **B. Commitment Controlling**

##### **A. Commitment Recording**

Facilitates to record all the commitments. It ensures tracking of all material requisitions, purchase orders or other contractual or program obligations (hard commitments) that will incur a future expenditure or disbursement against an approved sanction/ budget. Commitment recording to be initiated at the time of approval of projects/ scheme.

While recording the commitment, the broad level activities that need to be considered are as follows

- Single year as well as multiyear projects will be recorded in Commitment Management. In case of Multiyear projects, year wise commitment details will be maintained. Provision to carryforward the unused commitment to the next year will be available.
- Commitment recording will be done for existing (legacy) as well as new projects.
- Commitment recording will be done on the basis of Head of Account (HoA)
- While recording the commitment, the project approval (EFC/SFC) will be taken into consideration. Therefore, each commitment will be linked to the EFC/ SFC approval.
- Revision in commitment up to a fixed range (configurational feature and to be decided by finance department) is allowed, beyond the same, approval of revised EFC is required.
- Expenditure programming (Monthly and Quarterly) of projects related to public works will be collected from WAMIS during the time of Commitment recording. For other projects, it will be collected from Cash Management module.
- The system will send alerts to Finance Department as well as to Administrative Department, once the expenditure exceeds the commitment limit.

- Forecast of commitments (ongoing as well as future commitments) will be available. Facility to segregate the forecast project wise, department wise, scheme wise and monthly/ quarterly/ yearly will be available.
- Forecast related to the expected expenditure vis-à-vis budget will also be available. This will be available project wise, department wise, scheme wise and monthly/quarterly/ year wise
- Report w.r.t committed amount and vis-à-vis actual payments will be available.
- Reports like how many commitments have been re-appropriated, commitments could not be utilized, commitments carry forwarded to next year etc. will be available.

#### **B. Commitment Controlling:**

The commitment of resources is a critical stage of the expenditure process. Controlling commitments is essential for controlling expenditure. The key objective of commitment control is to manage the initial incurrence of obligations, rather than the subsequent cash payments to enforce expenditure ceilings and avoid expenditure arrears. The commitment control system imposes limits on commitments. These limits can be based on budget appropriations or on cash plans. Ideally, commitments should be regulated by annual budget appropriations. However, this approach may prove to be insufficient in preventing incurrence of arrears in the case of overall revenue shortfalls. Commitment controls based on expenditure ceilings or cash limits reconcile the availability of resources with commitments, thus ensuring that spending units are able to enter into contracts, or other obligations, only if sufficient unencumbered balances are available, or likely to be available at the time of their payments. It is necessary that expenditure ceilings should be guided by a well-functioning cash management system.

While controlling the commitment, the broad level activities that need to be considered are as follows

- Without Commitment recording, no payment process including sanction against a project can be initiated.
- Systemic checks like, payment amount cannot be more than commitment amount will be available
- The system will send alerts to Finance Department as well as to Administrative Department, once the expenditure exceeds the commitment limit.

The module will be segregated into two broad categories

- A.** Projects managed through WAMIS: The projects of six engineering departments are managed using WAMIS.
- B.** Projects managed outside WAMIS

**5.5.22.5 BROAD LEVEL FUNCTIONALITIES:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
CMT-01	Commitment Management	Creation of New Project/ Initiation of Commitment	Provision to attach Head of Account (HoA) during the time of proposal preparation in WAMIS system should be available.
CMT-02	Commitment Management	Creation of New Project/ Initiation of Commitment	The provision should be there using which IFMS can share Budget data with WAMIS w.r.t the HoA attached to a proposal.
CMT-03	Commitment Management	Creation of New Project/ Initiation of Commitment	The system should check the availability of Budget during the proposal initiation phase.
CMT-04	Commitment Management	Creation of New Project/ Initiation of Commitment	In case of non-availability of Budget, the system should have provision to reject the proposal and the details should also get shared with IFMS.
CMT-05	Commitment Management	Creation of New Project/ Initiation of Commitment	In case the budget is available, the provision to create system generated proposal-id in WAMIS system should be available
CMT-06	Commitment Management	Creation of New Project/ Initiation of Commitment	The system should have provision to provide details of rejected proposals for taking informed decision regarding a new proposal.
CMT-07	Commitment Management	Creation of New Project/ Initiation of Commitment	Once the Proposal-Id is created in the WAMIS system, the details of the proposal should be shared with IFMS system
CMT-08	Commitment Management	Creation of New Project/ Initiation of	On receipt of the proposal details, IFMS system should create a commitment register and a system generated Temporary Commitment Id

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
		Commitment	gets created.
CMT-09	Commitment Management	Creation of New Project/ Initiation of Commitment	Commitment register should have provision to capture all major information related to the Proposal and project like, Proposal-Id, project-id, Proposal and project amount, proposal and project date, HoA, single year or multi year
CMT-10	Commitment Management	Creation of New Project/ Initiation of Commitment	The commitment register should also have provision to capture the Budget details including Supplementary, Re-allocation and monthly/ quarterly ceiling w.r.t the proposal/ project-id.
CMT-11	Commitment Management	Creation of New Project/ Initiation of Commitment	Provision for capturing the Ceiling details (percentage/ amount) w.r.t project id and frequency wise should be available,
CMT-12	Commitment Management	Creation of New Project/ Initiation of Commitment	Provision to capture ceiling details from the defined policy document should be available.
CMT-13	Commitment Management	Creation of New Project/ Initiation of Commitment	The provision to capture the information related to the payment/ invoices should also be available in the commitment register. It should capture the information like PO Number, date of invoice, Invoice number, invoice amount, payment amount, deduction details etc.
CMT-14	Commitment Management	Feasibility of Proposal/ Updating Commitment Register	WAMIS system should have provision using which the proposal should be either approved or rejected by the competent authority
CMT-15	Commitment	Feasibility of Proposal/	WAMIS system should share the approval/

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
	Management	Updating Commitment Register	rejection details of the proposal with IFMS
CMT-16	Commitment Management	Feasibility of Proposal/ Updating Commitment Register	In case of rejection of a proposal, the provision to close/deactivating the temporary Commitment-Id in IFMS should be available.
CMT-17	Commitment Management	Feasibility of Proposal/ Updating Commitment Register	In case of approval of the proposal, the project Id gets created in WAMIS and the same is communicated to IFMS.
CMT-18	Commitment Management	Feasibility of Proposal/ Updating Commitment Register	On receipt of the project Id at IFMS, the temporary Commitment-Id gets converted to Permanent Commitment-Id and the same needs to be shared with WAMIS.
CMT-19	Commitment Management	Feasibility of Proposal/ Updating Commitment Register	Provision to maintain temporary as well as permanent commitment Id against a particular proposal and project-id should be available in IFMS.
CMT-20	Commitment Management	Feasibility of Proposal/ Updating Commitment Register	Provision to capture proposal amount as well as project amount should be available in the commitment register.
CMT-21	Commitment Management	Feasibility of Proposal/ Updating Commitment Register	Provision to block the commitment amount/ entire project amount against the linked HoAs of a Project-Id should be available in IFMS and the Commitment register gets updated accordingly.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
CMT-22	Commitment Management	Feasibility of Proposal/ Updating Commitment Register	On blocking of the commitment amount/ project amount the relevant modules of IFMS should be updated accordingly.
CMT-23	Commitment Management	Payments against a project	Payment process against a project-id cannot be initiated in case no commitment-id has been created against that.
CMT-24	Commitment Management	Payments against a project	IFMS system should have provision to capture the bill details shared by WAMIS system and process the same
CMT-25	Commitment Management	Payments against a project	Provision to check Commitment-Id against the project-d during processing of Bill should be available. Without commitment-id, the bills should not be allowed to be processed.
CMT-26	Commitment Management	Payments against a project	The IFMS system should have provision using which the percentage of deviation against a project amount can be set forth by the user. This should be a configurable thing using the front end facility
CMT-27	Commitment Management	Payments against a project	Provision should be available in the system using which the request for deviation should be approved by the competent authority.
CMT-28	Commitment Management	Payments against a project	Provision for Fund release and fund withdrawal should be available.
CMT-29	Commitment Management	Payments against a project	Detailed audit trail of the changes in the deviation percentage should be available in IFMS.
CMT-30	Commitment Management	Payments against a project	Based on the deviation percentage, provision for additional allocation should be available in IFMS and updation of Commitment register

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			should happen automatically.
CMT-31	Commitment Management	Payments against a project	The provision to provide commitment details along with the bills getting processed for Payment to the stakeholders (in the work flow) should be available in the system.
CMT-32	Commitment Management	Payments against a project	The system should have basic check and balances like the commitment amount is always greater or equal to the bill amount.
CMT-33	Commitment Management	Payments against a project	Provision should be available in the system to made available the details related to a particular commitment while processing the bill.
CMT-34	Commitment Management	Payments against a project	On each payment the commitment register should get updated and the commitment amount should be adjusted, the payment status should be shared with WAMIS.
CMT-35	Commitment Management	Payments against a project	At the end of each month/quarter/year the commitment register should be updated based on the commitment amount and amount paid.
CMT-36	Commitment Management	Payments against a project	If at any point of time the commitment amount becomes zero, the commitment id should be de-activated so that no further transaction can be done against that commitment-id until further provision is made against the ID.
CMT-37	Commitment Management	Payments against a project	The provision should be available in the system using which at any point of time a commitment can be closed/ deactivated with requisite approval.
CMT-38	Commitment Management	Payments against a project	Upon closure/ deactivation of commitment, the provision should be there to release the remaining commitment amount.



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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
CMT-39	Commitment Management	Payments against a project	The commitment Id should be mandatory for preparation of Sanction order.
CMT-40	Commitment Management	Payments against a project	The system should have provision to check that the sanction amount for the project-id/ commitment id cannot be more than the committed amount.
CMT-41	Commitment Management	Creation of New Project (Non-WAMIS)/ Initiation of Commitment	Provision to be available in the OSWAS/ new system to capture all the details of the proposal for a new project
CMT-42	Commitment Management	Creation of New Project (Non-WAMIS)/ Initiation of Commitment	Provision for work flow based approval/ objection/ rejection of the proposal should be available in the OSWAS/ new system. The details of the proposal should be shared with IFMS system.
CMT-43	Commitment Management	Creation of New Project (Non-WAMIS)/ Initiation of Commitment	Once the proposal is approved by the competent authority, the system should have provision to capture the minutes of the meeting approving the proposal.
CMT-44	Commitment Management	Creation of New Project (Non-WAMIS)/ Initiation of Commitment	The minutes of the meeting for proposals getting approved by EFC/ SFC/ Cabinet should be available in the OSWAS/ new system and the information should be passed on to IFMS system.
CMT-45	Commitment Management	Creation of New Project (Non-WAMIS)/ Initiation of Commitment	The provision to capture the work order details against the proposal should be available and the Project-id should get created which needs to be shared with IFMS.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
CMT-46	Commitment Management	Creation of New Project (Non-WAMIS)/ Initiation of Commitment	All other activities as mentioned for WAMIS project should be available for Non-WAMIS projects also.
CMT-47	Commitment Management	Multi Year Projects	Provision to capture details related to multi-year projects should be available
CMT-48	Commitment Management	Multi Year Projects	Year wise commitment details should be captured and maintained.
CMT-49	Commitment Management	Multi Year Projects	Provision to carryforward the unused commitment to the next year against a particular project should be available.
CMT-50	Commitment Management	Multi Year Projects	The committed amount for the subsequent financial years should be auto populated in the Budget estimate module and form a part of the budget. This should also take into consideration the changes in the project implementation, such as less or more expenditure or modified action plan.
CMT-51	Commitment Management	Multi Year Projects	Provision to extracting some portion of commitment of next year to previous year should be available. The Commitment register should get updated accordingly.
CMT-52	Commitment Management	Legacy Projects	The system should have provision using which the Wamis legacy data for active projects can be captured. This facility should be available for single year as well as multiyear projects
CMT-53	Commitment Management	Legacy Projects	In case of non-Wamis projects provision for capturing the legacy data should be available. This facility should be available for single year as well as multiyear projects.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
CMT-54	Commitment Management	Legacy Projects	The provision to provide required approval to the collected data by the competent authorities should be available.
CMT-55	Commitment Management	Reports	A dashboard to be available for the senior management to know the status of different proposal/ project-id/ commitment id.
CMT-56	Commitment Management	Reports	The reports to be available in the Dashboard should be configurable and the user can set which are the reports she/he wants to view in the dashboard at any point of time.
CMT-57	Commitment Management	Reports	Reports should be available to know the number of active commitments and the amount paid and the amount remaining against those.
CMT-58	Commitment Management	Reports	Department wise/ scheme wise commitment details should be available for a particular period.
CMT-59	Commitment Management	Reports	Reports related to future monthly/ quarterly/ yearly commitment details should be available.
CMT-60	Commitment Management	Reports	Reports related to all rejected proposal should be available.
CMT-61	Commitment Management	Reports	Reports related to expected expenditure (monthly/ quarterly/ yearly) project wise, department wise, scheme wise should be available using the commitment details.
CMT-62	Commitment Management	Reports	Reports related to the expected expenditure vis-à-vis budget. This should be available scheme wise and monthly/quarterly/ year wise.
CMT-63	Commitment Management	Reports	Other reports as and when required should be made available

### 5.5.23 IDAM

This module will help in managing and controlling the digital identities of IFMS users. This will be used to access different resources of IFMS application based on the user role and privileges. This will have a digital identity consisting of few logical types of data—the identifier (to give unique name to an entity to identify it during the execution of the request), credentials and attributes (like name, department, location, HRMSID, e-mail address etc.). This data will be securely stored and organized. It will also address the process of controlling and granting access to resource requests through a sequence of authentication, authorization and auditing actions. The Identity and Access Management System (IDAM) facilitates user and system account administration based on assigned user roles and their privileges.

This new module needs to be developed keeping in mind the existing system. The current users of IFMS should not face any issue for their day-to-day activities.

#### 5.5.23.1 BROAD LEVEL FUNCTIONALITIES:

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
IDA-01	IDAM	Creation of New User-Id	Request for new user creation should be available in the system. The TO/STO/ATO/HoO (as the case may be) should have the authority to create the new user. In case of new user creation for TO/ ATO/ STO/ HoO the request should flow to DTI for final approval.
IDA-02	IDAM	Creation of New User-Id	Provision should be there for the user to apply for new user creation through a self-service portal and the request should be approved by a defined workflow process.
IDA-03	IDAM	Creation of New User-Id	Administrator should also be allowed to raise the request.
IDA-04	IDAM	Creation of New User-Id	Provision of capturing all required fields should be available in the form.
IDA-05	IDAM	Creation of New User-Id	Provision of capturing supporting documents (digitally signed/ eSigned) with the request to be available.
IDA-06	IDAM	Creation of New User-Id	HRMS-Id of the requester should be verified by fetching the required data from HRMS application. All relevant information of the employee like the name, photo, gender, address, mobile number, email-id, DoB, Date of retirement, designation, department, PRAN/GPF number, attached DDO Code, address etc

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			should be auto populated in the request form.
IDA-07	IDAM	Creation of New User-Id	Upon creation of User-id, roles and privileges should be automatically linked to the User-id by the system.
IDA-08	IDAM	Creation of New User-Id	A provision for linking HRMS id with existing user-id of IFMS should be available. This facility should be provided to the existing users and the confirmation can happen based on OTP shared to Mobile and/or eMail-id updated in HRMS application.
IDA-09	IDAM	Merging of multiple identities	Provision of merging of multiple identities of the same person should be available in the system.
IDA-10	IDAM	Merging of multiple identities	Provision should be there using which the user can provide the details related to multiple user-ids and based on the information, the system will bring all the user-ids under single sign-on under one user id and other user-ids will be deactivated.
IDA-11	IDAM	Merging of multiple identities	Multiple user-ids for one user for same role should not be possible.
IDA-12	IDAM	Activation and De-Activation of user	Provision for deactivation of user should be available, which can be initiated by authorized personnel/ Administrator.
IDA-13	IDAM	Activation and De-Activation of user	The request for deactivation of user should also be initiated automatically by the system based on the retirement/ transfer details collected from HRMS application.
IDA-14	IDAM	Activation and De-Activation of user	The deactivation should be processed through a work flow and the user-id should only be deactivated upon requisite approval.
IDA-15	IDAM	Activation and De-Activation of user	While deactivating any User-id, the what-if analysis to be done for the pending works associated with that User-id.
IDA-16	IDAM	Activation and De-Activation of user	The system shouldn't allow to de-activate a user-id, if any work is pending with the same.
IDA-17	IDAM	Activation and De-Activation of user	Provision of temporary de-activation of User-ids should also be available.
IDA-18	IDAM	Activation and De-Activation of user	Provision for activating a deactivated user should be available.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
IDA-19	IDAM	Request for assigning of new Role to a user	The user/TO/STO/ATO/HoO (as the case may be) can request for assigning a new role to the existing user-id.
IDA-20	IDAM	Request for assigning of new Role to a user	The request for a new role can also be initiated by the Administrator for any of the user.
IDA-21	IDAM	Request for assigning of new Role to a user	The user request for new role should be processed through a workflow and is provided upon requisite approval.
IDA-22	IDAM	Request for assigning of new Role to a user	The request for assigning role to user should also be initiated automatically by the system based on the retirement/ transfer details collected from HRMS application.
IDA-23	IDAM	Request for assigning of new Role to a user	Once the new role is approved in the system a SMS alert to the user as well as to all concerned should be sent by the system.
IDA-24	IDAM	Request for assigning of new Role to a user	The provision of sending back the request to the requester with justification should also be available.
IDA-25	IDAM	Request for de-assigning of Role from a User	The request for de-assigning of a role from the user can be initiated by the Administrator or by the TO/STO/ATO/HoO (as the case may be) for any of the user working under her/his jurisdiction.
IDA-26	IDAM	Request for de-assigning of Role from a User	The request for de-assigning of a role should be processed through a workflow and is de-activated after requisite approval.
IDA-27	IDAM	Request for de-assigning of Role from a User	While providing approval to the de-assigning of the Role, the system should provide a what-if analysis.
IDA-28	IDAM	Request for de-assigning of Role from a User	The request for de-assigning role to user should also be initiated automatically by the system based on the retirement/ transfer details collected from HRMS application.

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
IDA-29	IDAM	Request for de-assigning of Role from a User	The provision of sending back the request to the requester with justification should also be available.
IDA-30	IDAM	Request for de-assigning of Role from a User	Once the role is de-assigned a SMS alert to the user as well as all concerned should be sent by the system.
IDA-31	IDAM	Login	Industry standard and organization level password policy to be implemented.
IDA-32	IDAM	Login	All user-id and passwords need to be encrypted and stored.
IDA-33	IDAM	Login	Multi factor authentication (OTP, DSC, e-Sign, biometric etc.) facility should be available.
IDA-34	IDAM	Login	Audit trail for every successful/ unsuccessful login attempt should be logged separately and an email should be triggered to the associated user's mail id with status
IDA-35	IDAM	Login	User self-service facility should be available. Provision of resetting the password, change of mobile number, change of security questions should available with the user. This facility should be available using different authentication mode like OTP, DSC and e-Sign.
IDA-36	IDAM	Login	On completion of successful logon, the following information shall be displayed: 1.Date and time of previous successful logon. 2.Details of any unsuccessful logon attempts since the previous successful logon.
IDA-37	IDAM	Login	The system should provide alerts to the users in terms of SMS and e-mails regarding any aberration observed in the user account.
IDA-38	IDAM	Login	After predefined number of consecutive unsuccessful attempts to logon to a user Id, that user id shall be disabled against further use until the same is enabled by System Administrator.
IDA-39	IDAM	Login	Terminal / User Id time-out shall occur if a terminal / user ID remains logged onto a system/ application but remains inactive for a predefined time. If the terminal is dedicated to one application, then timeout shall occur after predefined time inactivity. The screen shall be cleared of any information when time out occurs.

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
IDA-40	IDAM	Login	<p>Shall have a password management system which meets the minimum following requirements:</p> <ul style="list-style-type: none"> <li>o Enforces change of initial password at first logon.</li> <li>o Allows users to select and change their own passwords at any time subsequently.</li> <li>o Have ability to implement password formation rules to enforce password strength across the organization, e.g. minimum character length of the password, combination of numeric, alphabets &amp; special characters</li> <li>o Have validation routines built in which, as far as possible, should be checked that the password selected is a quality password as defined in the Policy Document.</li> <li>o Have a confirmation process on changing passwords to cater for typing errors.</li> <li>o Have ability to deliver password-change success/ failure status to requestor electronically</li> <li>o Have the ability to enforce password change after every n days. if the password is not changed in the pre specified number of logins then the ID should be disabled requiring re-enabling by System Administrator.</li> <li>o Prevents reuse of passwords within a specified period/ number of times.</li> <li>o Does not echo passwords to screen or paper.</li> <li>o Stores passwords in a one-way encrypted form away from the system/ application data files in a protected password file that is access controlled such that no users can read or copy the encrypted contents.</li> <li>o Prohibit use of null passwords</li> <li>o Should have a challenge-response system to authenticate a user with a forgotten password by using shared secrets</li> </ul>
IDA-41	IDAM	Login	<p>The system must maintain-</p> <ul style="list-style-type: none"> <li>o Time-stamped records of every access change request, approval/denial, justification and change to a managed resource.</li> <li>o Time-stamped record of every administrative and policy-driven change to access rights.</li> </ul>
IDA-42	IDAM	Login	<p>In case of additional charge to a user, the system should have provision to provide access of all pending works of the old user to the new user.</p>



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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
IDA-43	IDAM	Login	A user profile page should be available for the user; the page should display all relevant information related to that user. The options for editing some of the options should be available and upon approval through workflow the updated information should be used throughout the application.
IDA-44	IDAM	Login	Single sign-on facility should be available for the users.
IDA-45	IDAM	Login	Provision for multi factor authentication (OTP, DSC, e-Sign, biometric etc.) should be available.
IDA-46	IDAM	Login	All existing users to be migrated to the IDAM module.
IDA-47	IDAM	Login	Provision to manage the non-permanent Users (without HRMS-Id) or one time Users like Portal Users (Citizens/Vendors/Pensioners) should be available. Only specific resources of IFMS needs to be available to the temporary users.
IDA-48	IDAM	Login	Facility of registration of one time users and non-permanent users should be available.
IDA-49	IDAM	Login	Provision for temporary users login using mobile and/or email based OTP.
IDA-50	IDAM	Login	Access to IFMS resources using other unique combination of identities like PPO number and Date of birth.
IDA-51	IDAM	Master data management	Provision to add/delete/update different roles and privileges should be available for the administrative user.
IDA-52	IDAM	Master data management	Provision to create module wise administrators should be available in the system.
IDA-53	IDAM	Master data management	Provision to create a super user to manage all administrators should be available.
IDA-54	IDAM	Master data management	The super user should have privileges to add/delete/update roles and responsibilities of the administrators.
IDA-55	IDAM	Master data management	Provision for department specific User hierarchy (Multiple or Single) for modules like SBMS and Commitment Management needs to be maintained.
IDA-56	IDAM	Master data management	System should have provision to send alerts to users regarding the expiry of the DSC and eSign in 3 months time. This alert should also be available to the administrator.

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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
IDA-57	IDAM	Reports	Apart from the existing Operational as well as Historical reports of Oracle IDAM, client specific reports should be available.
IDA-58	IDAM	Reports	The system must provide reports on audit trails w.r.t users, administrators and super users, including workflow approvals, rejections, policy compliance and any customized reports based on specific need.
IDA-59	IDAM	Reports	Reports like users not logged into the system for more than a specific time period should be available.
IDA-60	IDAM	Reports	Provision of exporting reports to CSV and/or excel files should be available.
IDA-61	IDAM	Reports	A report should be available using which the administrator can view the date of expiry of DSC and eSign of users in next 3 months.

**5.5.24 DMS (DOCUMENT MANAGEMENT SYSTEM)**

One of the implicit requirements for a Document management solution is to track and store electronic documents and/ or images of paper documents; provide storage, versioning, metadata, security, as well as indexing and retrieval capabilities, optimization of document workflow, to maintain full process integrity. Information is required to be shared across the stakeholders for smooth functioning and maintaining high service levels. Implementation of this module will be for the entire IFMS solution.

The DMS will provide the following broad features:

- **Department data/ files upload and versioning**
- **Role based access to the data/ files**
- **Customized metadata for faster search**

**5.5.24.1 BROAD LEVEL FUNCTIONALITIES:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
DMS-01	Document Management System	DMS	The solution shall provide a Check-in interface to upload documents.
DMS-02	Document Management System	DMS	The solution shall provide a Checkout and Update interface to update the records.
DMS-03	Document Management System	DMS	The solution shall provide an admin page to configure user's rights and privilege
DMS-04	Document Management System	DMS	The solution shall be able to manage records version
DMS-05	Document Management System	DMS	In DMS personal space for users would not be provided, instead DMS will provide space for office documents based on category of users
DMS-06	Document Management System	DMS	Folder will be named as per the category of users
DMS-07	Document Management System	DMS	Folders will be created as Department, within department there can be multiple Controlling Officers (CO), within CO there can be multiple

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			DDOs etc.
DMS-08	Document Management System	DMS	Provision of Single scan for multipage documents i.e. the multipage document gets saved in a single go.
DMS-09	Document Management System	DMS	Saves the scanned document as Searchable PDF
DMS-10	Document Management System	DMS	Provision to upload all types of files except MP3, Zip and Video files should be available.
DMS-11	Document Management System	DMS	Automatic revision control in the application allows users to Check-in and Check-out documents as they update it.
DMS-12	Document Management System	DMS	Document version numbers are displayed and can be identified at a glance, so time is never wasted finding which the latest version is.
DMS-13	Document Management System	DMS	Administrators can determine if individual users have access only to the latest file versions, or also to previous versions of documents.
DMS-14	Document Management System	DMS	Prior versions can be viewed, opened or used by users, who have permission.
DMS-15	Document Management System	DMS	After each update and check-in new version is assigned to each file. These versions can be viewed and retrieved.
DMS-16	Document Management System	DMS	Users can view the version history.
DMS-17	Document Management System	DMS	Users are guaranteed to view the latest version of the document when they browse or search for it.
DMS-18	Document Management System	DMS	Version notes entered during document check-in are searchable.
DMS-19	Document Management	DMS	Records complete audit trail of how documents changed over time should be

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
	System		available.
DMS-20	Document Management System	DMS	To revise a content item, the user need to check it out and then check it back in when finished editing the content. Only one person at a time can check out a revision, but others can continue to view the released file.
DMS-21	Document Management System	DMS	The system will provide extensive search and explore options. The user can search on custom metadata or default metadata values.
DMS-22	Document Management System	DMS	Free-text search facility should be available
DMS-23	Document Management System	DMS	Boolean (The type of search allowing users to combine keywords with operators such as AND, NOT and OR to further produce more relevant results), Fuzzy (The technique of finding approximate matches to a pattern in a string) search
DMS-24	Document Management System	DMS	Search result should highlight for matched keywords
DMS-25	Document Management System	DMS	Subject and Key words fields will be added as a custom field for organization records
DMS-26	Document Management System	DMS	The DMS solution should support all major web browsers (Internet Explorer, Netscape, Mozilla Firefox, Chrome, Opera etc.).
DMS-27	Document Management System	DMS	The solution should have the facility using which the e-Sign and D-sign can be integrated while scanning and storing documents.
DMS-28	Document Management System	DMS	All the contents of the treasury website will be managed through DMS.
DMS-29	Document Management System	DMS	Provision of storing and retrieving e-Signed or d-Signed document in the system should be available.

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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
DMS-30	Document Management System	DMS	The system should have provision for reducing the size of the scanned document while uploading to the application.

### 5.5.25 DDO CODIFICATION

DDO is a very important stakeholder and user of IFMS Odisha. State Government disburses the payment of salary, pension and other development activities through DDOs by treasury drawl.

Every DDO must have a unique DDO code, which is issued by A.G., Odisha. A.G. creates and maintains DDO's information like DDO Code, DDO designation, address, Email, phone No, attached treasury, department etc. After creation of new DDO by A.G., the same is communicated to iFMS through hardcopy letter. On receipt of hardcopy, DDO information is included in iFMS database in order to enable the DDO for accessing requisite iFMS modules.

The objective of the proposed DDO codification module is to do away with the above-mentioned manual process and automate the same through online process. In the proposed system, the following functionalities will be implemented.

- Creation of new DDOs under a newly created department
- Modification of existing DDO information (e.g. address, designation, etc.)
- Closure of DDO
- Delegation of Power by DDO.

All the new requests, as well as modification requests (Except for few small modifications and power delegation), must be approved by A.G. finally. The following two actions are needed to be exercised.

- Internal Integration: - It will be integrated through the master maintenance module. Existing iFMS DDO master table will be updated accordingly.
- External Integration: - The information will be shared with external agencies like HRMS and others on a real-time basis using webservice.

#### 5.5.25.1 BROAD LEVEL FUNCTIONALITIES:

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
DDO-01	DDO Codification	User Creation	Frontend facility must be available for the admin user i.e Treasury for the creation of the new DDO login credentials.
DDO-02	DDO Codification	User Creation	Frontend facility must be available with DDO to initiate the request using login credentials.
DDO-03	DDO Codification	User Creation	The system should have the functionality for modification of the DDO details/ closure/ merger

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			etc .
DDO-04	DDO Codification	User Creation	The system should put the validation such as before initiation of any modification request no tasks should be pending related to any module like Sanction Order, Online Bill, Failed Payment, Surrender of allotment, NPS-ESS, Personal Ledger Account, Budget Estimation, Accounts Correction and Online Pension preparation etc.
DDO-05	DDO Codification	User Creation	For the creation of New DDO code the system should be able to capture the mandatory details like Department, Heads of Account (as mentioned in the DDO declaration order), Name of the Office, Designation of Head of Office, Address, email ID, Mobile Number, CO Code, attached treasury details.
DDO-06	DDO Codification	User Creation	The system should have provision for the new applicant to upload mandatory documents i.e DDO declaration Order, Office Creation Order, Treasury attachment Order in .pdf format.
DDO-07	DDO Codification	User Creation	At each level the user should have the facility to Save, Forward and revert (only for approvers). The system should have the make available the department list.
DDO-08	DDO Codification	User Creation	The system must have the facility to trigger SMS alert to the applicant once the application is forwarded to Heads of Department.
DDO-09	DDO Codification	User Creation	The new request i.e pending for approval cases must reflect under the Treasury Approver login.
DDO-10	DDO Codification	User Creation	Treasury officer should have the facility to furnish the verification details and to upload five (05) mandatory photographs in .jpg format.
DDO-11	DDO Codification	User Creation	The system should have functionality for the Approving admin user to generate DDO code based on the prescribed format.
DDO-12	DDO Codification	Modification	The system should allow the DDO to initiate request for minor modification.



FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
DDO-13	DDO Codification	Closure	The DDO must be able to initiate request for closure of the DDO code.
DDO-14	DDO Codification	Power delegation	The system should allow the DDO user to initiate request for delegation of power.
DDO-15	DDO Codification	Power delegation	The system should have the facility to upload the specimen signature in .pdf format.
DDO-16	DDO Codification	Deactivation	The system must have the functionality to deactivate the invalid users.

#### **5.5.26 MOBILE APPLICATION**

As IFMS needs to be paperless, introduction of Mobile Application (apps) to some major modules of IFMS (approximately 10 modules to be decided by client). Mobile apps need to be developed for queries/ reporting and providing day-to-day approvals by competent authorities as per authorized workflow for different kinds of requests. The mobile application should be compliant on all major latest mobile operating systems available in the market like, Android, iOS, Windows etc. The solutions over mobile should not be constrained with available bandwidth. Major functionalities of the mobile application should be as follows. Approximately 10 mobile sub-application needs to be developed. All these sub-apps will be grouped together, and a single app needs to be developed. Based on the user privileges the provision of downloading the respective sub-apps will be available.

- The mobile applications should work in all networks irrespective of mobile device make and model.
- Mobile Application structure should be resolution & platform independent.
- The mobile apps need to check for the updates if any and alert the user to download the latest version
- If required, the mobile apps should access Geolocation information in case the mobile device supports it
- The mobile application needs to integrate and interoperate with various other external entities, therefore, the app should easily and in a relatively seamless manner integrate with external entities.
- The data communication between downloadable mobile application and various subsystems like payment gateway, SMS gateway, server, any other third party authentication server, and application server should be in encrypted form.
- The mobile APP should be able to communicate with the SMS Gateway API for integrating various PUSH and PULL Notification services.
- The mobile APP should be able to integrate with SMTP (Simple Mail Transfer Protocol) Gateway.
- The mobile APP should support user role-based access to different functionalities.
- The mobile APP should have features like simple search with 2 to 3 input fields and advance search with more than 5 input fields.
- The mobile APP should use technologies like Pagination and lazy loading.
- The mobile APP should have the feature of Zoom in and out of contents
- The mobile APP should have the feature of integrating with Biometric, Quick Response Code (QR) / Barcode, IRIS data and face recognition technology.
- The mobile APP should have the capability of integrating with other 3rd Party API.

**5.5.26.1 BROAD LEVEL FUNCTIONALITIES:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
MOB-01	Mobile App	Mobile App	The mobile applications should work in all networks irrespective of mobile device make and model.
MOB-02	Mobile App	Mobile App	Mobile Application structure should be resolution & platform independent.
MOB-03	Mobile App	Mobile App	The mobile apps need to check for the updates if any and alert the user to download the latest version.
MOB-04	Mobile App	Mobile App	If required, the mobile apps should access Geolocation information in case the mobile device supports it.
MOB-05	Mobile App	Mobile App	The mobile application needs to be integrated and interoperated with various other external entities, therefore, the app should easily and in a relatively seamless manner integrated with external entities.
MOB-06	Mobile App	Mobile App	The data communication between downloadable mobile application and various subsystems like payment gateway, SMS gateway, server, any other third party authentication server and application server should be in encrypted form.
MOB-07	Mobile App	Mobile App	The mobile APP should be able to communicate with the SMS Gateway API for integrating various PUSH and PULL Notification services.
MOB-08	Mobile App	Mobile App	The mobile APP should be able to integrate with SMTP (Simple Mail Transfer Protocol) Gateway.
MOB-09	Mobile App	Mobile App	The mobile APP should support user role-based access to different functionalities.
MOB-10	Mobile App	Mobile App	The mobile APP should have features like simple search with 2 to 3 input fields and advance search with more than 5 input fields.
MOB-11	Mobile App	Mobile App	The mobile APP should use technologies like Pagination and lazy loading.
MOB-12	Mobile App	Mobile App	The mobile APP should have the feature of Zoom in and out of contents.
MOB-13	Mobile App	Mobile App	The mobile APP should have the feature of integrating with Biometric, Quick Response Code

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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
			(QR) / Barcode, IRIS data and face recognition technology.
MOB-14	Mobile App	Mobile App	The mobile APP should have the capability of integrating with other 3rd Party API.

### **5.5.27 WEB PORTAL DEVELOPMENT AND ADMINISTRATION**

The goal is to provide a smooth, efficient and user-friendly experience to the citizens and business associates. The new website will ensure that stakeholders communicate with Integrated Financial Management System (IFMS), Odisha through web instead of direct phone calls or visits. This portal will also act as a source of information for the stakeholders regarding policies, procedures, notices and tenders etc. This in turn will improve customer satisfaction and reduce work load on the employees.

Rather than multiple websites, IFMS will have a single website providing all the functionalities. The new Website will have the following functionalities/ features.

The Website needs to be segregated broadly into two different categories

- IFMS Users (provided with User-Ids and Password)
  - This will ensure the role wise functionalities to be available in the dashboard for the specific user.
- Public (Citizens)

The basic features to be available in the website are

- About Us
- Organogram
- Code Rule
- Notice/ Tender/ Circular
- Public Grievance
- Guest Book
- RTI
- FAQ
- Social Media Integration
- SMS services
- Holiday Calendar
- Contact Us
- Photo Gallery
- Search Options (Intelligence search)

The Menu will have below categories

- Department
  - Portal
    - Important Links
- Controller of Accounts
  - Imp Links
    - GPF Queries
- Other e-Services
  - E-Payment
  - Reprint Challan
- Citizen Services
  - Bill Query
  - Challan Query
  - Pension Payments
  - Reports
    - Know Your payment Status
    - IFSC Code
- User Manuals
- Downloads
- Jeevan Praman
  - Quick Links
- Analytics
- Dashboard with Figures (some important figures of IFMS)
- NPS (Separate Page)
  - About NPS
  - Contribution Details
  - Know your PRAN
  - Grievance
  - FAQ
  - Contact us
  - Some figures of NPS
  - Section wise administration Login

**5.5.27.1 BROAD LEVEL FUNCTIONALITIES:**

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
WEB-01	Web Portal	Web Portal	The Website needs to be segregated broadly into two different categories i.e. for IFMS Users and Public Users
WEB-02	Web Portal	Web Portal	For the IFMS Users the interface should be User-Ids and Password based. Which must contain and ensure the role wise functionalities in the dashboard for the specific user.
WEB-03	Web Portal	Web Portal	The web portal must contain brief description about the organization known as "About Us". Sections like who is who of the directorate, contact us, tender released, important circulars and/ or notifications, FAQs, User manuals of different modules, notice center, provision for some videos to be maintained etc. to be planned. It should be compliant to Guidelines for Indian Government Websites (GIGW).
WEB-04	Web Portal	Web Portal	The hierarchy of the organization must be made available in the form of Chart in "Organogram" section.
WEB-05	Web Portal	Web Portal	All the rules of the IFMS must be uploaded and maintained periodically in the "Code Rule' Section.
WEB-06	Web Portal	Web Portal	The web portal must contain a separate section for publication and uploading of "Notice/ Tender/ Circulars"
WEB-07	Web Portal	Web Portal	The list "Public Grievance" must be captured and maintained in a separate tab.
WEB-08	Web Portal	Web Portal	"Guest Book" section must capture the Name, contact details and feedbacks of the visitors.
WEB-09	Web Portal	Web Portal	The replies of the RTI, details of the Nodal Officer and link to file RTI must be maintained periodically.
WEB-10	Web Portal	Web Portal	The Frequently asked questions and answers must be maintained in FAQ section.
WEB-11	Web Portal	Web Portal	The social media pages i.e twitter, Facebook must be integrated with the portal.
WEB-12	Web Portal	Web Portal	SMS services must be integrated and incorporated with the web portal.
WEB-13	Web Portal	Web Portal	List of Govt Holidays of Government of Odisha must be uploaded.
WEB-14	Web	Web Portal	In contact details section the contact details of the

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FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
	Portal		officials must be maintained.
WEB-15	Web Portal	Web Portal	The photos of the meetings and events should be maintained in the Gallery section.
WEB-16	Web Portal	Web Portal	The portal must have a search option (intelligence search) where the user should quickly search for the required info.
WEB-17	Web Portal	Web Portal	The menu must contain the important links under the department portal.
WEB-18	Web Portal	Web Portal	The menu should have the Controller of Accounts section where the queries related to GPF can be entertained "GPF queries".
WEB-19	Web Portal	Web Portal	The links for other e-services i.e. e-payment and re-print challan must be made available.
WEB-20	Web Portal	Web Portal	The citizen services i.e. Bill Query, Challan Query, Pension Payments, Reports (Know your payment status, IFSC Code) must be kept separately in the portal.
WEB-21	Web Portal	Web Portal	All the user manuals must be maintained in a separate menu.
WEB-22	Web Portal	Web Portal	Various formats, excels of different commonly used services must be kept under a section called downloads".
WEB-23	Web Portal	Web Portal	The summary reports and analytical data must be kept separately.
WEB-24	Web Portal	Web Portal	The portal must have the facility to publish dashboard with figures (some important figures of IFMS)
WEB-25	Web Portal	Web Portal	Features and links of NPS must be developed in a separate page. Which should contain the segments i.e. About NPS, Contribution Details, Know your PRAN, Grievance, FAQ, Contact us, Some figures of NPS, Section wise administration login.
WEB-26	Web Portal	Public Grievance	Provision to categorize the grievance should be available. The system should provide facility to the user to lodge grievance based on different identification like HRMS ID, PPO No., PRAN No., GPO No. Application No, Bill number, Token number, CRN, BRN, etc. the system should have



FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
			facility to validate the user based on the details provided.
WEB-27	Web Portal	Public Grievance	<p>The system should have a remarks section where the user can mention the details of the grievance in 1000 characters and should have the option to upload necessary documents in a single consolidated file (i.e letters/orders) in .pdf format less than 1 MB.</p> <p>The system must capture the mobile number of the applicant. OTP must be triggered to the given mobile number for final submission of the grievance. On submission of the grievance, a unique grievance reference number must be generated using which the user can know the status of his/her grievance at any point of time.</p>
WEB-28	Web Portal	Public Grievance	The grievance lodged must be available with the respective user in the user hierarchy to process the same.
WEB-29	Web Portal	Public Grievance	The applicant should get SMS on the grievance status.

**5.5.28 UC MANAGEMENT**

In respect of non-recurring Central Grants received through the State Budget and utilized through the administrative departmental officers or through autonomous agencies, the Utilization Certificate should be submitted to AG (through Administrative Department) within twelve months of the closure of the financial year in which the grant was released. Utilization Certificates (UCs) are collected from grant drawing DDOs for onward submission to AG for GoI grants as well as Works related funds.

**5.5.28.1 BROAD LEVEL FUNCTIONALITIES:**

FRS ID	IFMS 3.0 Module	Sub-Module	Functionality
UCM-01	UC Management	UC Management	The system should have the functionality for the user creation based on the hierarchy i.e DDO, CO, Administrative Department and AG (A&E).
UCM-02	UC Management	UC Management	The system must fetch the bill and the sanction order details from the IFMS while preparation of the online UC.
UCM-03	UC Management	UC Management	The data must be accessed and stored into two broad categories i.e Non-legacy period and Legacy period. The initiator should have the facility to choose the type UC which needed to be submitted while initiating a transaction.
UCM-04	UC Management	UC Management	The respective of the Schemes and Grantee must be mapped in the system properly so that by selecting the Scheme and the details of the pending UCs must be auto reflected.
UCM-05	UC Management	UC Management	The user must have the facility to enter the voucher / challan wise amount in the system.
UCM-06	UC Management	UC Management	The system must have the facility for submission of UC for the Non-legacy data.
UCM-07	UC Management	UC Management	The system must ensure that before submitting the UC to the approver (CO) the UC submitting user (DDO) confirms the data again.
UCM-08	UC Management	UC Management	The DDO user should have the facility to modify the data before final submission.
UCM-09	UC Management	UC Management	The DDO user must have the facility to upload additional documents (if any) .

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<b>FRS ID</b>	<b>IFMS 3.0 Module</b>	<b>Sub-Module</b>	<b>Functionality</b>
UCM-10	UC Management	UC Management	The DDO/ UC submitting user must have an option to generate UC in the State UC Certificate in prescribed format.
UCM-11	UC Management	UC Management	The DDO/ UC submitting user must have the facility to submit and forward option.
UCM-12	UC Management	UC Management	The system must have the functionality for tracking the UC submission status at each hierarchy level.
UCM-13	UC Management	UC Management	The UCs submitted by the DDO/ UC submitting user must be reflected under the pending task list of the Controlling Officer.
UCM-14	UC Management	UC Management	The CO must have the facility to approve or reject the UC and must have a facility to mention the remarks in a separate section.
UCM-15	UC Management	UC Management	The CO should also have the facility to initiate a fresh UC submission transaction like DDO user.
UCM-16	UC Management	UC Management	The system must have the DSC/ e-Sign facility before submission of the UC to the Administrative Department.
UCM-17	UC Management	UC Management	All the users in the hierarchy must have the option to forward and submit the UC.
UCM-18	UC Management	UC Management	The Administrative Departments also must have the facility to initiate a UC submission transaction like DDO/ CO.
UCM-19	UC Management	UC Management	The system must have DSC/e-Sign facility for the Administrative Department user before submission of the details to AG.
UCM-20	UC Management	UC Management	The system must have the functionality to trigger SMS at the each level of submission/ approval/ ejection.
UCM-21	UC Management	UC Management	The system must have the functionality to prepare UC with respect to Legacy period, for the users under all hierarchical levels i.e., DDO/ Controlling Officer/ Department / AG(O).
UCM-22	UC Management	UC Management	The system should have the functionality for submission of the Partial Utilization Certificate.

## **5.6 TRAINING AND CAPACITY BUILDING**

Training needs to be carried out at the following levels by the SI –

- Application training for module wise users
- Training to IT staffs for system administration and management.
- Preparation of User Manual for all the modules

The bidders are required to propose a training plan as a part of their proposal. The planning phase should involve but not limited to determining the training scope and approach for delivery of training associated with the overall project milestones. This should conclude with an agreed development and delivery approach to deliver the training requirements of the Project. This should ensure the delivery of quality system-based training and training materials. Focused sessions should be planned for finalizing the training materials and training schedule planning. A schedule reflecting the plan to deliver Training should also be delivered which will be aligned to the Project implementation milestones and module releases.

- Trainings will be conducted at respective Treasuries.
- The required infrastructures like training hall, computers, power etc. for training will be provided by the respective Treasuries. All other training related items like Training Materials etc. are to be provided by the SI.
- All the trainings, especially the application training is to be completed before the System Go-Live.
- One training day will be of 6 hours and Maximum number of trainees per batch will be 20
- All training programs will consist of classroom, practical session. System for practical session will be provided by the client. Virtual training sessions wherever possible can also be planned.
- The training will be of two types
  - Train the trainer- Training has to be provided to the treasury staff (at least two from each district and special treasury). These trained staff will then train other staff of their respective treasury. For all the new developed modules this training needs to happen.
  - Train the users of the administrative department

## 5.7 SERVICE LEVEL AGREEMENT (SLA)

### 5.7.1 DEFINITION OF SLA

For the purpose of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- A. **"Availability"** shall mean the time for which the services and facilities are available for conducting operations from the equipment/ solution hosted in the Data Centre / NDR and DR. Availability percentage is measured as  $\text{Availability \%age} = \frac{\{\text{Agreed Service time} - \text{Down time}\}}{\text{Agreed Service time}} * (100\%)$
- B. **"Downtime"** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time.
- C. **"Helpdesk Support"** shall mean the 8x6x365 support which shall handle patch updates, Fault reporting, ticketing and resolution of related enquiries during this duration of this contract (includes the public holidays also). Interactive remote diagnostic support shall also be there, allowing Technical support engineers to troubleshoot an incident securely through a browser- based remote control feature.
- D. The business hours are 10:00 AM to 06:00 PM on all working days excluding Public Holidays or any other Holidays observed by the State. The SI however recognizes the fact that the State offices will require to work beyond the business hours on need basis.
- E. **"Non-Business Hours"** shall mean hours excluding "Business Hours".
- F. 8X6 shall mean hours between 10:00AM - 06.00 PM on all working days of the week. As per the business need the support hours may change after discussion with all concerned stakeholders.
- G. **"Incident"** refers to any event / abnormalities in the functioning of the Data Centre Equipment / specified Services that may lead to disruption in normal operations of the Data Centre services.
- H. **"Service Window"** shall mean the duration for which the facilities and services shall be available at the Data Centre. Service window in this case shall be 24x7x365.
- I. **"T"** Is the time of reporting of the call/ incident.

### 5.7.2 SERVICE LEVEL AGREEMENT (SLA) DETAILS:

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S. No	Metric	Baseline	Breach	Dependency	Penalty	Measurement
1.	<p>Data Centre Availability</p> <p>Uptime of various components at DC, NDR and DR including but not limited to;</p> <ul style="list-style-type: none"> <li>• Servers</li> <li>• Storage</li> <li>• Tape Library</li> <li>• SAN</li> <li>• Switches</li> <li>• Routers</li> <li>• OS</li> <li>• System Software</li> </ul> <p>Any downtime for maintenance shall be with prior written Intimation and approval of DT&amp;I.</p> <p><b>Quarterly SLA Monitoring</b></p> <p>Average of the month-wise scores shall be taken for the quarterly</p>	>=99.5 %	<99% Note: Data center should not be down for more than 3 instances in a quarter.	<ul style="list-style-type: none"> <li>• Power Backup Upgrades</li> <li>• System Restores,</li> <li>• Network connectivity outage</li> </ul>	<ul style="list-style-type: none"> <li>• INR 10000 per hour</li> </ul>	<ul style="list-style-type: none"> <li>• SI shall ensure that all relevant events are logged and such logs are accessible to DT&amp;I for review/ report through SLA monitoring tool readable format.</li> <li>• Measured using EMS tool/ SLA monitoring tool.</li> </ul>

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S. No	Metric	Baseline	Breach	Dependency	Penalty	Measurement
	measurement.					
2.	<p><b>Adherence to Policies</b></p> <p>Adherence and maintenance of Standard protocols/practices like:</p> <p>Updation of antivirus at server.</p> <p>Adherence to backup policy of DT&amp;I.</p> <p>Use of licensed software and maintenance of their updates Compliance with standard operating procedures etc.</p> <p><b>Quarterly SLA Monitoring</b></p> <p>Must achieve specified rating in 90% of the inspections carried out</p>	100%	<90%	<ul style="list-style-type: none"> <li>• Power Backup Upgrades</li> <li>• System Restores</li> <li>• Scheduled batch processing tasks</li> </ul>	<ul style="list-style-type: none"> <li>• INR 10000 per instance</li> </ul>	<ul style="list-style-type: none"> <li>• Random inspections by PMU</li> <li>• All incidents are logged and such logs are accessible to the DT&amp;I for review/ report through SLA monitoring tool readable format</li> <li>• The report on the findings shall be entered in the SLA monitoring tool.</li> </ul>

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S. No	Metric	Baseline	Breach	Dependency	Penalty	Measurement
	by the PMU.					
3.	<b>Documentation Management</b>  Maintaining document versioning (FRS, SRS, User, Training, Manual etc.), application version control, updates & patches etc.	<= One week	more than two weeks beyond the agreed end date	Details Scope of work from Business User	• INR 10000 per instance	• Monitored based on the date of submission to DT&I and acknowledgement • number provided for the same shall be available in the SLA monitoring tool.
4.	<b>Call Center Inbound Calls Response time</b>  Response time for the calls received at the call center (i.e. the time taken to answer a call Landing at the help desk excluding the IVRS time)	<= 20 seconds	>25 seconds & >5% of the total call responded in one day has breached.	NA	•INR 2000 per day	• Measure from the MIS report generated by the Call Centre Module provided by the SI
5.	<b>Helpdesk Response Time</b>  Time taken for sending email response & ticket assignment from the time of registering of	<= 30 mins	> 30 mins >5% of the total booked ticket for a day breached	Non-Business hour will not be calculated	•INR 2000 per call	• Automated Report from the Ticket Management System



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S. No	Metric	Baseline	Breach	Dependency	Penalty	Measurement
	request		the baseline.			
6.	<b>Re-opening of calls</b>	10 calls in 7 days  If more than 10 calls or tickets get re-opened in 7 days' time	>10 calls in 7 days		•INR 2000 per call	•
7.	<b>Helpdesk- Query Resolution Time</b>  Time taken for resolving					
	<b>Severity-1</b>	<= 15 Minutes	> 1 Hour		INR 1000 per hour	• Automated Report as per the Issue reporting and tracking system
	<b>Severity-2</b>	<= 30 Minutes	> 2 Hours		INR 1000 per hour	• Automated Report as per Issue reporting and tracking system
	<b>Severity-3</b>	<=45 Minutes	> 3 Hours		INR 1000 per hour	• Automated Report as per the Issue reporting and tracking system

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S. No	Metric	Baseline	Breach	Dependency	Penalty	Measurement
	<b>Severity-4</b>	<= 1 Hour	> 4 Hours		INR 1000 per hour	<ul style="list-style-type: none"> <li>Automated Report as per the Issue reporting and tracking system</li> </ul>
8.	<b>Application Support Resolution time</b> Resolution time by support where incident is logged.					
	<b>Critical (Severity - 1)</b>	<= 15 Minutes	> 1 Hour		<ul style="list-style-type: none"> <li>INR 10000 per hour</li> </ul>	<ul style="list-style-type: none"> <li>Automated Report as per the Issue reporting and tracking system</li> </ul>
	<b>High (Severity - 2)</b>	<= 30 Minutes	> 2 Hours		<ul style="list-style-type: none"> <li>INR 10000 per hour</li> </ul>	<ul style="list-style-type: none"> <li>Automated Report as per Issue reporting and tracking system</li> </ul>
	<b>Medium (Severity - 3)</b>	<=45 Minutes	> 3 Hours		<ul style="list-style-type: none"> <li>INR 2000 per hour</li> </ul>	<ul style="list-style-type: none"> <li>Automated Report as per the Issue reporting and tracking system</li> </ul>
	<b>Low (Severity - 4)</b>	<= 1 Hour	> 4 Hours		<ul style="list-style-type: none"> <li>INR 2000 per hour</li> </ul>	<ul style="list-style-type: none"> <li>Automated Report as per the Issue reporting and tracking system</li> </ul>
9.	<b>Hardware Support Resolution time</b> Resolution time by support at help desk where incident is logged.	<=24 hours	>=48 hours	OEM Support	INR 2000 per hour	<ul style="list-style-type: none"> <li>Automated Report as per the Helpdesk Ticket Management System</li> </ul>

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S. No	Metric	Baseline	Breach	Dependency	Penalty	Measurement
	<p><b>Quarterly SLA Monitoring</b></p> <p>Must be achieved within agreed timeline for resolution for at least 95% of the cases in a quarter.</p>					
10.	<p><b>Application Maintenance</b></p> <p>Time to deliver the application changes as per desired functionality.</p> <p><b>Quarterly SLA Monitoring</b></p> <p>Must be achieved within agreed timeline for at least 95% of the cases in a quarter.</p>	Within Agreed Timeline	Beyond Agreed Timeline	Finalization of Requirements	INR 2000 per hour	<ul style="list-style-type: none"> <li>Automated Report as per the Issue reporting and tracking system</li> </ul>

Severity of calls, response time and resolution time:

Call Severity	Response Time	Resolution Time
Critical (Severity - 1)	15 Minutes	1 Hour
High (Severity - 2)	30 Minutes	2 Hours
Medium (Severity - 3)	45 Minutes	3 Hours
Low (Severity - 4)	1 Hour	4 Hours

- For Application system uptime, only the penalty associated with uptime would be considered. No penalty for calls logged for system downtime would be applied.
- **Critical (Severity - 1):** Show stopper, Application breakdown/ crash, has serious implications on running the production server, breach of validations and has affected or may affect greater than 50% of users.
- **High (Severity - 2):** Serious degradation of application performance, has impacted majority of business processes, risk of significant data loss, anomaly of data in developed reports, affected or may affect around 10-50% of users.
- **Medium (Severity - 3):** Moderate degradation in application performance, no implications on data integrity, had minimal or no impact on day-to-day operations and has affected or may affect less than 10% of users.
- **Low (Severity - 4):** Applications are stable and has no impact on day to day workings and has affected or might affect a single user
- If the Uptime of Application system is less than 65% for 2 consecutive quarters, DT&I shall have the right to terminate the Agreement. DT&I have the right to forfeit the Bank Guarantee.

**Please note:**

- *Following conditions will be considered as the Breach of the Agreement in case of any of the following conditions and DT&I reserves the Right to terminate the agreement*
  - o *System uptime of less than 97% continuously for a quarter;*
  - o *More than 3 incidents of not resolving the bugs / issues within the defined time limits in a quarter;*

**5.7.3 DISASTER RECOVERY (DR):**

DR and NDR site would be maintained by the selected bidder and would be ensured that DR and NDR is replicated with the live system. DT&I would accept RTO of 4 hours and RPO of 0.1 hour, accordingly DR replication should be planned. The bidder would also ensure proper failover and fallback mechanism. In case of non-compliance of the above, the following penalty would be applied:

Failover duration	Penalty
Up to 0.1 hour	No penalty
For each additional 5 minute beyond 0.1 hour	0.10% of the total project cost

Data loss	Penalty
Up to 4 hours	No penalty
For each additional hour beyond 4	0.10% of the total project cost

### **5.8 LIST OF DOCUMENTS THAT WILL BE SHARED WITH THE SELECTED BIDDER**

The client will provide different documents and information of the existing solution which will help the new SI in understanding the application and migrating the data from the existing application to the new application. Below are some major documents that will be provided to the new SI

- Integration design specification
- Data design documents including ER- Diagrams
- Configured and customized scripts
- Stored Procedures/ packages/ triggers with comments

During the knowledge transfer period the new SI needs to identify and align key resources like Application owners, Process Consultant, Database expert & other SPOCs for different modules.

## 6. REQUIRED FORMATS

### 6.1 GENERAL BID FORMATS

#### 6.1.1 GF-1: BIDDER'S PROFILE

RFP No. \_\_\_\_\_

Dated: \_\_\_\_\_

Name of Project: <<\_\_\_\_\_>>

1.	Name of the company/Firm	
2.	Company/Firm registered office address Telephone number Fax number e-mail	
3.	Correspondence/ contact address	
4.	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5.	Is the company/firm a registered company/firm? If yes, submit documentary proof. Year and place of the establishment of the company	
6.	Former name of the company/firm, if any.	
7.	Is the company/firm? - a Government/ Public Sector Undertaking? - a proprietary firm? - a partnership firm (if yes, give partnership deed)? - a limited company or limited corporation?	

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	<ul style="list-style-type: none"> <li>- a member of a group of companies (if yes, give name and address, and description of other companies)?</li> <li>- a subsidiary of a large corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project?</li> <li>- a joint venture consortia (if yes, give name and address of each partner)?</li> </ul>	
8.	Is the company/firm registered with sales tax department? If yes, submit valid sales tax clearance certificate.	
9.	Is the company/firm registered for service tax with Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	
10.	Number of offices / project locations in <ul style="list-style-type: none"> <li>- India:</li> <li>- Odisha:</li> </ul>	
11.	Total no of resources of your organization	
12.	Total no of resources working under software development	
13.	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
14.	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	
15.	Submit GSTIN registration certificate	

Signature: -



Name of the Authorized signatory:

Company Seal: -

**6.1.2 GF-2: BIDDER'S UNDERTAKING STATEMENT**

**Selection of System Integrator (SI) For IFMS, DT&I, Government of Odisha, (RFP No. \_\_\_\_\_)**

We, M/s ..... hereby confirm that we have read and understood the entire Tender Document and accordingly submitted our tender as follows:

1. Commercial Proposal (Format of Tender, Schedule of Prices) in **hard copy**.
2. –Ditto- **digital word/excel format** – Total Pages .....
3. Technical Proposal consisting of the following documents in **digital pdf format**:
  - a. .... Total pages .....
  - b. .... Total pages .....
  - c. .... Total pages .....
  - d. .... Total pages .....
  - e. .... Total pages .....
  - f. .... Total pages .....
4. We understand that the entire tender document and the technical and commercial proposal including tender circulars and addenda shall form part of the Contract Document and we undertake to sign and stamp each and every page of these documents if our offer is accepted.

Signed by duly authorized signatory: .....

On behalf of M/s.....

Company Stamp

**6.1.3 GF-3: CERTIFICATE OF COMPLIANCE (NO CONFLICT OF INTEREST)**

Firm's Name:

Address:

.....  
.....  
.....

We hereby certify and confirm that the entity named above, including all members, partners and persons associated with it shall not have any corporate, commercial or other links, relationship or agreements with any of the entities who will be entrusted with the Implementation of IFMS project under the scope of this Tender

(Authorized signatory):

Name:

Designation:

Signed this .....day of ..... 20\_\_

For the entity

Seal

#### **6.1.4 GF-4: CONFIDENTIALITY/ NON-DISCLOSURE UNDERTAKING**

This Confidentiality Undertaking (this “Undertaking”) is made by [ ] a corporate entity registered under the laws of [ ], whose address is [ ] (hereinafter referred to as the “Recipient”).

**WHEREAS**, the Recipient is entrusted to implement the IFMS project in Directorate of Treasuries and Inspection (DT&I), Finance Department, Govt. of Odisha

**WHEREAS**, DT&I has agreed to make available to the Recipient certain information to enable the “Recipient” to carry out the required advisory services;

**NOW, THEREFORE**, the Recipient undertakes the following:

1. The above preamble shall form an integral part of this Undertaking.
2. For the purpose of this Undertaking the term “Confidential Information” shall mean any and all information, data or records of DT&I or entrusted to DT&I by any third party presented, given, sent or delivered to the Recipient whether in print, text, writing, via computer diskettes, compact disks, computer files of all kinds, or through any other audiovisual, tangible or intangible medium whatsoever, and designated in writing by DT&I or its affiliates or Employers or which, under the circumstances surrounding disclosure, ought to be treated as confidential and shall include but shall not be limited to, any and all information, data, records, statements, processes, formulae, techniques, financial, technical, operational, commercial, staff, management, sales strategies, desires, goals or expansions and other information, data and expertise of whatever kind of DT&I, including all lists of potential or existing Employers or customers, organizational information, contracts or agreements, proprietary business or management methods, marketing data, fee schedules, know-how, designs, concepts, techniques, inventions and ideas, business plans, computer software and programs, database technologies, systems, structures and architectures, research projects or trade secrets of DT&I or its affiliates or Employers and shall include all computer files, documents, data and analyses prepared by DT&I or its agents or its affiliates or Employers, which contain or are based upon Confidential Information. Confidential Information shall also include any information which can be obtained by examination testing or analysis of any such hardware, any component or part thereof and software or material samples, provided or given access to the Recipient by DT&I.
3. The obligation to maintain the confidentiality of Confidential Information shall continue to apply for 7 years after signature of this Undertaking. However, the said obligation does not apply to Confidential Information:

- i. If the Confidential Information is generally available in the public domain (unless available as a result of breach of this Undertaking);
  - ii. If the Confidential Information is lawfully in the Recipient's possession (as evidenced by the Recipient's written records) and was not acquired directly or indirectly from DT&I;
  - iii. If the disclosure of Confidential Information is required by any applicable law or by any supervisory or regulatory body to whose rules the Recipient is subject, or with whose rules it is necessary for the Recipient to comply.
4. If any proceedings are commenced or action taken which could result in it becoming compelled to disclose Confidential Information, the Recipient will, to the extent that it is lawfully able, immediately notify DT&I of such proceedings or action in writing and will take all available steps to resist or avoid such proceeding or action, including all steps that may reasonably be requested by DT&I and keep DT&I fully and promptly informed of all matters and developments relating thereto. If the Recipient is obliged to disclose Confidential Information to any third party, the Recipient will disclose only the minimum amount of information consistent with satisfying its obligation. Furthermore, the Recipient will give prior written notice of the information it proposes to disclose, the notice containing a copy of the proposed disclosure, and will give DT&I an opportunity to discuss the relevant notice prior to any disclosure.
5. The Recipient will immediately upon receipt of a written demand from DT&I:
- i. Return to DT&I all Confidential Information (and all and any copies thereof or of any part thereof);
  - ii. Expunge all Confidential Information from any computer or other similar device and all documents, forms, diskettes, compact discs, computer files or other tangible or intangible item containing Confidential Information together with all relevant samples and models which it has in its possession into which it was entered by it or on its behalf or by its advisers or representatives or on their behalf; and
  - iii. Destroy all notes, analysis or memoranda containing Confidential Information prepared by DT&I or on its behalf or by its advisers or representatives or on their behalf.
6. The Recipient hereby expressly, unconditionally and irrevocably agrees that it shall:
- i. Hold DT&I's Confidential Information in strict confidence to itself and restrict access to such Confidential Information to only its employees who need to know it and shall further ensure that any such employees are bound by the obligations of confidentiality as stated in this Undertaking, and to hold all Confidential Information of DT&I in strict confidence

- ii. Treat such Confidential Information with at least the same care and precaution that the Recipient affords to its most confidential, valuable, and secret information
- iii. Not use, exploit, access or benefit from such Confidential Information for any reason or purpose whatsoever
- iv. Not use such Confidential Information in any way detrimental to DT&I (it being acknowledged that any use or exploitation by the Recipient of the Confidential Information for any purpose whatsoever other than its own internal and non-commercial use, will be deemed detrimental to DT&I)
- v. Not to copy, keep, preserve, store or retain in any medium whatsoever any Confidential Information of DT&I for any reason whatsoever, to that effect, the Recipient hereby expressly undertakes that it shall immediately upon the request of DT&I, destroy any and all of the Confidential Information of DT&I, which the Recipient has received from DT&I
- vi. Release such Confidential Information to a concerned "Recipient Representative" requiring such information only after advance written notification to DT&I stating the name, address, telephone number and relationship to the Recipient of such Recipient Representative, and notifying such Recipient Representative to whom any disclosure of the Confidential Information is made that the disclosure is made in confidence, that the Confidential Information must be kept in strict confidence by the Recipient Representative and that the Confidential Information as well as the Recipient Representative is subject to the terms of this Undertaking
- vii. Not to release, circulate, publish, expose, distribute, reveal, issue or disclose such Confidential Information through any medium or means whatsoever to any other person, persons, entity or entities without the prior express and explicit written consent of DT&I, in which event the Recipient shall require such person or entity to enter into a confidentiality agreement acceptable to DT&I.
- viii. Take all reasonable steps to protect the Confidential Information from unauthorized access, production, publication, distribution, circulation, exposure, copying or disclosure by any party, in any manner, any means and any medium whatsoever
- ix. Comply with any and all instructions that DT&I may issue in relation to the manner through which the Recipient may utilize the Confidential Information for the purposes of this article
- x. Notify DT&I immediately upon discovery of any unauthorized use or disclosure of Confidential Information, or any other breach of this Undertaking by the Recipient, and will cooperate with DT&I in every way to help in regain possession of the Confidential Information and prevent any further unauthorized use of such.

7. The Recipient hereby expressly and unconditionally agrees that any and all of the terms, conditions and provisions contained within this Undertaking relating to the Confidential Information are of the essence, reasonable and necessary in order to protect DT&I's business, reputation, best interests and goodwill. To that effect, the Recipient hereby expressly and unconditionally declares, understands and accepts that should the Recipient breach any of the terms conditions and/or provisions of this Undertaking, DT&I shall suffer grave loss, damage and lost profits to its businesses, reputation, best interests and goodwill.
8. The recipient acknowledges and agrees that damages would not be an adequate remedy for any breach of this undertaking and that either party shall be entitled to the remedies of injunction, specific performance and other equitable relief for any threatened or actual breach of any such undertaking.
9. The Recipient hereby expressly and unconditionally understands and accepts that nothing in this Undertaking is intended to grant the Recipient any form of right, title or interest in or to any of the Confidential Information of DT&I whatsoever, or to any invention, trade secret or intellectual property based thereon. By disclosing, presenting or providing Confidential Information to the Recipient, the Recipient fully and unconditionally understands and accepts that DT&I does not grant any express or implied right interest or title to the Recipient or the Recipient Representative to any Confidential Information.

This Undertaking shall be governed by and construed in accordance with the laws of Republic of India. Any dispute arising out of or in connection with this Undertaking shall be referred to the jurisdiction of courts of Bhubaneswar.

.....

Signed by authorized signatory of

M/s ..... (The Bidder)

**6.1.5 GF-5: PERFORMANCE BANK GUARANTEE**

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.

Date:

To,

The Director, Directorate of Treasuries and Inspection (DT&I),  
Finance Department,  
Government of Odisha,

Dear Sir / Madam,

WHEREAS ..... (Name of the System Integrator) herein after called “the System Integrator” has undertaken, in pursuance of Contract, dated..... (herein after referred to as “the Contract”) to implement the Project for the DT&I, Government of Odisha.

AND WHEREAS it has been stipulated in the said Contract that the System Integrator shall furnish a Bank Guarantee (“the Guarantee”) from a scheduled bank for the sum specified therein as security for the project/performance of Project solution as per the agreement.

WHEREAS we..... (“the Bank”, which expression shall be deemed to include its successors and permitted assigns) have agreed to give the Government of Odisha (“GoO”) the Guarantee.

THEREFORE the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the System Integrator to DT&I, GoO under the terms of their Agreement dated \_\_\_\_\_ on account of full or partial non- implementation and/ or delayed and/ or defective implementation. Provided, however, that the maximum liability



of the Bank towards DT&I, GoO under this Guarantee shall not, under any circumstances exceed \_\_\_\_\_ in aggregate.

2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from DT&I, GoO stating full or partial non-implementation and/ or delayed and/ or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to DT&I, GoO any and all sums demanded by DT&I, GoO under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from DT&I, GoO to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:
3. ....
4. ....
5. ....
6. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 12 months from the date of its execution. However, the Guarantee shall, not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of at least 60 days beyond Seven years from the date of issue of this Guarantee.
7. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
  - i) any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
  - ii) any breach or non-compliance by the System Integrator (SI) with any of the terms and conditions of any Agreements/credit arrangement, present or future, between System Integrator (SI) and the Bank.
8. The BANK also agrees that <<DT&I, GoO>> at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against System Integrator (SI) and notwithstanding any security or other guarantee that <<DT&I, GoO>> may have in relation to the System Integrator's liabilities.
9. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of <<DT&I, GoO>> or any other indulgence shown by <<DT&I, GoO>> or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

10. This Guarantee shall be governed by the laws of India and only under the jurisdiction of courts of Bhubaneswar, shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the ..... Day of .....

Witness

(Signature)

(Signature)

(Name)

Bank Rubber Stamp

(Name)

(Official Address)

Designation with bank Stamp

Plus Attorney as per Power of

Attorney No:

Dated:

Dated:

**6.1.6 GF-6: FORMAT FOR QUERIES**

Bidders requiring specific points of clarification may communicate with DT&I, Government of Odisha during the specified period using the following format.

RFP No:

Name of Project: <<\_\_\_\_\_>>

Name of the Bidder-

Contact Address of the Bidder-

Sl. No.	Section No.	Page No	RFP Clause	Query

Signature:

Name of the Authorized signatory:

Company seal:

**6.1.7 GF-7: FORMAT OF AGREEMENT (SHALL BE SIGNED AFTER AWARD OF THE CONTRACT)**

THIS AGREEMENT made on the ..... day of .....20\_\_

BETWEEN;

1. DT&I (hereinafter referred to as the “**Client**”), having address at *Directorate of Treasuries and Inspection, Finance Department, Govt. Of Odisha, at Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar represented by the Director of treasury and Inspection (which expression shall, unless repugnant to the context meaning thereof, include his successors, assignees) who is duly authorized by Govt. of Odisha to execute this agreement of the FIRST PART*
2. *M/s..... whose registered office is at .....and are duly registered as Implementation Firm under the laws of Republic of India hereinafter referred to as “System Integrator (SI)” (which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns) of the SECOND PART.*

**WHEREAS** the Client is desirous that the agreement be rendered in accordance with the Conditions of this Agreement as contained herein and the SI is willing and capable to render the said Services and has submitted an offer and the Client has accepted the same for the following:

Services: *System Integrator (SI)* for the Implementation of IFMS

**NOW THESE PRESENT WITNESSES** and it is hereby agreed and declared by and between the parties hereto as follows:

- In this Agreement the words and expressions shall have the same meanings as are respectively assigned to them in the Instruction to Bidders & Tender Forms, Special Conditions of Contract and General Conditions of Contract hereinafter referred to.
- The following documents shall be deemed to form and be read and construed as part of the Agreement viz:

- a) The Tender Document issued by DT&I
  - b) The said Offer
  - c) Conditions of the Contract
  - d) The Appendices
  - e) Letter of Acceptance/Award
  - f) All pre-tender circulars & addenda issued during the tendering stage
  - g) All post-tender clarifications, confirmations and correspondence (letters, faxes, emails) and minutes of meetings, if any
  - h) .....
- In consideration of the payment to be made by the Client to the SI as hereinafter mentioned, the SI hereby covenants with the Client to perform the Services in conformity in all respects with the provisions of this Agreement.
  - The Client hereby covenants to pay the SI in consideration of the above Services the remuneration at the times and in the manner prescribed by this Agreement.
  - The Contract Sum for the Project has been agreed between the Client and SI to be INR ..... The same amount shall be the value for the purpose of furnishing Professional Indemnity Insurance by the SI.

1. IN WITNESS WHEREOF THE PARTIES HERETO HAVE HEREUNDER SET THEIR RESPECTIVE HANDS AND SEALS ON THE DAY AND YEAR FIRST ABOVE WRITTEN.

---

Signed by a duly authorized signatory for and on behalf of the Client- DT&I

Signed by a duly authorized signatory for and on behalf of the Contractor **M/s**  
.....

Signature

Signature

(Name & Designation)

(Name & Designation)

Witness

Witness

Signature

Signature

**6.2 TECHNICAL BID FORMATS**

**6.2.1 TF-1: TECHNICAL BID LETTER**

To,

The Director  
Directorate of Treasuries and Inspection (DT&I)  
Finance Department  
Govt. of Odisha

Reference. RFP No. ....Dated.....

**Sir,**

1. We hereby offer to provide the Services at the prices and rates mentioned in the Financial Bid in Section \_\_\_\_\_
2. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
3. We enclose herewith the complete Technical Bid as required by you. This includes:
  - i) This Bid Letter
  - ii) Bid Particulars
  - iii) Details of the proposed solution, proposed Methodology & Timeline

We agree to abide by our offer at least for a period of 180 days from the last date for submission of proposal/ and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

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---	--

Certified that the tenderer is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to INR 12,00,00,000.00 (Rupees Twelve Crore Only) is enclosed in the cover containing Part-I of the bid.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this      Day of      20

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:



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### 6.2.2 TF-2: DETAILS OF RELEVANT EXPERIENCE

Format for Relevant experience

Sl. No.	Item	Details		
<b>General Information</b>				
1.	Name of Project			
2.	Customer Name			
3.	Name, address and contact details of customer			
4.	Project Start Date			
5.	Project End Date			
<b>Compliance Confirmation:</b>				
6.	Nature of Client (Government Departments/ Public Sector Undertakings in India, Government Treasuries/ Government Tax domain/ Government financial domain OR scheduled banks OR financial institutions etc.)		Supporting document provided	<i>[Mention the document from which it is evident, like Work order, Client certificate etc. at Page: ___(on which page of bid the document is provided)]</i>
7.	Nature of project (IT/ IT enabled service project/ Cloud transformation IT enabled service project/ etc.)		Supporting document provided	<i>[Mention the document from which it is evident, like Work order, Client certificate etc. at Page: ___(on which page of bid the document is provided)]</i>
A.	Application Development			Yes/No

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B.	Implementation	Yes/No		
C.	Support and Maintenance services	Yes/No		
8.	Project Location (India or elsewhere)		Supporting document provided	<i>[Mention the document from which it is evident, like Work order, Client certificate etc. at Page: ___(on which page of bid the document is provided)]</i>
9.	Value of Project		Supporting document provided	<i>[Mention the document from which it is evident, like Work order, Client certificate etc. at Page: ___(on which page of bid the document is provided)]</i>
10.	Current project status (Completed/ Implemented & currently under maintenance/ Under implementation)		Supporting document provided	<i>[Mention the document from which it is evident, like Work order, Client certificate etc. at Page: ___(on which page of the bid document it is provided)]</i>
11.	Project Completion / successful implementation date		Supporting document provided	<i>[Mention the document from which it is evident, like Work order, Client certificate etc. at Page: ___(on which page of the bid document it is provided)]</i>

**6.2.3 TF-3: FORMAT FOR PROJECT TEAM MEMBER’S RESUME**

(Use the Format given below for each individual Resource)

Sl. No	Category	Details
1.	Name of the Staff	
2.	Specify role to be played in the project	
3.	Current Job Title	
4.	Total Experience	Year:      Month:
5.	Qualification	
6.	Certification	
7.	Working experience of different Domain (e.g. Finance, eGovernance, Treasury etc.) with no of years.	
8.	No of projects in Govt. Sector with value more than 50 crore	
9.	Experience in Finance Domain	
10.	Employment Record	Organization name : Duration and dates of entry and exit : Designation : Location(s) :
11.	Details of Relevant Project Experience in Chronological Order:	
	Name of Project:	

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Year:	
Location:	
Client:	
Main project features:	
Positions held:	
Activities performed:	
Government Project or not	
[add rows for citing more project]	

**6.2.4 TF-4: UNPRICED BOM****6.2.4.1 NEW DESIGN AND DEVELOPMENT**

Sl. No.	Name of Module/ Sub Module	No of Man-Months Proposed
1.	Budget	
2.	Sanction Order	
3.	Bill/ Disbursement	
4.	P/L Payment	
5.	Works And Forest Payment	
6.	Pension	
7.	National Pension Scheme (NPS)	
8.	E-Receipt	
9.	Scheme Based Bank Management System (SBMS)	
10.	Just-In-Time Funding System (JiT-FS)	
11.	Accounts Submission (monthly Treasury Accounts) and Integration with AG	
12.	Integration with GeM	
13.	Audit And Inspection Module	
14.	Stamp Module	
15.	Commitment Management	
16.	IDAM	
17.	Document Management System	
18.	DDO Codification	
19.	Mobile Application	
20.	Web Portal Development and Administration	

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Sl. No.	Name of Module/ Sub Module	No of Man-Months Proposed
21.	UC Management	
22.	Integration With all External Applications (except those are mentioned separately)	
23.	Others	

**6.2.4.2 NEW HARDWARE, NETWORKING EQUIPMENT & ACCESSORIES**

Sl. No	Items	No of Servers Proposed by Bidder	No. of Processors/ per server Proposed by Bidder	RAM/ per server	No of Cores / per server Proposed by Bidder	Make & Model
1.	Server (DC)					
A	Development (maintenance) Environment					
B	Testing Environment					
C	UAT Environment					
D	Production Environment					
2.	Server (NDR)					
3.	Server (DR)					
4.	Enclosure (DC)					
5.	Enclosure (NDR)					
6.	Enclosure (DR)					
7.	Any Other					

**6.2.4.3 NEW SYSTEM SOFTWARE, DATABASE & MIDDLEWARE**

Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	License Quantity Proposed by Bidder
1.	Oracle RDBMS (19c and above)				
2.	Oracle Linux OS for DB server	As per proposed Solution			
3.	e-sign and or/d-sign solution				
4.	API Gateway				
5.	Containerization Platform				
6.	Orchestration Framework				
7.	Service Discovery Tool				
8.	Bug Tracking				
9.	CI/CD- Repository				
10.	Enterprise Work Flow Management				
11.	Mobility Server for native mobile app.				
12.	Document Management System				
13.	Identity and Access Management System				
14.	Enterprise Helpdesk management System				
15.	AI/ML tools				

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Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	License Quantity Proposed by Bidder
16.	Data Analytics Tool				
17.	Data Migration Tool				
18.	OS	As per the servers proposed need to be factored by SI			
19.	Application Management				
20.	Anti Virus	As per the proposed physical and virtualization server, need to be factored by SI			
21.	EMS and NMS	As per the proposed physical and virtualization server need to be factored by SI			
22.	Issue reporting and tracking system				
23.	Project Management tool				
24.	SSL Certificate of Domain	As per proposed Solution			
25.	Document Signer Certificate	As per proposed Solution			



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Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	License Quantity Proposed by Bidder
26.	Any Other				

### 6.2.4.4 APPLICATION SUPPORT AND MAINTENANCE

Sl. No	Type of Maintenance Resource	No. of years for Maintenance	Minimum No of Maintenance Resources as per RFP	No of Maintenance Resources proposed
1.	Application Maintenance Resource		15	
2.	Network Security Expert		1	
3.	System Administrator		2	
4.	Database Administrator		2	

### 6.2.4.5 HELPDESK SUPPORT

Sl. No	Type of Helpdesk support Resource	No. of years of Support	No of Helpdesk support Resources proposed
1.	Helpdesk Support	7 years	

**6.2.4.6 LICENSE MAPPING WITH PROPOSED SERVERS AND VIRTUALIZATION**

Sl. No	Environment	Server	No of Processors/CPU	No of Cores	Total VM	Product Proposed	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	Concurrency Support per Licensing Unit	License Quantity Proposed by Bidder
1.	Production	Server-1							
2.		Server-2							
3.		Server-N							
4.	UAT	Server-1							
5.		Server-2							
6.		Server-N							
7.	Development/ Maintenance	Server-1							
8.		Server-2							
9.		Server-N							
10.	NDR	Server-1							
11.		Server-2							
12.		Server-N							
13.	DR	Server-1							

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Sl. No	Environment	Server	No of Processors/CPU	No of Cores	Total VM	Product Proposed	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	Concurrence Support per Licensing Unit	License Quantity Proposed by Bidder
14.		Server-2							
15.		Server-N							
16.	Other								

### 6.3 COMMERCIAL BID DOCUMENT FORMATS

#### 6.3.1 CF-1: COMMERCIAL BID LETTER

To

The Director  
Directorate of Treasuries and Inspection (DT&I)  
Finance Department  
Govt. of Odisha

Ref. RFP No. : \_\_\_\_\_

Sir/ Madam,

1. We hereby declare
  - i) that we have domain knowledge in Government workflow processes, office automation processes, Web Application Development, Multiple Database Handling, Database Synchronization, generic report, generation software, Training on Networking and Software
  - ii) We/our principals are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of GoO and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.
2. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid in Section \_\_\_\_\_
3. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document.
4. We enclose herewith the complete Commercial Bid as required by you. This includes:
  - i) This Bid Letter
  - ii) Price Schedule (Section \_\_\_\_\_)

We agree to abide by our offer at least for a period of 180 days from the last date for submission of proposal/ bid and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

Certified that the Tenderer is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to INR 12,00,00,000.00 (Rupees Twelve Crore Only) is enclosed in the cover containing Part-I of the bid.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of YYYY

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

**6.3.2 CF-2: UNIT COST OF RESOURCES**

Sl. No	Resource Type	Role	Unit Rate/ Month (A)	Unit Rate/ Month (in Words)
1.	R1	Application Development		
2.	R2	Application Maintenance		
3.	R3	Helpdesk Support		
4.	R4	Network and Security Expert		
5.	R5	System Administrator		
6.	R6	Database Administrator		

Note:

Unit Rate/ Month mentioned in this form should be used in different financial formats (like CF-3, CF-5 and CF-6) of the proposal.

6.3.3 CF-3: DESIGN AND DEVELOPMENT COST

Sl. No.	Name of Module/ Sub Module	No of Man-Months Required (B)	Man-Month Cost (A=C)	Tax Amount (D)	Total Amount (E=D+C)	Total Cost (T=B*E)
1.	Budget					
2.	Sanction Order					
3.	Bill/ Disbursement					
4.	Accounts Submission					
5.	P/L Payment					
6.	Works And Forest Payment					
7.	Pension					
8.	National Pension Scheme (NPS)					
9.	E-Receipt					
10.	Integration with AG					
11.	Integration with GeM					
12.	Stamp Module					
13.	Scheme Based Bank Management System (SBMS)					
14.	Just-In-Time Funding System (JiT-FS)					
15.	Audit And Inspection Module					
16.	IDAM					

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Sl. No.	Name of Module/ Sub Module	No of Man-Months Required (B)	Man-Month Cost (A=C)	Tax Amount (D)	Total Amount (E=D+C)	Total Cost (T=B*E)
17.	Commitment Management					
18.	DDO Codification					
19.	Document Management System					
20.	Mobile Application					
21.	UC Management					
22.	Portal Development and Administration					
23.	Integration With all External Applications (except those are mentioned separately)					
24.	Others					
25.	Cost for man-month	1000				
<b>Total Module Cost</b>						
<b>Total Module Cost in words:</b>						

- In order to meet the project requirements, it may be necessary to carry out modification /customization to the proposed solution. The above quoted “Cost for man-Month” amount shall be used if **DT&I, GoO** wants to carry out any modification/customization activities later. The unit rates of resources at (CF-2) **will be firm for the contract period.**
- For calculation of man-Month cost “C”, the Man-Month rate (A) should be taken from the R1- “Unit Rate/ Month” proposed in CF-2



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6.3.4 CF-4: NEW SYSTEM SOFTWARE, DATABASE & MIDDLEWARE COST

Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	License Quantity Proposed by Bidder (A)	Unit Price of Licensing Unit (B)	Unit Price of Licensing Unit (B) (in Words)	Cost of 7 year Warranty and Support from OEM (C) *	Tax Amount (D)	Total Amount (E = B + C + D)	Total price (Without Tax) G= (A*(B+C))	Total price (With Tax) F= (A*E)
1.	Oracle RDBMS (19c and above)	As per proposed Solution										
2.	Oracle Linux OS for DB server	As per proposed Solution										
3.	e-sign and or/d-sign solution	As per proposed Solution										

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Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	Licence Quantity Proposed by Bidder (A)	Unit Price of Licensing Unit (B)	Unit Price of Licensing Unit (B) (in Words)	Cost of 7 year Warranty and Support from OEM (C) *	Tax Amount (D)	Total Amount (E = B + C + D)	Total price (Without Tax) G= (A*(B+C))	Total price (With Tax) F= (A*E)
		ion										
4.	API Gateway	As per proposed Solution										
5.	Containerization Platform	As per proposed Solution										
6.	Orchestration Framework	As per proposed Solution										
7.	Service Discovery Tool	As per prop										

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Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	License Quantity Proposed by Bidder (A)	Unit Price of Licensing Unit (B)	Unit Price of Licensing Unit (B) (in Words)	Cost of 7 year Warranty and Support from OEM (C) *	Tax Amount (D)	Total Amount (E = B + C + D)	Total price (Without Tax) G= (A*(B+C))	Total price (With Tax) F= (A*E)
		used Solution										
8.	Bug Tracking	As per proposed Solution										
9.	CI/CD-Repository	As per proposed Solution										
10.	Enterprise Work Flow Management	As per proposed Solution										

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Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	Licence Quantity Proposed by Bidder (A)	Unit Price of Licensing Unit (B)	Unit Price of Licensing Unit (B) (in Words)	Cost of 7 year Warranty and Support from OEM (C) *	Tax Amount (D)	Total Amount (E = B + C + D)	Total price (Without Tax) G= (A* (B+C))	Total price (With Tax) F= (A*E)
11.	Mobility Server for native mobile app.	As per proposed Solution										
12.	Document/ Content Management System	As per proposed Solution										
13.	Identity and Access Management System	As per proposed Solution										
14.	Enterprise Helpdesk Management System	As per proposed										

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Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	License Quantity Proposed by Bidder (A)	Unit Price of Licensing Unit (B)	Unit Price of Licensing Unit (B) (in Words)	Cost of 7 year Warranty and Support from OEM (C) *	Tax Amount (D)	Total Amount (E = B + C + D)	Total price (Without Tax) G= (A*(B+C))	Total price (With Tax) F= (A*E)
		Solution										
15.	AI/ML tools	As per proposed Solution										
16.	Data Analytics Tool	As per proposed Solution										
17.	Data Migration Tool	As per proposed Solution										
18.	OS	As per										

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Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	Licence Quantity Proposed by Bidder (A)	Unit Price of Licensing Unit (B)	Unit Price of Licensing Unit (B) (in Words)	Cost of 7 year Warranty and Support from OEM (C) *	Tax Amount (D)	Total Amount (E = B + C + D)	Total price (Without Tax) G= (A*(B+C))	Total price (With Tax) F= (A*E)
		proposed Solution										
19.	Application Management	As per proposed Solution										
20.	Anti Virus	As per proposed Solution										
21.	EMS and NMS	As per proposed Solution										

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Sl. No.	Item	Minimum requirement as per RFP	OEM & Version	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterprise/ Others)	Licence Quantity Proposed by Bidder (A)	Unit Price of Licensing Unit (B)	Unit Price of Licensing Unit (B) (in Words)	Cost of 7 year Warranty and Support from OEM (C) *	Tax Amount (D)	Total Amount (E = B + C + D)	Total price (Without Tax) G= (A*(B+C))	Total price (With Tax) F= (A*E)
22.	Issue reporting and tracking system											
23.	Project Management tool											
24.	SSL Certificate of Domain	As per proposed Solution										
25.	Document Signer Certificate	As per proposed Solution										
26.	Any Other											

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Sl . No.	Item	Minimum require ment as per RFP	OEM & Vers ion	Licensing Unit (Per User/ Core/ Server/ CPU/ Enterpris e/ Others)	Licens e Quanti ty Propo sed by Bidder (A)	Unit Price of Licensi ng Unit (B)	Unit Price of Licensing Unit (B) (in Words)	Cost of 7 year Warranty and Support from OEM (C) *	Tax Amoun t (D)	Total Amou nt (E = B + C + D)	Total price (Wit hout Tax) G= (A* (B+C ))	Total price (Wit h Tax) F= (A*E)
<b>Total System Software, Database &amp; Middleware Cost</b>												
		<b>Total System Software, Database &amp; Middleware Cost in words:</b>										



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**Note:** The items should match the proposed unpriced BoM

**6.3.4.1 CF-4.1 7 YEAR WARRANTY & SUPPORT COST OF NEW SYSTEM SOFTWARE, DATABASE & MIDDLEWARE**

\* Year wise segregation of "Cost of 7 year Warranty & Support from OEM"- Table below is only to get the year wise cost of 7 year Warranty & Support from OEM for all system software. The total price (in the below table) against each item should not be different from the cost of 7 year warranty and support from OEM mentioned in the above table.

Sl. No.	Item	Price of 7 year Warranty & Support from OEM							Total price (Year 1+ Year 2+ Year 3+ Year 4+ Year 5 +Year 6 + Year 7)
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	
1.									
2.									
<b>Total Cost</b>									
<b>Total Cost in words</b>									

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**6.3.5 CF-5 APPLICATION SUPPORT & MAINTENANCE COST (AMC)**

Sl. No	Type of Maintenance Resource	No. of Months deployment for Maintenance (X)	No. of Maintenance Resources as per RFP- (B)	Price of all Maintenance resources per month (D=A*B)	Tax Amount of all Maintenance resources / Month (E)	Total Amount/ Month (F= D + E)	Total Cost (without tax) T= (X*D)	Total Cost (with tax) C= (X*F)
1.	Application Maintenance Resource		15					
2.	Network and Security Expert		1					
3.	System Administrator		2					
4.	Database Administrator		2					
Total Application Support & Maintenance Cost								
Total Application Support & Maintenance Cost in words:								

Note:

- For calculation of man-Month cost “D”, the correspondent Man-Month rate (A) should be taken from “Unit Rate/ Month” proposed in CF-2
- For number of months for maintenance can be different for different types of resources, so additional rows to be added as required.

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**6.3.6 CF-6 HELPDESK SUPPORT COST**

Sl. No	Type of Helpdesk support Resource	No. of years of Support (X)	No of Helpdesk Support Resources as per RFP (B)	Unit Rate of all Helpdesk resource/ Year (D=A*B* 12)	Tax Amount (E)	Total Amount (F= D + E)	Total Cost (Without Tax) C=(X*D)	Total Cost (With Tax) T=(X*F)
1.	Helpdesk Support	7 years						
Total Helpdesk Support Cost								
Total Helpdesk Support Cost in words:								

Note:

1. For calculation of Unit rate of Helpdesk cost “D”, the Man-Month rate (A) should be taken like below

R3- “Unit Rate/ Month” proposed in CF-2

**6.3.7 CF-7: COST SUMMARY**

Sl. No	Cost Items	Total Cost (without Tax) (In INR)	Total Cost (with Tax) (In INR)
1.	Design and Development Cost- CF-3		
2.	System Software, Database and Middleware Cost- CF-4		
3.	Application Support & Maintenance Cost- CF-5		
4.	Helpdesk Support Cost- CF-6		
<b>Total Cost</b>			
<b>Total Cost (without Tax) in words:</b>			
<b>Total Cost (with Tax) in words:</b>			

**Note: All the cost components mentioned above should be inclusive of all taxes.**

## 7. USER DETAILS

Module wise user details as well as major user categories have been provided in the Table-7. The column “Expected users” describes the expected users for each module.

Table 7:

Type of Users	Expected Users
DDO	9000
CO	200
Treasury	1000
Sanctioning Authority	600
DTI & MIS users	500
CEPC	10
Cyber Treasury	10
COA	40
AG	30
Other	50
Forest	2000
Online PL	2000
JiT-FS	500
SBMS- Phase-I	1500
SBMS- Phase-II	2000
Bulk Disbursement	40
Stamp Module	500
Audit & Inspection	50
Commitment Management	500
CSS-JiT	125000
<b>Total Users</b>	<b>145530</b>

**Expected concurrency for major modules:**

Sl. No	Major Module Name	Expected Concurrency
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Sl. No	Major Module Name	Expected Concurrency
1.	Database	10250
2.	Workflow	8250
3.	Content Management	3250
4.	E-Sign/D-sign	3000

Some more details w.r.t. existing IFMS application

Sl. No	Activity	Approximate Number
1.	Number of Transactions for e-Receipt for the year 2023-24 (Till Oct-23)	1,37,00,000
2.	Number of employees (Government)	4,30,000
3.	Number of Pensioners	5,00,000
4.	Number of NPS holders	3,05,000
5.	Number of online Bills processed for the year (2022-23)	12,10,000
6.	Number of Sanction orders processed for the year (2022-23)	2,56,000

## 8. NON-FUNCTIONAL REQUIREMENTS

Sl. No	Requirement
1.	All modules should be homogeneous with respect to Keyboard use, screen layout and menu operations with Graphic User Interface (GUI) support.
2.	Clearing the application cache should be handled by the system.
3.	Provision of extending the login session should be available with the user
4.	User defined error message to be displayed throughout the application rather than system generated error messages
5.	Use of e-Signature (e-Sign) and d-Signature (d-Sign) in the entire application should be possible. Signing multiple documents in one go should be available.
6.	Printing facility for all forms/ reports should be available in the system
7.	The IFMS portal should be compliant of Guidelines for Indian Government Websites (GIGW).
8.	Provision of adding/ deleting a new layer/ category of user in the user hierarchy should be possible using the front-end facility. This facility should be available at the administrator level.
9.	GUI Form Administration should support:
A	Changing fields or tab labels
B	Hiding fields or tabs.
C	Changing the position or size of field or labels
D	Adding restrictions like mandatory or not
E	Setting default value in a field
F	Changing list of value (LOV) contents
3.	User Customizable Forms should support:
A	When a user opens a form the field should be displayed according to user preferences and the data should be pre-populated with the relevant data subset
B	Users should be allowed to rearrange screen items as per their convenience.
C	Create and save a search
D	Hide/ show columns
E	Reorder columns
F	Add data filters
G	Change sorting orders
H	Tailor text for labels, prompts and tip messages
I	Tailor graphs and charts
4.	Reporting User Interfaces should
A	Provide real time function oriented Management reporting via easy to use portal pages.

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Sl. No	Requirement
B	Should not require knowledge of SQL or databases to create self-service ad-hoc reports
C	Support Advanced Analytic Processing
	<b>Integration</b>
1	The solution should include a repository of all the interfaces exposed in the solution
2	The solution should support both traditional and modern integration paradigms:
A	Traditional Integration
I	Bulk load of flat files
II	Application Programming Interface (API) based integration
III	Messaging based integration
IV	Should provide the ability to use desktop applications with which end users are already familiar, like Microsoft Excel, Microsoft Word, or Microsoft Project, to download, model, modify, and upload data, after validating the data.
V	In case of errors, it should provide a list of rows that have produced errors and should not load any rows from the flat file.
	<b>Security</b>
1	Network Security:
A.	Should support standard three/four zone firewall configuration
B.	Should not require opening of any special protocols for connecting the user client to the web/application server used by the solution. All communication should be on HTTP or HTTPS.
C.	It is the responsibility of SI to identify ports, protocols and least privileged services required to carry out daily operations of applications / platforms and restrict or block all others.
2	Audit Trails
A	The solution should support audit trails at the data level.
i	All changes to data should be recorded in a separate table and should be stamped with the identity of the user/program and the time of the creation/change.
ii	Views should be available for reporting on data changes.
iii	Auditing should only record the changed columns and not the entire row.
iv	The logs to capture the activities of the DBA or users should be kept in a separate server and access to these files should be restricted and only through proper authentication and authorization.
B	The solution should support auditing of users
i	It should be possible to audit users at the form level, user level, application module level and at the organizational role level.
ii	The system should provide reports on user activity based on the role and the application that was used.
3	Application Security



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Sl. No	Requirement
A	Support for X.509v3 certificate based digital signatures for all approvals within the system.
B	Support for control of data and screen access based on username and users role in the organization.
C	In case of integration with external applications, the solution should consider all relevant security standards.
I	Need to ensure privacy protection of citizen data at each stage of application life cycle
D	The system should support configurable password policies including
i	Password expiry
ii	Password complexity
iii	Password history and reuse policy
iv	Forced password change on first log on
v	Capability of self-service reset of passwords in case of forgotten passwords or locked accounts.

## 9. ABBREVIATION

Sl. No	Acronyms	Definition of Acronyms
1.	ACF	Assistant Conservator of Forest
2.	A/C	Account
3.	AD	Administrative Department
4.	AG-O	Account General Odisha
5.	AI	Artificial Intelligence
6.	AMC	Annual Maintenance Contract
7.	BE	Budget Estimate
8.	BG	Bank Guarantee
9.	BOM	Bill of Material
10.	CePC	Central Electronic Payment Processing Centre
11.	CO	Controlling Officer
12.	CoA	Controller of Account
13.	CMMI	Capability Maturity Model Integration
14.	CN	Credit Notification
15.	CP	Central Plan
16.	CPO	Commutation Payment Order
17.	CSP	Centrally Sponsored Plan
18.	CVP	Commutated Value of Pension
19.	CSPMS	Central Plan Scheme Monitoring System
20.	DCRG	Death Cum Retirement Gratuity
21.	DDO	Drawing and Disbursement Officer
22.	DFO	Divisional Forest Officer
23.	DMS	Document Management System
24.	DR	Disaster Recovery
25.	DN	Debit Notification
26.	DT&I	Directorate of Treasuries and Inspection
27.	ECS	Electronic Clearing System
28.	EMD	Earnest Money Deposit
29.	ER	Entity Relationship
30.	FA	Forest advance
31.	FAR	Forest advance recovery
32.	FD	Finance Department

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<b>Sl. No</b>	<b>Acronyms</b>	<b>Definition of Acronyms</b>
33.	FTP	File Transfer Protocol
34.	GeM	Government e Marketplace
35.	GPO	Gratuity Payment Order
36.	GOI	Government of India
37.	GoO	Government of Odisha
38.	GSTIN	Goods and Services Tax Identification Number
39.	HRMS	Human Resource Management System
40.	HoA	Head of Account
41.	HOD	Head of Department
42.	HOO	Head of Office
43.	IDAM	Identity and Access Management
44.	IFMS	Integrated Financial Management System
45.	JIT-FS	Just-in-Time Funding System
46.	LOV	List of Values
47.	LOI	Letter of Intent
48.	MAF	Manufacturer Authorization Form
49.	NDS	New Demand Schedule
50.	NSDL	National Securities Depository Limited
51.	NP	Non Plan
52.	OCF	Odisha Contingency Fund
53.	OEM	Original Equipment Manufacturer
54.	PBC	Pre-Bid Conference
55.	PBG	Performance Bank Guarantee
56.	PIA	Pension Issuing Authority
57.	PL A/C	Personal Ledger A/C
58.	PeMT	Project e-Governance Mission Team
59.	PFMS	Public Financial Management System
60.	PMP	Project Management Professional
61.	PPO	Pension Payment Order
62.	PSA	Pension Sanctioning Authority
63.	P&CD	Planning and Co-Ordination Departments
64.	RACI	Responsible Accountable Consulted Informed
65.	RBI	Reserve Bank of India
66.	RE	Revised Estimate
67.	RFP	Request for Proposal

<b>Sl. No</b>	<b>Acronyms</b>	<b>Definition of Acronyms</b>
68.	RO	Range Officer
69.	SBMS	Scheme Based Management System
70.	SFTP	Secured File Transfer Protocol
71.	SI	System Integrator
72.	SLA	Service Level Agreement
73.	SP	State Plan
74.	STQC	Standardization Testing and Quality Certification
75.	TC	Treasury Challan
76.	TO	Treasury Officer
77.	TV	Treasury Voucher
78.	UAT	User Acceptance Testing
79.	UC	Utilization Certification
80.	VRS	Voluntary Retirement from Service

## ANNEXURE-A- EXISTING INFRASTRUCTURE DETAILS

### Network and Tape Library

Sl. No.	Location	Description	Make and Model or OEM and Version	Support Till
1	OSDC	Tape Library	HP Storeever MSL6480	2024
2	OSDC	Converged Ethernet Switch-1	Cisco Nexus N5KC5596UP	2024
3	OSDC	Converged Ethernet Switch-2	Cisco Nexus N5KC5596UP	2024
4	OSDC	DMZ Switch-1	Cisco WSC2960S-24TS-L	2024
5	OSDC	DMZ Switch-2	Cisco WSC2960S-24TS-L	2024
6	OSDC	ARRAY LB1	Array APV 3600	2024
7	OSDC	ARRAY LB2	Array APV 3600	2024
8	NDR, IT Secretariat	SAN SWITCH	HP SN3000 B FC	2024
9	NDR, IT Secretariat	LAN SWITCH	HP2920-24 G	2024
10	NDC,New Delhi	Blade Enclosure	HPE C-7000	2024
11	NDC,New Delhi	Tape Library	HP Storeever MSL6480	2024
12	OSDC	Storage	HPE Primera 600 2-way storage Base	2028
13	OSDC	SAN switch	HPE SN 6610C	2028
14	OSDC	SAN switch	HPE SN 6610C	2028
15	NDR, IT Secretariat	Storage	HPE Primera 600 2-way storage Base	2028
16	OSDC	Next Generation Firewall	Checkpoint SG 16200 SNBT	2028
17	OSDC	Next Generation Firewall	Checkpoint SG 16200 SNBT	2028

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Sl. No.	Location	Description	Make and Model or OEM and Version	Support Till
18	OSDC	Firewall Management module	Checkpoint SG 16200 SNBT 3Y	2028
19	NDR, IT Secretariat	Firewall	Cisco ASA 5520	2024
20	OSDC	Access Switch (L2)	Cisco 2960	2024
21	OSDC	Access Switch (L2)	Cisco 2960	2024
22	OSDC	Access Switch (L2)	Cisco 2960	2024
23	OSDC	Access Switch (L2)	Cisco 2960	2024

### Server Details

Sl. No	Location	OEM Support	Server Model
1.	OSDC	31/Oct/24	BL460c Gen 8
2.	OSDC	31/Oct/24	BL460c Gen 8
3.	OSDC	31/Oct/24	BL460c Gen 8
4.	OSDC	31/Oct/24	BL460c Gen 8
5.	OSDC	31/Oct/24	BL460c Gen 8
6.	OSDC	18/Feb/26	HPE ProLiant BL460cGEN 10
7.	OSDC	18/Feb/26	HPE ProLiant BL460cGEN 10
8.	OSDC	18/Feb/26	HPE ProLiant BL460cGEN 10
9.	OSDC	18/Feb/26	HPE ProLiant BL460cGEN 10
10.	OSDC	18/Feb/26	HPE ProLiant BL460cGEN 10
11.	OSDC	18/Feb/26	HPE ProLiant BL460cGEN 10
12.	OSDC	31/Oct/24	BL460c Gen 8
13.	OSDC	31/Dec/28	HPE ProLiant DL 560 Gen 10 8 SFF
14.	OSDC	31/Dec/28	HPE ProLiant DL 560 Gen 10 8 SFF
15.	OSDC	31/Dec/28	HPE ProLiant DL 380 Gen 10 Plus 8 SFF NC
16.	OSDC	31/Dec/28	HPE ProLiant DL 380 Gen 10 Plus 8 SFF NC
17.	OSDC	31/Dec/28	HPE ProLiant DL 560 Gen 10 8 SFF
18.	OSDC	31/Dec/28	HPE ProLiant DL 560 Gen 10 8 SFF
19.	NDC	31/Mar/24	DL580 G9
20.	NDC	31/Mar/24	BL460c Gen 9
21.	NDC	31/Mar/24	BL460c Gen 9
22.	NDC	31/Mar/24	BL460c Gen 9

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<b>Sl. No</b>	<b>Location</b>	<b>OEM Support</b>	<b>Server Model</b>
23.	NDC	31/Mar/24	BL460c Gen 9
24.	NDC	31/Mar/24	BL460c Gen 8
25.	NDC	31/Mar/24	BL460c Gen 9
26.	NDC	31/Mar/24	BL460c Gen 9
27.	NDR	31/Oct/23	HP DL580 Gen-7 Rack server
28.	NDR	31/Dec/24	BL460 G9
29.	NDR	31/Dec/24	BL460 G9
30.	NDR	31/Dec/24	BL460 G9
31.	NDR	11/Jun/26	Gen10/Oracle virtual Server
32.	NDR, IT Secretariat	31/Dec/28	HPE Proliant DL 560 Gen 10 8 SFF
33.	NDR, IT Secretariat	31/Dec/28	HPE Proliant DL 380 Gen 10 Plus 8 SFF NC
34.	NDR, IT Secretariat	31/Dec/28	HPE Proliant DL 380 Gen 10 Plus 8 SFF NC
35.	NDR, IT Secretariat	31/Dec/28	HPE Proliant DL 560 Gen 10 8 SFF
36.	UAT	31/Oct/24	BL460c Gen 8
37.	UAT	31/Oct/24	BL460c Gen 8
38.	UAT	31/Oct/24	BL460c Gen 8
39.	UAT	31/Oct/24	BL460c Gen 8
40.	UAT	31/Oct/24	BL460c Gen 8
41.	UAT	31/Oct/24	BL460c Gen 8

## ANNEXURE-B- EXISTING SYSTEM SOFTWARE DETAILS

Sl. No	Component	OEM	Qty
1.	Oracle RDBMS (for Reporting)	Oracle database enterprise Edition latest edition	8
2.	Oracle RDBMS (for DC)	Oracle database enterprise Edition latest edition	8
3.	Oracle RDBMS (for DR)	Oracle database enterprise Edition latest edition	4
4.	Enterprise Work Flow management	Oracle SOA Suite for Oracle Middleware	3
5.	Mobility Server for native mobile app	Oracle Web Logic Server Enterprise Edition	6
6.	Document Management System	Oracle Web Center Content	6
7.	Identity and Access management	Oracle Enterprise Identity Services Suite	3
8.	Helpdesk management system	Neox	1
9.	OS	WinSvrDC Core SNGLLicSAPk OLP 16Lic NL CoreLic Qlfd	4
10.	Anti Virus	Trendmicro Deep Security(HIPS)	33
11.	EMS and NMS	Ca spectrum version 9.3.0 or latest (Device Maintenance - 30, Device Management -55 Perpetual), CA Service Management SDM Package (5 Concurrent User)	1
12.	Oracle Tuning Pack (Processor Perpetual)	Oracle Tuning Pack - Processor Perpetual	16
13.	Oracle Diagnostic Pack (Processor Perpetual)	Oracle Diagnostics Pack – Processor Perpetual	16
14.	Oracle Partitioning (Processor Perpetual)	Oracle Partitioning - Processor Perpetual	20



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<b>Sl. No</b>	<b>Component</b>	<b>OEM</b>	<b>Qty</b>
15.	Oracle Golden Gate (Processor Perpetual)	Oracle Golden Gate - Processor Perpetual	12
16.	Oracle Real application cluster (Processor Perpetual)	Oracle Real Application Clusters - Processor Perpetual	8
17.	Oracle Web Logic Suite (Processor Perpetual)	Oracle Web Logic Suite - Processor Perpetual	3
18.	Oracle Web Logic Server-Enterprise edition (Processor Perpetual)	Oracle Web Logic Server Enterprise Edition – Processor Perpetual	24
19.	Oracle Linux- Premiere Ltd.	Oracle Enterprise Linux Operating System for all Servers – Premier Support	4
20.	Oracle Linux- Premiere Ltd.	Oracle Enterprise Linux Operating System for all Servers – Premier limited Support	20
21.	Oracle VM premiere ltd	Oracle VM Software for Servers	13
22.	MS SQL Server	SQLSvrStdCore SNGL LicSAPk OLP 2Lic NL CoreLic Qlfd	3

## ANNEXURE-C- DRAFT AGREEMENT

Format of Agreement (shall be signed after award of the contract)

THIS AGREEMENT made on the ..... day of .....20\_\_

BETWEEN;

DT&I (hereinafter referred to as the “**Client**”), having address at *Directorate of Treasuries and Inspection, Finance Department, Govt. Of Odisha, at Treasury & Accounts Bhawan, Unit-III, Kharavel Nagar, Bhubaneswar* represented by the Director of treasury and Inspection (which expression shall, unless repugnant to the context meaning thereof, include his successors, assignees) who is duly authorized by Govt. of Odisha to execute this agreement of the **FIRST PART**

M/s..... whose registered office is at .....and are duly registered as Implementation Firm under the laws of Republic of India hereinafter referred to as “**System Integrator (SI)**” (which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns) of the **SECOND PART**.

**WHEREAS** the Client is desirous that the agreement be rendered in accordance with the Conditions of this Agreement as contained herein and the SI is willing and capable to render the said Services and has submitted an offer and the Client has accepted the same for the following:

Services: System Integrator (SI) for the Implementation of IFMS

**NOW THESE PRESENT WITNESSES** and it is hereby agreed and declared by and between the parties hereto as follows:

In this Agreement the words and expressions shall have the same meanings as are respectively assigned to them in the Instruction to Bidders & Tender Forms, Special Conditions of Contract and General Conditions of Contract hereinafter referred to.

The following documents shall be deemed to form and be read and construed as part of the Agreement viz:

- The Tender Document issued by DT&I
- The said Offer
- Conditions of the Contract
- The Appendices
- Letter of Acceptance/Award
- All pre-tender circulars & addenda issued during the tendering stage
- All post-tender clarifications, confirmations and correspondence (letters, faxes, emails) and minutes of meetings, if any

.....

In consideration of the payment to be made by the Client to the SI as hereinafter mentioned, the SI hereby covenants with the Client to perform the Services in conformity in all respects with the provisions of this Agreement.

The Client hereby covenants to pay the SI in consideration of the above Services the remuneration at the times and in the manner prescribed by this Agreement.

The Contract Sum for the Project has been agreed between the Client and SI to be INR ..... The same amount shall be the value for the purpose of furnishing Professional Indemnity Insurance by the SI.

**1. Terms and Conditions**

**1.1. Governing Law and Jurisdiction**

The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Odisha

**1.2. Notices**

- Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing *through Registered Post/ e-Mail* to the other party’s address and confirmed in writing by the other party.
- A notice shall be effective when delivered or tendered to other party whichever is earlier.

**1.3. Taxes and Duties**

All payments will be subjected to tax deduction at source as applicable/ required at the prevailing tax rates.

Any changes, revision or enactment in duties, taxes and surcharges during the period of validity of the Bids and also during the contract period by Central/State/Other Government bodies will be considered and applied after due consideration.

**1.4. Commencement, Completion, Modification and Termination of Contract**

**1.4.1. Commencement of Contract**

The DT&I will notify the successful bidder in writing for finalizing the contract conditions. The successful bidders will be asked to sign the Contract Agreement within 15 days of the notification. However the engagement of the System Integrator (SI) will start from the date of team mobilization by the bidder.

**1.4.2. Performance Bank Guarantee**

The successful bidder shall at its own expense deposit with the DT&I, within fifteen (15) days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a scheduled bank, payable on demand, for the due performance and fulfillment of the contract by the bidder.

The Performance Bank Guarantee will be as follows:

Schedule to provide PBG	Normal/ Normal/ Micro and Small Enterprises (MSE)/ Start Up Bidder	Amount	PBG Format

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Schedule to provide PBG	Normal/ Normal/ Micro and Small Enterprises (MSE)/ Start Up Bidder	Amount	PBG Format
Within fifteen (15) days of the date of notice of award of the contract, as described in clause 3.2.2 of this RFP			
PBG	Normal Bidder	5% of the project cost i.e Total Project Cost proposed in CF-7	Section 6.1.5
PBG	MSE/ Start Up Bidder	1.25% of the project cost i.e Total Project Cost proposed in CF-7	Section 6.1.5

All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder. The PBG shall be valid for at least for a period of 60 days beyond the last date of the contract. In case of extension or expiry of the PBG prior to 60 days beyond contract period, the same shall be extended to cover the remaining period with no extra cost to DT&I.

In the event of the System Integrator being unable to service the contract for whatever reason, DT&I would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of DT&I under the contract in the matter, the proceeds of the PBG shall be payable to DT&I as compensation for the System Integrator's failure to perform/comply with its obligations under the contract. DT&I shall notify the System Integrator in writing of the exercise of its right to receive such compensation, indicating the contractual obligation(s) for which the System Integrator is in default.

Before invoking the PBG, the System Integrator will be given an opportunity to represent before DT&I. The decision of DT&I on the representation given by the System Integrator shall be final and binding.

Note: MSE and Startup as defined in Odisha MSME Development Policy-2022 and Odisha Startup Policy- 2016 respectively and subsequent amendments.

### **1.4.3. Commencement of Services**

The SI shall begin carrying out the Services not later than seven days from the date of Awarding of Contract.

### **1.4.4. Modification or Variation**

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

### **1.4.5. Termination**

#### **1.4.5.1. Termination for Default**

- A.** The Client may, without prejudice to any other remedy for breach of Contract, by Notice of default sent to the SI, terminate the Contract in whole or in part:
- i) if the SI fails to deliver any or all of the Goods or Related Services within the period specified in the Contract, or within any extension thereof granted by the Client or
  - ii) if the SI, in the judgment of the Client has engaged in corrupt, fraudulent, collusive or coercive practices, in competing for or in executing the Contract; or
  - iii) Any representation made by the bidder in the proposal is found to be false or misleading
  - iv) If the SI commits any breach of the Contract and fails to remedy or rectify the same within the period of two weeks (or such longer period as the Client in its absolute discretion decide) provided in a notice in this behalf from the Client.
- B.** In the event the Client terminates the Contract in whole or in part, pursuant to Clause 4.4.5.1.A. (i) the Client may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the SI shall be liable to the Client for any additional costs for such similar Goods or Related Services. However, the SI shall continue performance of the Contract to the extent not terminated.

#### **1.4.5.2. Termination for Insolvency**

The Client may at any time terminate the Contract by giving Notice to the SI if the SI becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the SI, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Client.

#### **1.4.5.3. Termination for Convenience**

- A.** The Client, by 30 days of written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of the SI under the Contract is terminated, and the date upon which such termination becomes effective.
- B.** The Goods that are complete and ready for shipment within forty-five (45) days after the SI's receipt of the Notice of termination shall be accepted by the Client at the Contract terms and prices. For the remaining Goods, the Client may elect:
- i) To have any portion completed and delivered at the Contract terms and prices; and/or
  - ii) To cancel the remainder and pay to the SI an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the SI.

#### **1.4.5.4. Consequences of Termination**

Upon Termination of the Contract, the SI shall:

- i) Prepare and present a detailed exit plan within five calendar days of termination notice receipt to the client.
- ii) The client and along with designated team will review the Exit plan. If approved, SI shall start working on the same immediately. If the plan is rejected, SI shall prepare alternate plan within two calendar days. If the second plan is also rejected, the client or the authorized person will provide a plan for SI and it should be adhered by in totality.
- iii) The Exit Plan should cover at least the following :-
  - a. Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment;
  - b. Handover all developed codes, related documentation (as per section 4.13.1) and other Configurable items, if any in his possession;
  - c. Handover the list of all IT Assets, passwords at all locations to the Client.
- iv) The SI and client (or the authorized person) will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

**Note:**

**Definitions:** It is the client’s policy which requires that SI as well as its Consultants observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, the Employer defines, for the purpose of this provision, the terms set forth below as follows:

(i) “Corrupt practice” means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;

(ii) “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;

(iii) “Collusive practices” means a scheme or arrangement between two or more consultants, with or without the knowledge of the Employer, designed to establish prices at artificial, noncompetitive levels;

(iv) “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

#### **1.4.6. Expiration of Contract**

Unless terminated earlier pursuant to Clause 4.4.5 thereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the Tender Documents or subsequently amended in the Contract Document.

### **1.5. Obligations of the SI**

#### **1.5.1. Standard of Performance**

The SI shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The SI shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client’s legitimate interests in any dealings with third Parties

#### **1.5.2. Conflict of Interests**

The SI shall hold the Client’s interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

**SIs Not to Benefit from Commissions, Discounts:** The payment of the SI shall constitute the SI’s only payment in connection with this Contract or the Services, and the SI shall not accept for their own benefit any trade commission, discount, or similar payment in connection with



activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the SI shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment.

**Prohibition of Conflicting Activities:** The SI shall not engage and shall cause their Personnel, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

### **1.5.3. Confidentiality**

Except with the prior written consent of the Client, the SI and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the SI and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

### **1.5.4. SI's Actions Requiring Client's Prior Approval**

The SI shall obtain the client's prior approval in writing before taking any of the following actions:

- Entering into a subcontract for the performance of any part of the Services
- Appointing such members/ personnel not listed by name in the Contract
- To remove from the site any product and other goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site
- Any other action that may be specified within the Letter of Intent/ Work Order/ Agreement

### **1.5.5. Reporting Obligations**

- The SI shall submit to the client the reports and documents specified in the contract hereto, in the form, in the numbers and within the time periods set forth in the said contract.
- All reports shall be delivered in digital format (compact disk or any other means required by the Client) in addition to the hard copies specified in said Contract.

### **1.5.6. Documents Prepared by the SI to be the Property of the Client**

- The Source code of all the software code, data, algorithms, documentation, manuals, any other documents generated as a part of implementation of this project shall solely vest with DT&I.
- The SI may retain a copy of such documents and software. The SI shall not use these documents and software for purposes unrelated to this Contract without the prior written approval of the Client.

### **1.5.7. Security**

SI shall obtain written permission from DT&I before working beyond official working hours, at night, weekends and or on holidays.

#### **1.6. Confidentiality**

During the execution of the project except with the prior written consent of DT&I, the bidder or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

#### **1.7. Patents**

The Bidder shall indemnify DT&I against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipment and services or any part thereof.

#### **1.8. Currency of Payment**

Payment shall be made in Indian Rupee (**INR**) only.

#### **1.9. Rounding off**

All measurements and calculations shall be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below 5 (five) being rounded down. In case of money calculations where such amounts shall be rounded off to the nearest INR.

#### **1.10. Force Majeure**

- For the purpose of this Article, “Force Majeure” means any cause or situation, which is beyond the control of the SI or DT&I as the case may be, and which such party could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the Contract, such as:-
  - War / hostilities
  - Riot or civil commotion
  - Earthquake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
  - Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the SI, which prevent or delay the execution of the order by the SI.
- If a Force Majeure situation arises, the SI is required to promptly notify DT&I in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by DT&I in writing, the SI will continue to perform its obligations under this supply order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order. If the Force Majeure condition continues for more

than three (3) months consecutively, than both Parties shall, on a best effort basis, endeavor to arrive at a mutually agreeable solution.

#### **1.11. Limitation of Liability**

Except in cases of gross negligence or willful misconduct, neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, and Maximum liability of SI for this project will be limited to 10% of total value of the contract or the amount actually paid to the SI whichever is lower and will not include any indirect or consequential clause or damage, loss or profit, data or revenue

#### **1.12. Resolution of disputes and Arbitration**

- Matters relating to any dispute or difference arising out of the current tender process shall be subject to the jurisdiction of courts of Bhubaneswar.
- Disputes and arbitrations will be addressed in accordance with the Arbitration and Conciliation Act, 1996 and subsequent amendments.
- DT&I and the selected bidder shall make every effort to resolve amicably by direct negotiation on any disagreement or dispute arising between them under or in connection with the Contract.
- If, after thirty (30) days from the commencement of such informal negotiations, DT&I and the selected SI have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996 and subsequent amendments.
- All Arbitration proceedings shall be held at Bhubaneswar, Odisha, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
- All disputes arising out of this agreement shall be interpreted and governed under the laws of India and under the jurisdiction of courts of Bhubaneswar.

#### **1.13. Exit Management**

The selected System Integrator (SI) will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to PeMT before project closure. IT resource persons of PeMT will work closely with resource persons of System Integrator (SI) at test environment and production data center. The SI will ensure capacity building of the IT resource persons of PeMT on maintenance of software and maintenance of data center. The SI has to submit a detailed Exit Plan

- (i) The Exit Plan should cover at least the following :-

- a) Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment;
  - b) Handover all developed codes, related documentation and other Configurable items, if any in its possession as per section-4.13.1;
  - c) Handover the list of all IT Assets, passwords at all locations to the Client.
- (ii) The SI and client (or the authorized person) will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.
- (iii) The SI has to align module wise owner for smooth transfer of knowledge to the next SI/ PeMT. These resources will be responsible for the smooth transfer of knowledge from current SI to new SI/ PeMT.

**1.13.1. EXIT MANAGEMENT PROCESS TO BE FOLLOWED FOR KNOWLEDGE TRANSFER FROM EXISTING SI (IFMS 3.0) TO NEW SI (IFMS NEXT)**

**1.13.2. BROAD LEVEL ACTIVITIES TO BE CARRIED OUT DURING THE KNOWLEDGE TRANSFER (KT) PROCESS**

The first month is very critical in the whole scheme of things of exit management plan. This is the time when the new SI will have to understand IFMS application in detail. It is expected that by the end of first month the new SI will be able to understand the overall project background, different policies, acts and guidelines, overview of IFMS project, major stakeholders involved in the project with their roles and responsibilities etc. It is also expected that the new SI will be able to understand all the modules and their functionalities, helpdesk and issue management.

Week wise activities involving different stakeholders with clear segregation of roles and responsibility have been detailed out in the below section.

<b>Week</b>	<b>KT Activity</b>	<b>Existing SI</b>	<b>New SI</b>	<b>DTI/ Consultant to IFMS</b>
Week-1	Project Overview	<ul style="list-style-type: none"> <li>• Will engage module leads to provide the overview of a particular module of IFMS project</li> </ul>	<ul style="list-style-type: none"> <li>• Will interact with different stakeholders for better understanding of the project</li> </ul>	<ul style="list-style-type: none"> <li>• Will provide the objective, background, overview of IFMS project</li> <li>• Will provide organizational structure of IFMS along with roles and</li> </ul>

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Week	KT Activity	Existing SI	New SI	DTI/ Consultant to IFMS
				responsibility of each stakeholder. <ul style="list-style-type: none"> <li>• Explanation on different policies, acts and guidelines</li> <li>• Introduction of major stakeholders to new SI</li> </ul>
Week-2-5	Business/ Module Functionalities	<ul style="list-style-type: none"> <li>• Will give overview of the project to the new SI</li> <li>• Module wise functionalities to be elaborated</li> <li>• Discussion on the SRS</li> <li>• Clarification to new SI on SRS</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion with existing SI on project functionalities</li> <li>• Questions/ Doubts on SRS document</li> </ul>	<ul style="list-style-type: none"> <li>• Overall guidance during functional discussion</li> </ul>
Week-6-7	<ul style="list-style-type: none"> <li>• Discussion on Solution</li> </ul>	<ul style="list-style-type: none"> <li>• Will present the overall solution, design pattern, Deployment architecture &amp; network Architecture</li> <li>• Clarification to new SI on different solution</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion with existing SI on solution architecture</li> <li>• Questions/ Doubts on different solution design documents</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance during domain specific queries/ confusion</li> </ul>

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Week	KT Activity	Existing SI	New SI	DTI/ Consultant to IFMS
		design documents		
Week-8-19	<ul style="list-style-type: none"> <li>Discussion on Frontend and backend codes (Module wise)</li> </ul>	<ul style="list-style-type: none"> <li>Module wise code discussion</li> <li>Discussion on frontend codes, explaining the flow of the codes, naming convention followed, explaining different components/ controls used and their purpose, different major classes/ methods and their purpose, different variables used, error handling mechanism followed, the comments provided in the code document</li> <li>Backend codes like Table structures, Packages and</li> </ul>	<ul style="list-style-type: none"> <li>Need to involve multiple teams parallely</li> </ul>	<ul style="list-style-type: none"> <li>Guidance during domain specific queries/ confusion and future enhancement expected in the solution.</li> </ul>

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Week	KT Activity	Existing SI	New SI	DTI/ Consultant to IFMS
		<p>Store procedures, triggers, views etc.</p> <ul style="list-style-type: none"> <li>• The frontend to backend data linkages</li> </ul>		
Week 20-23	<ul style="list-style-type: none"> <li>• Maintenance issues and resolution</li> <li>• Integrations (External agencies)</li> <li>• Helpdesk management</li> </ul>	<ul style="list-style-type: none"> <li>• Will elaborate on knowledge database for issue and resolution</li> <li>• Critical and frequently occurring maintenance issues</li> <li>• Explaining the process of raising a ticket for issues</li> <li>• Process of categorization, prioritization and allotment of issues</li> <li>• Issue resolution and escalation mechanism</li> <li>• Explaining major stakeholders of external integration.</li> <li>• Major integration</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion with existing SI on maintenance issues, critical and frequently occurring issues</li> <li>• Questions/ Doubts on different issues and helpdesk support</li> <li>• Understanding major external stakeholders for integration with IFMS</li> <li>• Integration challenges and issues</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance during domain specific queries/ confusion and future enhancement expected in the solution.</li> </ul>

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Week	KT Activity	Existing SI	New SI	DTI/ Consultant to IFMS
		challenges, issues and their rectification		
Week-24-35	<ul style="list-style-type: none"> <li>• Low priority issue resolution</li> <li>• High priority issue resolution</li> </ul>	<ul style="list-style-type: none"> <li>• Providing minimum support during low priority issue resolution</li> <li>• Support and guidance during high priority issue resolution</li> </ul>	<ul style="list-style-type: none"> <li>• Providing support to the end user through helpdesk team</li> <li>• Resolving the low priority issues with minimal support and high priority issues with some support from the existing SI</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritization of issues and enhancements</li> <li>• Guidance during domain specific queries/ confusion and future enhancement expected in the solution.</li> </ul>
36-52	<ul style="list-style-type: none"> <li>• Maintenance and enhancement of the application</li> </ul>	<ul style="list-style-type: none"> <li>• Providing support and guidance to new SI for quick resolution of issues</li> <li>• Guiding the new SI for enhancement of the application</li> </ul>	<ul style="list-style-type: none"> <li>• Enhancement of the application with minimal support from the existing SI</li> <li>• Updating the knowledge database</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

**1.14. Bill of Material (BoM)**

Table 8:



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Sl. No	CORE COMPONENTS DETAILS	Minimum Quantity	Make/ Model	Note/ Comments
<b>A</b>	<b>New Application Development Enterprise level Licensed Component and System Software</b>			
1.	Oracle RDBMS (19c and above)	As per proposed Solution		
2.	Oracle Linux OS for DB server	As per proposed Solution		
3.	e-sign and or/d-sign solution	As per proposed Solution		
4.	API Gateway	As per proposed Solution		
5.	Containerization Platform	As per proposed Solution		
6.	Orchestration Framework	As per proposed Solution		
7.	Service Discovery Tool	As per proposed Solution		
8.	Bug Tracking	As per proposed Solution		
9.	CI/ CD- Repository	As per proposed Solution		
10.	Enterprise Work Flow Management	As per proposed Solution		
11.	Mobility Server for native mobile app.	As per proposed Solution		
12.	Document Management System	As per proposed Solution		
13.	Identity and Access Management System	As per proposed Solution		
14.	Enterprise Helpdesk Management System	10 Concurrent Users		
15.	AI/ML tools	As per proposed Solution		
16.	Data Analytics Tool	As per proposed Solution		
17.	Data Migration Tool	As per proposed Solution		
18.	OS	As per proposed Solution		
19.	Application Management	As per proposed Solution		

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<b>Sl. No</b>	<b>CORE COMPONENTS DETAILS</b>	<b>Minimum Quantity</b>	<b>Make/ Model</b>	<b>Note/ Comments</b>
20.	Anti Virus	As per proposed Solution		
21.	EMS & NMS	As per proposed Solution		
22.	Issue reporting and tracking system	As per proposed Solution		
23.	Project Management tool	As per proposed Solution		
24.	SSL Certificate of Domain	As per proposed Solution		
25.	Document Signer Certificate	As per proposed Solution		
26.	Any other Additional items (If Any)	As per proposed Solution		
<b>B</b>	<b>AMC Support for New Application Development Licensed Component</b>			
1.	Annual Technical Support (ATS) of the Oracle RDBMS (19c and above)	As per Qty proposed		
2.	Annual Technical Support (ATS) of Oracle Linux OS for DB server			
3.	Annual Technical Support (ATS) of the e-sign and or/d-sign solution	As per Qty proposed		
4.	Annual Technical Support (ATS) of the API Gateway	As per Qty proposed		
5.	Annual Technical Support (ATS) of the Containerization Platform	As per Qty proposed		
6.	Annual Technical Support (ATS) of the Orchestration Framework	As per Qty proposed		
7.	Annual Technical Support (ATS) of the Service Discovery Tool	As per Qty proposed		
8.	Annual Technical Support (ATS) of the Bug Tracking	As per Qty proposed		
9.	Annual Technical Support (ATS) of the	As per Qty proposed		

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Sl. No	CORE COMPONENTS DETAILS	Minimum Quantity	Make/ Model	Note/ Comments
	CI/ CD- Repository			
10.	Annual Technical Support (ATS) of the Enterprise Work Flow Management	As per Qty proposed		
11.	Annual Technical Support (ATS) of the Mobility Server for native mobile app.			
12.	Annual Technical Support (ATS) of the Document Management System			
13.	Annual Technical Support (ATS) of the Identity and Access Management System			
14.	Annual Technical Support (ATS) of the Enterprise Helpdesk Management System			
15.	Annual Technical Support (ATS) of the AI/ML tools			
16.	Annual Technical Support (ATS) of the Data Analytics Tool			
17.	Annual Technical Support (ATS) of the Data Migration Tool			
18.	Annual Technical Support (ATS) of the OS			
19.	Annual Technical Support (ATS) of the Application Management			
20.	Annual Technical Support (ATS) of the Anti Virus			
21.	Annual Technical Support (ATS) of the EMS & NMS			
22.	Issue reporting and tracking system			

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Sl. No	CORE COMPONENTS DETAILS	Minimum Quantity	Make/ Model	Note/ Comments
23.	Project Management tool			
24.	SSL Certificate of Domain			
25.	Document Signer Certificate			
26.	Annual Technical Support (ATS) of the Any other Additional items (If Any)			
<b>C</b>	<b>New Application Development Services Component</b>			
1	Application Development Implementation Service including SRS, Configuration, Customization, Integration, Training, Testing, Go-Live etc.	Lump sum		

**Note:**

- These are the minimum requirements & this is an indicative BoM. The actual components as well as their number will be dependent on the solution provided by the Bidder considering the architecture requirements, proposed solution and performance SLA. Compliance to the specifications mentioned in the RFP is to be given only on the letter head of the respective OEM. MAF from the OEM is essential and a mandatory requirement.
- In Unpriced BoM for the effective implementation of the project Manpower & Staff needed to achieve the SoW & meet the SLA, needs to be specified as a separate line item.
- For any single line item, only one product, make & model has to be offered, different options against any component are not allowed either in the technical or Commercial bid format. The same shall lead to bid rejection at any stage of the evaluation.
- The unpriced BoM & commercial BoM shall match in component name, make/ model & quantity in both the format.
- All the licenses shall be enterprise version and/or perpetual in nature and full use and will be in the name of client i.e. Directorate of Treasuries and Inspection, Government of Odisha only.
- Offered software licensing details shall be mentioned elaborately, i.e. support pack, support type, total license, module wise license, measurement criteria (core/ node/ processor/ user etc.)
- The bidder will ensure that prices/cost for all the software licenses discovered during the bid process will be valid for entire period of contract

- Please include additional components as needed.

### **1.15. Local Participation and Collaboration**

As per IT Policy of Odisha 2022, the SI should ensure and would stipulate mandatory local participation & collaborative arrangement (minimum 25% for deployment and maintenance components) for implementation with local enterprises with experience and know-how.

### **1.16. List of documents to be shared by SI**

The list of documents that should be provided by the SI are as follows:

- Detailed business process documents
- Functional design documents
- Technical design documents
- Deployment architecture
- UI design specification
- Integration design specification
- Data design documents including ER- Diagrams
- Policy documents for backup, server administration, network security, anti-virus etc.
- Test scenarios, test scripts, test results including UAT details
- Traceability matrix w.r.t. Business functionality and SRS
- Integration and performance test scenarios, test scripts and test results
- Training manuals
- Helpdesk standard operating manual and knowledge database
- Error message & corrective actions
- Configured and customized scripts
- Code (front end and middleware)- with proper documentation of the code
- Stored Procedures and/or packages and/or Trigger details with proper documentation of the code.

All these project documents should confirm the standards of software engineering.

#### **a. Project Schedule & Payment Terms**

##### **i. Project Schedule**

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Table 9:

Sl. No	Deliverables	Completion Timeline
1.	Team Mobilization (should happen within 15 days of acceptance of Letter of Intent (LoI)), Signing of Contract	$T_0$
2.	Preparation of Project Charter and project work plan	$T_0 + 2$ weeks
3.	System requirement study for new developments for all group of modules	$T_0 + 20$ weeks
4.	Functional Design Documents, User Interface Design Specifications, Technical Design Documents (front end as well as backend), Integration Design Specifications, System Requirement Specification (SRS) preparation for group one	$T_0 + 30$ weeks
5.	Performance Testing criteria, User Acceptance Criteria, Unit Test Scripts with Results, System Integration Test Scenarios and scripts, UAT Scenarios and scripts	$T_0 + 30$ weeks
6.	Development of Group one modules to be completed	$T_0 + 32$ weeks
7.	End-to-end project documentation and creation of manuals including training Need Analysis Report and Training Modules and completion of end user training	$T_0 + 36$ weeks
8.	User Acceptance Test Report for Group one modules	$T_0 + 40$ weeks
9.	Data Migration activity to be completed	$T_0 + 41$ weeks
10.	Successful Live Run of Group one modules	$T_0 + 41$ weeks = $T_1$
11.	Activity 4-7 for Group two modules	$T_1 + 16$ weeks
12.	User Acceptance Test Report for Group two modules	$T_1 + 18$ weeks
13.	Data Migration activity to be completed for Group two modules	$T_1 + 19$ weeks
14.	Successful Live Run of Group two modules	$T_1 + 19$ weeks = $T_2$
15.	Activity 4-7 for Group three modules	$T_2 + 16$ weeks
16.	User Acceptance Test Report for Group three modules	$T_2 + 18$ weeks
17.	Data Migration activity to be completed for Group three modules	$T_2 + 19$ weeks

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Sl. No	Deliverables	Completion Timeline
18.	Successful Live Run of Group three modules	$T_2 + 19 \text{ weeks} = T_3$
19.	Activity 4-7 for Group four modules	$T_3 + 12 \text{ weeks}$
20.	User Acceptance Test Report for Group four modules	$T_3 + 14 \text{ weeks}$
21.	Data Migration activity to be completed for Group four modules	$T_3 + 15 \text{ weeks}$
22.	Successful Live Run of Group four modules	$T_3 + 15 \text{ weeks} = T_4$
23.	System certification by STQC / cert-in empanelled vendors	$T_4 + 16 \text{ weeks} = T_5$
24.	Annual Maintenance Contract of applications (for approximately 5 years)  (once the deployment of one group of modules gets completed, the annual maintenance of that group needs to start)	Rest of the project duration
25.	Knowledge Transfer to new System Integrator	Last 12 months of the engagement
26.	Results accomplished during the period	Every 15 days
27.	Cumulative deviations to date from schedule of progress on milestones	Every 15 days
28.	Corrective actions to be taken to return to planned schedule of progress	Every 15 days
29.	Proposed revisions to planned schedule	Every 15 days
30.	Other issues and outstanding problems, and actions proposed to be taken	Every 15 days

It may be noted that  $T_0$  is the event marking the Team Mobilization which should happen within 15 days of acceptance of Letter of Intent (LoI) by the successful bidder who is also called the System Integrator (SI). The SI has to design and implement a very detailed plan of implementation that seeks to execute several activities in parallel, adopts Critical Path method and commits additional resources to activities falling behind schedule so as to keep up with the overall deadline.

It may be noted that the time schedule for each milestone shown in the table above would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Therefore, the SI will have to be extremely careful in establishing an excellent project management setup.

**i. Performance Security**

Within 15 (fifteen) days of Notification of “Award of the Work” the selected bidder shall furnish Performance Security or Performance Bank Guarantee (PBG) to DT&I, Government of Odisha by way of irrevocable and unconditional Bank Guarantee in favor of “**Director of Treasuries and Inspection**” for a period to be specified in the award of work. This Bank Guarantee should be valid at least 6 months beyond the end of project to cover the risk of DT&I. The proceeds of the Performance Security or Performance Bank Guarantee (PBG) shall be payable to DT&I as compensation for any loss resulting from the Company’s failure to fulfill its obligations under the terms and conditions of the Work Order.

The Performance Security or Performance Bank Guarantee (PBG) regarding commencement of job / task will be discharged by DT&I and returned to the company not later than 30 (Thirty) days following the date of completion of the company’s performance, related obligations under the terms & conditions of the Work Order.

Failure of the successful bidder to comply with the requirements specified in the RFP shall constitute sufficient ground for the annulment of the notification and forfeiture of the bid security or Performance Bank Guarantee (PBG) in which event, the DT&I may award the contract in accordance with its prescribed rules.

**i. Payment Milestones**

The payment will be in combination of both, milestone as well as QGR based. Different categories of payment have been elaborated in detail in table-10.

**ii. Payment Schedule**

Table 10:

Category	Payment- Milestone Based	Payment QGR Based	Remarks
System Software, Database and Middleware cost-CF-4	100% of total System Software, Database & Middleware Cost on successful commissioning of all		



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Category	Payment- Milestone Based	Payment QGR Based	Remarks
	items and after go-live of Phase-I of modules. (Bidder has to submit the OEM certification regarding the OEM support for the maintenance of all the system software for the period of 7 years)		
Yearly AMC cost of System Software, Database and Middleware - CF-4.1	On yearly basis i.e. annual maintenance period.		
Design, Development Cost – CF-3	20% on Successful Completion & approval of SRS Document		Module wise payment to be released
	40% on completion of UAT of the System		
	20% on successful Data Migration		
	20% on System Go-Live		
Support and Maintenance of the application Cost-CF-5		100% of the total cost will be paid through QGR for the entire maintenance period.	QGR Payment start date will be from the date of deployment of maintenance resources (against the group of modules that have gone Live) at client site.

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Category	Payment- Milestone Based	Payment QGR Based	Remarks
Helpdesk Support Cost- (CF-6)		100% of the total cost will be paid through QGR for the maintenance period of 7 years.	QGR Payment start date will be from the date of deployment of all the resources and approval from client.

### iii. Other Terms of Payment

- Project is a service project and not simply a project involving supply of goods. Hence, basically the payment will be made only if services are rendered by the SI as agreed upon.
- All the payments to SI will be made as per the Payment Schedule and Terms of Payment set out in this RFP, upon submission of invoices that are verified by DT&I along with relevant Signoffs.
- In the event of premature termination of the agreement prior to the launch of the Project, the SI shall not be eligible to receive any compensation or payment
- In the event of the premature termination of the agreement post-commencement of the operations, the SI would be eligible to be paid as per the payment terms for the completed milestones only.

The Selected SI shall make a payment request after the end of each quarter with the following supporting document:

- SLA compliance report as prepared by the SI
- All supporting documents like the bills, invoices etc.

**Note:** All prices should include all taxes, transport, insurance, installation etc. as applicable at implementation sites

All taxes quoted will be assumed to be as on 10<sup>th</sup> day prior to the submission of bid. Any changes in the statutory taxes or levies affected by Central/ State/ Other Government bodies after this date will be considered and applied after due authorization.

### iv. Penalties

- Time shall be the essence of the project.
- In the event the bidder is unable to meet defined milestones due to delay attributed to SI, a penalty of 0.5% will be charged for each week delay from payment associated in the

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below table, maximum limit being 10% of the payment linkage amount. If the delay continues beyond 10 weeks, DT&I may terminate the Agreement and may act as appropriate as per law.

Penalty will be charged as per the below mentioned milestones

Table 11:

Sl. No	Deliverables	Completion Milestone	Payment linkage on which penalty will be imposed
1.	Team Mobilization	Timelines for penalties is as per the project schedule mentioned in the RFP	10% of the total cost of the project
2.	Signing of Contract, Preparation of Project Charter and project work plan		10% of the total cost of the project
3.	Completion of knowledge Transfer		10% of the total cost of the project
4.	Functional Design Documents, User Interface Design Specifications, Technical Design Documents, Integration Design Specifications Systems Requirements Specification (SRS) preparation		20% of Design & Development Cost
5.	Training Need Analysis Report and Training Modules		2% of total Helpdesk and Maintenance Cost
6.	Development of new requirements to be completed		20% of Design & Development Cost
7.	User Acceptance Test Report		10% of Design & Development Cost
8.	System certification by STQC / cert-in empaneled vendors		10% of Design & Development Cost
9.	Successful Live Run		20% of Design & Development Cost

**a. SI's Personnel**

**i. Description of Personnel**

The SI shall employ and provide such qualified and experienced Personnel as required & proposed in the proposal and approved by the Client to carry out the Services.

**ii. Removal and/or Replacement of Personnel**

- Except as the Client may otherwise agree, no changes shall be made in the Personnel proposed in the bid for the project. If, for any reason beyond the reasonable control of the SI, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any of the proposed Personnel, the SI shall provide as a replacement a person of equivalent or better qualifications prior to relieving the outgoing personnel. For any replacement of resource prior approval of DT&I is required.
- If the Client finds that any of the Personnel have
  - Committed serious misconduct or have been charged with having committed a criminal action, or
  - Have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the SI shall, at the Client’s written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Client.
- The SI shall have no claim for additional costs arising out of or incidental to any removal and/ or replacement of Personnel.
- The resource deployment schedule and detailed CVs of the resources mentioned in table 12 and submitted as a part of technical bid needs to be deployed.
- Separate Development and Maintenance resources to be factored and the proposed in the technical document needs to be deployed.
- The major resource type, their minimum educational qualification and minimum years of experience as required under this project are as follows:

Table 12:

Sl. No	Resource Type	Minimum Educational Qualification	Minimum Years Relevant of Experience	Others/ Certification
1.	Project Manager	BE/ B-Tech/ MCA	10	Should have working experience in at least one (1) project in finance domain with value more than 50 Crore INR. Desirable to have PMP/ Prince-2/ CDP (DevOps) certification.

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<b>Sl. No</b>	<b>Resource Type</b>	<b>Minimum Educational Qualification</b>	<b>Minimum Years Relevant of Experience</b>	<b>Others/ Certification</b>
2.	Solution Architect	BE/ B-Tech/ MCA	10	Desirable to be TOGAF certified
3.	System Business Analyst	BE/ B-Tech/ MCA + MBA	5	
4.	Application Developer (Senior)	BE/ B-Tech/ MCA	8	Should have at least 1 year of experience of working on Microservice based application development
5.	Application Developer (Junior)	BE/ B-Tech/ MCA	5	
6.	Database Expert	BE/ B-Tech/ MCA	8	Should have at least 1 year of experience of working on Microservice based application development
7.	Application Testing Expert	BE/ B-Tech/ MCA	5	
8.	System Integration Testing Expert	BE/ B-Tech/ MCA	5	
9.	Integration Consultant	BE/ B-Tech/ MCA	6	Should have at least 1 year of experience of working on Microservice based application development
10.	Database Administrator	BE/ B-Tech/ MCA	8	Must be Oracle certified DBA and Should have at least 1 year of experience of working on Microservice based application development.
11.	System Administrator	BE/ B-Tech/ MCA	8	Must be certificated on the software/ Hardware proposed by the SI on at least two of the below given domains OS, Server, Networks, Storage. Should have experience of working on OS, Server, Networks, Storage. backup, EMS and

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Sl. No	Resource Type	Minimum Educational Qualification	Minimum Years Relevant of Experience	Others/ Certification
				NMS etc.
12.	Application Maintenance resource	BE/ B-Tech/ MCA	5	Should have blended experience (frontend as well as Oracle knowledge). Should have at least 2 years of experience on finance domain and at least 1 year of experience of working on Microservice based application development or maintenance. At least two of the resources should have minimum 3 years of working experience on DevOps.
13.	Helpdesk Support	Graduate + PGDCA in computer application	3	Should be well versed with at least three languages English, Odia and Hindi.
14.	Network & Security Expert	BE/ B-Tech/ MCA	8	Must be certificated on the CISCO CCNP Security Certification and Checkpoint Firewall Security Certification. Should have experience of working on Network Routing, Switching. Firewall Configuration, Deployment. Experience and extensive working knowledge in Implementation of Networks protocols like OSPF, BGP, EIGRP, CDP, MPLS, ECMP etc..

The bidder is to propose the number of resource(s) for each category (except application maintenance resources) as mentioned above and other resources apart from the above-mentioned ones keeping in consideration of meeting the project schedule and scope of work.

### **iii. Maintenance Personnel**

The selected bidder would provide at least 20 (Twenty) full time application maintenance resources who will be responsible for the day-to-day application maintenance activity of the project. These resources will be stationed at the client site i.e. Directorate of Treasuries, Bhubaneswar. The client will arrange space, office equipment (chair, table etc.), desktop/ laptop, Power and internet connectivity for all these resources. All other equipment including any other software/ tools required for the development/ maintenance of the application is the responsibility of the SI.

These maintenance resources will include minimum two Database Administrator (Qualification, Experience and Others/ Certification as per SI. No-10 of table-8), Two System Administrator (Qualification, Experience and Others/ Certification as per SI. No-11 of table 11), One Network and Cyber Security Expert (Qualification, Experience and Others/ Certification as per SI. No-15 of table 11), Fifteen (15) application maintenance resource (Qualification, Experience and Others/ Certification as per SI. No-12 of table 11). All these maintenance resources must maintain application, IT infrastructure of the new solution (getting developed under the scope of this RFP) and the existing IT infrastructure (once it is handed over to new SI). The SI will provide a Single Point of Contact (SPOC)/ team lead for these maintenance resources.

These maintenance resources will be deployed in phased manner. Minimum Eight (8) maintenance resources including the Network and Cyber Security Expert, at least one Database Administrator, one System Administrator and one DevOps expert to be deployed after the completion of development of Group-I modules. Another six (6) consisting of at least one Database Administrator, one System Administrator and one DevOps expert after completion of development of Group-II modules and the rest six (6) after completion of development of Group-III modules.

### **iv. Helpdesk support:**

The selected bidder would provide required resources to manage the 15 (fifteen) helpdesk nodes. The required infrastructure for the nodes will be provided by the client. The nodes will be operational from 10:00 AM to 06:00 PM on all government working days. The support resources to be deployed should match the qualification, experience and other certifications as per SI. No-13 of table-12.

The helpdesk services will be treated as outsourced of service but the location of the service delivery will be DT&I, the detailed activities of Helpdesk has been provided in section 4.1.7.

**v. Resource working hours and leave:**

The resources will work as per the calendar and business hours (if not mentioned specifically anywhere else in the agreement) of DT&I. The SI however recognizes the fact that the offices will require to work beyond the business hours on need basis. On exceptional cases the resources should be available to work on holidays also, the DT&I will issue prior notice for such kind of requirements. Personal leave of resources working in the project should be planned at least 7 (seven) days prior to availing the actual leave with prior approval of client and during this period the SI will provide alternative resource with same qualification and experience.

**vi. Work etiquette**

DT&I expects the personnel working from client site to follow minimum work etiquette, this should be finalized in discussion with DT&I during the kick-off meeting.

**4. Technical & Functional Requirements**

The Directorate of Treasuries & Inspection (DT&I), Finance Department, Government of Odisha has implemented the Integrated Financial Management System (IFMS) to perform its operation, enabling both DT&I, other State Departments of Govt. of Odisha and certain Central Government Agencies to operate in a single integrated environment. IFMS has been deployed state-wide in conjunction with government process improvements and standardized best practices that permanently reduced state costs while simultaneously improving government performance, integrity and accountability. The current IFMS consists of fifty (50) modules and all the modules are operational. The entire solution is e-Sign and d-Sign (digital signature) enabled.

The project scope of IFMS-3.0 has been segregated into 4 broad areas, they are as follows

- I. Application development and maintenance
- II. Monitoring and Administration of hardware & network equipment.
- III. Procurement and Maintenance of new system software
- IV. Monitoring and Maintenance of existing infrastructure and System Software once it is handed over to new SI.



**Note:**

Procurement of new Hardware and Networking equipment is not the responsibility of the SI but SI will spell out the requirement of the new Hardware and Networking equipment in its technical proposal as per its solution. The client will procure the required equipment, but it will be the responsibility of the SI to provide monitoring and administration support for all the hardware and networking equipment. The SI needs to provide detailed justification of the equipment proposed. The Bidder is responsible for sizing the proposed hardware to support the scalability and performance requirements of the solution. The bidder shall ensure that the servers and storage (additional) are sized adequately, and redundancy is built into the architecture that is required to meet the service levels mentioned in the RFP. The existing storage, networking equipment needs to be utilized by the new bidder. The Bidder has to submit the final sizing document in their bid document.

Each of these broad areas has been detailed out in subsequent sections.

**4.1. Application development and Maintenance**

There are approximately 21 major services, for which the application development needs to be completed. It is expected that, the System Integrator (SI) has prior knowledge of Treasury System and its functionalities and accordingly it should design its solution. The broad level functionalities have been detailed out in subsequent sections.

The entire process has been categorized into 4 (four) different groups and each group has been assigned a priority (1-4) where 1 (one) being the highest priority. The development of highest priority group needs to be completed first and subsequently the next. Once the development of one module/ one group along with the integration with existing module/ group of modules of the old application is complete and is ready to be available in the production environment, the user will start using the new application and the respective modules in the old application will be stopped completely. The integration of new modules with the old application (IFMS 2.0) needs to be completed by the SI in consultation with the old SI which should ensure that there is no data inconsistency in both the applications.

Once the development of one group is complete and it is rolled out, the maintenance period of the same will start. The scope of managing the existing IFMS application i.e. IFMS 2.0 is not part of this RFP but the responsibility of running the newly developed application using the existing data is the responsibility of the SI.

The modules and the grouping have been detailed out in the below section.

- Budget- Priority-1

- Estimation
- Distribution
- Re-Distribution
- Re-appropriation
- Budget Dashboard
- Sanction Order- Priority-1
  - Preparation and Approval
  - Cancellation of Sanction order
- Bill/ Disbursement- Priority-1
  - Bill Preparation and processing (includes payment through RBI)
  - Failed payment management
  - Drawal made against refund in reference to failed transaction
  - Refund of overpayment (reduction of expenditure and allotment rollback)
  - Bulk disbursement
  - Salary bill processing
  - Bank account verification
  - Aadhaar look-up
  - Aadhaar enabled payment system (AEPS)
  - Disbursement Dashboard
- P/L Payment-- Priority-2
  - Withdrawal through e-cheque
  - Deposits to p/l accounts (cash deposit/ transfer credit)
  - Online ABC
  - Online MCA (monthly compiled accounts)
  - P/L Dashboard
- Works and Forest Payment--- Priority-3
  - Payments (drawal through e-cheque)
  - Forest accounts
- Pension--- Priority-2
  - Pension application (online pension application)
  - Issue of authority
  - AI Based Life Certificate submission
  - Disbursement of 1st pension (generation of non-drawal by last retiring office)
  - Conversion of family pension
  - Regular monthly pension

- Payment and account of final GPF/ TPF by SPT
  - Bank payment management through SPT (scroll consumption from bank)
  - Integration with DigiLocker
  - Pension and NPS Dashboard
  - Accounts by treasuries
- NPS- Priority-3
  - PRAN generation
  - NPS deduction and submission to NSDL
- eReceipt- Priority-2
  - Integration with administrative department
  - Integration with banks/ payment gateways
  - Integration with RBI
  - P/L receipt
  - Integration with GSTN
  - Receipt Dashboard
  - Accounts submission to AG
- SBMS- Priority-3
  - Phase-I
  - Phase-II
- JiT-FS- Priority-4
  - CSS-JiT
- Accounts submission (treasury monthly accounts) and Integration with AG - Priority-1
  - Sharing of data with AG
  - Sharing of digitally signed pdf documents
  - Accounts submission to AG
  - Account correction
  - Co-Reconciliation
- Integration with GeM- Priority-4
  - Fund Blocking
  - Payment instruction
  - Payment confirmation
- Audit & Inspection Module- Priority-3
- Stamp Module--- Priority-4
- Commitment Management- Priority-4
- IDAM- Priority-1

- DMS- Priority-1
- DDO Codification- Priority-2
- Mobile Application- Priority-3
- Web Portal Development and Administration- Priority-1
- UC Management- Priority-4

The entire solution needs to be cloud native without any dependency on any service provider. The solution should be designed using microservice and containerization architecture. The end to end architectural blueprint should be Microservice based, It is up to the bidder to propose whether to use the existing database structure or go for developing new database structure. In either of the case the SI should submit its detailed proposal with relevant justification, however the final decision on database structure will be taken by the technical committee in discussion with the client and the System Integrator (SI). The solution should be designed considering the RDBMS as Oracle. The bidder must consider the existing Oracle database (19c) licenses while designing the solution. For the other software licenses, it is up to the bidder to propose, if they want to use any of the existing licenses then they must consider those while designing the new solution.

The internal as well as external communication between microservices should be managed separately. Concept like API Gateway, Service Mesh, API Threat protection, API Access control etc. may be explored for proper management of the solution. The solution should be designed in such a way that content validation, threat detection, traffic throttling, authentication, attack signature, repudiation-based control, anomaly detection, Open API Specification (OAS) message validation etc. can be managed.

A dedicated communication infrastructure that can handle the networking aspects, such as establishing connections, routing requests and handling service-to-service communication should be incorporated in the solution. Features like automatic service discovery, allowing services to locate and connect with each other without hardcoding the network addresses should be available in the solution. Maintaining a central registry of available services and their endpoints should be provisioned in the solution so that it becomes easier for services to discover and interact with each other dynamically. Built-in load balancing capabilities to distribute incoming requests across multiple instances of a service should be part of the solution. Provision of circuit breaking patterns to detect service failures, timeouts or high error rates and automatically stop sending requests to the failing service, thereby isolating the impact and maintaining system stability should be planned. Centralized monitoring and logging

of service interactions, performance metrics, error rates and other relevant data, enabling better visibility into the system and aiding in troubleshooting and performance optimization should be available in the solution. Different security mechanisms should be provisioned in the solution to ensure encryption (for data in transit) and secure communication between services. Sophisticated traffic management and routing capabilities should be available in the solution which will ensure fine-grained control over dynamic request routing based on policies or configuration. Provision of automatic scaling of service instances based on demand should be available in the solution.

Containerization and orchestration tools should be provisioned to package and deploy the solution. For databases, individual and/or shared approach can be considered but it should ensure that each microservice is self-contained and can scale independently also data consistency is maintained. Centralized configuration managed needs to be done so that application config, database configuration, communication channel configuration etc for each microservice would get managed properly but provision of role based access should be there to manage the configuration.

The solution should have the capability where any additional service like the mobile devices for queries/ reporting and providing day-to-day approvals by competent authorities as per authorized workflow for different kind of requests. External entities like Bank, Departments and others can invoke this framework by passing the required parameters and get the desired output.

The entire application should be e-Sign and/or d-Sign enabled, and it is the responsibility of the SI to implement the end-to-end integration of e-Sign and/or d-Sign with the parent IFMS application. To provide required support to the end users w.r.t. e-Sign and/or d-Sign is also the responsibility of the SI. The SI should provision the required solution of e-Sign and/or d-Sign. Procurement of digital certificates will be the responsibility of the client.

The Solution to be deployed with extreme flexibility so that new services and operational requirements can be made whenever needed by modifying the existing processes. All software modules should be integrated with each other as per the business requirement and the integration to be achieved using the microservice based framework using industry standard API/ connector/ adapter. Applications should be near linear scalable with full support load

balancing functionality. Provision for future services within the overall design architecture of convergent, multi-service provisioning and activation system to be made available.

The use of Artificial Intelligence (AI) and data Analytics tools needs to be factored in the solution for generating different reports and designing visual Dashboards.

The existing data of IFMS application needs to be migrated to the new system. It is the responsibility of the SI to migrate the complete data and/or files from the legacy system to the new system. The SI must factor relevant data migration tools for smooth and error free data migration. In the entire process of Data Migration, integrity of data needs to be maintained. The newly developed application should be running smoothly using the old data. It might also be required that the new modules needs to interact with the existing application till the time the entire data migration is complete.

Once one module is developed and deployed at production environment, the STQC/ Cert-In empanelled system certification needs to be completed by the SI. The end-to-end responsibility (including the financials) for this system certification is the responsibility of the SI.

Solution should comply with latest Information Technology Act including all amendments thereon as issued by Govt. of India and its equivalent authorities, especially all security guidelines and other guidelines as issued by MeitY.

#### **4.1.1. Data Migration**

The System Integrator must carry out data migration activity from existing IFMS application.

- The data migration activity shall be preceded by an appropriate data migration strategy and approach, prepared by the System integrator and approved by the client.
- Though client is required to provide formal approval for the Data Migration Strategy, it is the ultimate responsibility of System integrator to ensure that all the data sets, which are required for operationalization of the user requirements, are migrated.
- Any corrections shall be addressed by the System integrator at no additional cost to client.
- At a minimum, the following tasks shall be carried out as part of the Data Migration:
  - g) Define all the specifications that are needed to populate the data into the new system
  - h) Prepare uniform codification of all data sets

- i) Develop the data migration templates/ Forms/ Format and facilitate the migration of legacy and new data elements into the proposed application
- j) Identify, configure or develop the data upload/ download programs for the data migration
- k) Convert the legacy system data, if required, into the format as required by the new system
- l) Ensure the completeness of data migration in all respects and submit a final detailed report

#### **Data Validation and Quality Checks of Migrated Data**

- Data is very sensitive and critical in nature; hence migrated data has to undergo validation at multiple levels.
- Data validation may include both qualitative and quantitative analysis by the System Integrator.
- System Integrator in conjunction with client shall audit the data migration activity to ensure that the data migrated is 100% replica of the existing data.
- System Integrator shall provide data migration report.

#### **4.1.2. General Scope**

- Under maintenance of new application, the SI will carry out but not limited to the following major activities
- Debugging, modification and updating the Application as and when required.
- Providing hand holding support and application training to the new end-users and system personnel.
- Operational support to the users of DT&I in accordance with delivery schedules based on the helpdesk calls.
- Tuning and code changes for optimal performance of the application.
- The SI will review the code regularly and modify the same (if required) to increase the efficiency of the application.
- A detailed report of proposed changes and risk involved along with the implications will be handed over to DT&I and approval will be sought before making necessary changes.
- Maintenance of parallel setup for development/ test run/ UAT for the new development/ changes made.
- Maintaining change management log
- Proper version control of the source code

- Load testing of the application needs to be completed before deployment of the solution.
- Documentations
  - Provide documentation, as per the Information Technology Infrastructure Library (ITIL) standards. This documentation should be submitted as the project undergoes various stages of implementation.

#### **4.1.3. Major Integrations of IFMS:**

To achieve the overall objective of seamless functioning of financial aspects of government of Odisha the IFMS application needs to be integrated with some major applications like HRMS, WAMIS, VATIS, I3MS, Sarathi & Vahan, and other departmental applications of GoO. IFMS is also needs to be integrated with different agencies of Government of India like PFMS, NSDL, GSTN, GeM, e-Kuber of RBI and Other agency banks. The integration to be completed using SFTP and/or Web Service/ API based technology. Once the file is received at IFMS, relevant communications with Integrating Applications like acknowledgement/ non-acknowledgement of files, validity of the file format, correctness of data/ information, different levels of processing, Debit and Credit Notification related, payment instruction/ confirmation related and failure details etc. through system should be done by IFMS application. There should not be any manual intervention in the entire process of integration. On certain cases the integration approach of the integrating application/ external agencies and on certain case the integrating approach of IFMS needs to be followed. It is the responsibility of the SI to complete all these integrations.

Please find below some details of these integrations.

**Public Financial Management System (PFMS):** The integration with PFMS of Government of India to share data relating to the expenditures made by the state government under CSP. It also aims at receiving information relating to sanction and release of funds to the state government by different ministries of government of India.

**Human Resource Management System (HRMS):** The integration with HRMS application is to share the state government employee related information for processing the salary bill along with schedules.

**Works & Account Management Information System (WAMIS):** WAMIS is used by different departments in public works for bill processing and preparation of works accounts. The integration of IFMS with WAMIS is to be completed for sharing of data related to budget allocations, availability of funds, disbursement and remittance of funds, Commitment details etc.



**Designated banks of Cyber Treasury:** The IFMS needs to be integrated with different Payment Gateways, Public & Private Sector banks for online remittance of government receipts. Currently it is integrated with three (3) Payment gateways namely SBI e-Pay, Indian Bank-Billdesk and Axis Bank- CC Avenue and 13 (thirteen) public and private sector banks.

**BETA:** Budget estimate prepared by different DDOs using IFMS application gets consolidated by COs and then gets finalized at the administrative department level. This final budget data is pushed to the BETA application for further processing and preparation of state budget. The approved budget from BETA is shared with IFMS application which is perpetuated to different Administrative departments.

**AG-VLC:** Through this integration, real time data transfer happens. Once the bill is approved by the treasury officer the payment is done through RBI. Payment scroll is shared by RBI for payment confirmation. Once this scroll is imported to the system the voucher gets generated. Treasury wise segregation of voucher is done. This information is passed from IFMS application to AG-VLC. This information is utilized by AG for reconciliation of accounts. Apart from the real time data, IFMS application also shares all payment & receipts related accounts detail along with the uploaded digitally signed documents of each month like bill, sanction order, sub-vouchers etc with the AG's application. .

**NSDL:** This integration is required for national pension scheme (NPS), monthly contribution files and online PRAN generation (registration of employee) details are shared with NSDL.

**NPCI- National Payment Corporation of India:** NPCI used to provide services like Bank Account Verification, Aadhaar Look-up.

**AEPS (RBI): Aadhaar Enabled Payment System**

**Revenue Earning Departments:** IFMS is integrated with the 38 revenue earning departmental applications to facilitate electronic receipts. Some of the major departmental applications are mentioned below

- Vahan and Sarathi of Transport department for Motor Vehicle Tax
- I3MS of Steel and Mines department
- ePauti, Inspector General of Registration (IGR) and eDistrict of Revenue & Disaster Management department
- eAbkari of Excise department
- Go Swift portal of Industry department
- PaRESHRAM portal of labour and ESI department
- Energy Department
- Commercial Tax Department
- Odisha Public Service Commission

- Odisha Sub-ordinate Staff Selection Commission

**e-Kuber of RBI:** This system helps in all receipts and payments of Government of India as well as all the state Governments. It uses the national electronic fund transfer facility for the transaction. IFMS has been integrated with e-Kuber where all payments of the State Government mandated through the treasuries, Divisions, Forest Divisions and PL Operators is sent to e-Kuber with details of the beneficiary. E-Kuber processes the same and make the payments to the concerned beneficiary through the NeFT.

**GeM:** Government e-Market: While making any purchase using GeM portal, the funds needs to be blocked at IFMS end first and based on the successful fund block status the GeM user can only initiate the transaction. Once the purchase activity is completed at GeM end, the payment instruction needs to be shared with IFMS and based on that the bill and sanction at IFMS gets prepared.

**OSWAS-2:**

Odisha Secretariat Workflow Automation System (OSWAS) enables to automate the functions of the Departments and to create a conducive environment for effective and efficient administration. The functionalities of the system are such that it is not only ensures accomplishment of day-to-day official work in systematic manner but also prioritizes the essence of time. The scope of OSWAS system revolves within the Secretariat Local Area Network. It can be accessible to the users outside the Secretariat LAN through the VPN.

IFMS application is expected to integrate with OSWAS-2.

**4.1.4. Performance Level of applications to be guaranteed by the System Integrator (SI)**

The SI has to achieve the below performance level of the application.

User Activity	Application
Page response time (for application)	< Two (2) Second

User Activity	Application
Menu Navigation – Displaying the appropriate menu as per defined user role and profile	< 1 sec

<b>User Activity</b>	<b>Application</b>
Screen Opening – Display of data entry screen from the menu	< 2 sec
Field Navigation – Navigation between different data entry fields in the Screen	< 1 sec
Look up response – Display of items from a List of Values.	< 1 sec
Look up response – To display items from table	< 2 sec
Screen Navigation – Navigation between different data entry screens (from one to another)	< 1 sec
Transaction Commit – Transaction saving after completing the data entry	< 2 sec
<b>Query/Search retrieval – Online query or search entered by the user</b>	
Simple query or search (where the no of database table used are <= 5)	< 2 sec
Medium Complexity query or search (where the no of database table used are >5 and <=8)	< 3 sec
High Complexity query or search (where the no of database table used are >8)	< 4 sec
<b>Reports response – Report fired by the user</b>	
Simple Report (where the no of database table used are <= 5)	< 3 sec
Medium Complexity report (where the no of database table used are >5 and <=8)	< 4 sec
High Complexity report (where the no of database table used are >8)	< 5 sec
Signing single document using DSC & e-Sign	<2 sec
Signing multiple documents using DSC & e-Sign	<3 sec

Note:

- The application should have the facility using which each page auditing can be done. Each page should display the page load/ execution time
- Network delay will be taken into consideration while calculating page response time.
- The SI will be completely responsible for the successful run of the proposed system with its proposed hardware and software licenses

#### **4.1.5. ChatBot**

AI based Chat-only interaction with the Bot. The SI has to achieve the below w.r.t. to ChatBot application.

- Design, develop and deploy Artificial Intelligence, Machine Learning and Natural Language Processing based conversational Chatbot text, availability for different services of IFMS
- The Bot deployed should be capable of having an end-to-end conversation with the users. The bots should restrict the conversation using a certain template or pattern.
- The solution should support continuing conversation without losing context. Support for continuity in conversation, to anticipate and understand user intent.
- Preferably, the chatbot should be able to detect the emotional polarity of the subject the human is talking about. It should be able to tell from the way the text or speech pattern is presented whether the human is angry, sad or happy.
- The Bot shall have a well-defined 'Help' intent. A soft skilled Indian style persona has to be developed for the chatbot to make the interactions more engaging, humane and government like. Response pattern should be designed around that persona.
- The interactions should avoid unnecessary questions and make smart assumptions. It should avoid dialogs that create too many confirmations and obtain optimum information at a time instead of trying to collect everything in one go or breaking into too many parts.
- Information presented to the user should be in small pieces and a well planned interaction. The dialog errors should be handled smartly and planned effectively.
- The solution should act smartly with predefined workflows like greeting on entry or exit, response to cuss words, error messages on, no internet etc.
- The solution should support Odiya, English, Hindi language for each service flow.

#### **4.1.6. Monitoring and administration of hardware, network equipment and system software**

The SI shall provide monitoring and management services for Seven (7) years starting agreement start date. The scope of the services for overall IT infrastructure management during this period shall include Monitoring, Administration and Management of the entire IT infrastructure at Data Center, Near DR and DR.

The entire stack of monitoring and management services shall include the following:

##### **4.1.6.1. Server Monitoring, Administration & Management Services**

The SI shall be responsible for the management of the Servers and shall provide the following services:

- Keeping servers tuned up — regularly updating the OS and installed software.

- Protecting servers from viruses and spam — installing the appropriate software as and when required.
- Making it easy to work with hosting servers — installing and managing web hosting control panels
- Configuration of server parameters, operating systems administration and tuning. Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of updates & patches to ensure that the system is properly updated.
- Re-installation in the event of system crash/failures. Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc. Event log analysis generated in all the sub systems including but not limited to servers, operating systems, databases, applications, security devices, messaging, etc.
- Ensuring that the logs are backed up and truncated at regular intervals. Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- Identification, diagnosis and resolution of problem areas pertaining to the IT infrastructure and application & maintenance of assured SLA levels..
- Management of the usernames, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, devices, etc.
- System administration activities shall include tasks including but not limited to setting up the servers, executing hardware and software updates as and when necessary.
- The proactive 24/7 monitoring helps us to instantly detect any deviation from the norm.
- Ensuring the safety of the servers, first of all by carefully setting the security and conducting periodic audits thereafter. Specialized security audits to be performed upon client's request.
- Getting more from the servers — optimizing them for maximum performance and productivity.
- Examining the servers' strengths and weaknesses — analyzing their performance and continuously conducting stress tests.
- In case of new hardware/ networking equipment procured by client during the project period, the same needs to be maintained by the SI.
- The root cause analysis needs to be carried out for all technical issues w.r.t. infrastructure and the same needs to be communicated to client.
- Concurrent hit details needs to be shared with client every month.

#### **4.1.6.2. Storage Administration & Management Services**

The SI shall be responsible for the management of the storage solution and shall provide the following services:

- Configuring and apportioning storage space
- Primary Health Check services
- Installation and Configuration services
- Monitoring and up keeping services
- Optimization services
- Performance & capacity management
- OS hardening
- Version migration and up gradation
- Infrastructure consolidation & Virtualization architecting
- Consolidation & Virtualization implementation & management
- Application Load balancing and acceleration services

#### **4.1.6.3. Backup & Restore Services**

Under this category the SI has to provide the below mentioned services

- Monitoring and enhancing the performance of scheduled backups, Schedule regular testing of backups and ensuring adherence to related retention policies as defined by DT&I
- Prompt execution of on-demand backups of volumes and files whenever required or in case of upgrades and configuration changes to the system
- Backup of operating system, database and application as per stipulated policies at the Data Centre. Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by User Departments or in case of upgrades and configuration changes to the system. Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- Media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets (onsite). The SI shall provide Offsite media storage security and will have to bear the expenses of such activities at the location
- Provision should be there to test the backup data by restoring in regular interval. A policy to be framed for this activity.

#### **4.1.6.4. Security Administration and management Services**

Under this category the SI has to provide the below mentioned services

- Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection and vulnerability protection through implementation of proper patches and rules.
- Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor), password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies etc.
- Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode etc.
- Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- Respond to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- Provide a well-designed access management system, security of physical and digital assets, data and network security, backup and recovery etc.
- Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, from viruses.
- Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 27001 / BS 7799 and ISO 20000 guidelines.
- Operating system hardening through appropriate configuration and patch updates.
- Periodic reviews of domain level rights and privileges.
- Maintain an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode.

#### **4.1.6.5. Maintenance Personnel**

The selected bidder would provide at least 20 (Twenty) full time application maintenance resources who will be responsible for the day-to-day application maintenance activity of the

project. These resources will be stationed at the client site i.e. Directorate of Treasuries, Bhubaneswar. The client will arrange space, office equipment (chair, table etc.), desktop/ laptop, Power and internet connectivity for all these resources. All other equipment including any other software/ tools required for the development/ maintenance of the application is the responsibility of the SI.

These maintenance resources will include minimum two Database Administrator (Qualification, Experience and Others/ Certification as per Sl. No-10 of table-12), Two System Administrator (Qualification, Experience and Others/ Certification as per Sl. No-11 of table-12), One Network and Cyber Security Expert (Qualification, Experience and Others/ Certification as per Sl. No-14 of table-12), Fifteen (15) application maintenance resource (Qualification, Experience and Others/ Certification as per Sl. No-12 of table-12). All these maintenance resources must maintain application, IT infrastructure of the new solution and the existing IT infrastructure (once it is handed over to new SI). The SI will provide a Single Point of Contact (SPOC)/ team lead for these maintenance resources.

These maintenance resources will be deployed in phased manner. Minimum Eight (8) maintenance resources including the Network and Cyber Security Expert, at least one Database Administrator, one System Administrator and one DevOps expert to be deployed after the completion of development of Group-I modules. Another six (6) consisting of at least one Database Administrator, one System Administrator and one DevOps expert after completion of development of Group-II modules and the rest six (6) after completion of development of Group-III modules.

#### **4.1.7. Help Desk Services**

The help desk service will serve as a single point of contact for all incidents and service requests at the DT&I. Currently the helpdesk receives on an average 200 calls during nonpeak days and 600 calls during peak days. Peak days are all working days between 20<sup>th</sup> to 30<sup>th</sup> of every month, entire month of July, September and March and rest of the working days are non-peak days.

The SI will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for all the users, the activities shall include:

- Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the application and IT infrastructure.



- Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
  - Specific E-Mail account
  - Telephone Line
  - Portal
- Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user calls related to Application/ IT infrastructure and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
- The call center module (software/ hardware) should be able to generate desired MIS report for helpdesk response time and call center inbound call response time.
- Creation of knowledge base on frequently asked questions to assist user departments in resolving basic issues themselves
- Track each incident / call to resolution.
- Provision of integrating with SMS gateway and email server for sharing incident details to the complainer.
- Provide feedback to callers.
- Analyze the call statistics.
- Creation of knowledge base on frequently asked questions to aid users.
- Continuous monitoring of the IT infrastructure at the OSDC, NDR and DR to ensure availability as per agreed SLAs.
- Monitoring shall be done with the help of EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto-generated.
- Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the SI and DT&I.
- The escalation matrix shall be developed by the SI in discussion with DT&I.
- Coordinate with respective vendors for closure of calls.
- Analyze the incident / call statistics and provide monthly reports including but not limited to:
  - Type of incidents / calls logged
  - Incidents / calls resolved
  - Incidents / calls open
- Diagnosing the problem and getting the same resolved through coordination with the OEM/Equipment Service Provider (ESP) as per the severity level assigned to it.
- Create hardware asset database by recording information like configuration details, serial number, asset code, warranty and AMC details etc.

- Recording all installation of new machines, movement within site/ locations, changes in configuration of machines
- Log issues/ complaints related to IT infrastructure at the Data Center under the scope of work and issue an ID number against the issue/ complaint.
- Assign severity level to each issue/ complaint.
- Track each issue/ complaint to resolution.
- Escalate the issues/ complaints, to DT&I, if necessary, as per the escalation matrix defined in discussion with DT&I.
- Provide feedback to the callers.
- Analyze the issue / complaint statistics
- The helpdesk management software needs to generate reports required to verify the SLA parameters mentioned in the RFP.
- Creation of knowledge base on frequently asked questions to aid the users of the IT infrastructure.

#### **4.1.7.1. Database Management**

SI will undertake tasks of managing changes to database schema, disk space, storage, user roles.

- SI will periodically perform configuration checks to provide fine tuning inputs to the application with respect to performance and proactive identification of potential problems
- SI will provide performance monitoring and tuning of the databases on a regular basis as well as proactive health checkup.
- SI will make use of OEM as well as performance and monitoring tools to monitor and manage database.
- SI will manage patch upgrade as and when required with planned minimal downtime and also conduct regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required, in adherence to change management process.
- Configuring database connectivity, applying Software patch as provided.
- SI will provide database performance and health reports to the tendering authority as per standards.

#### **4.1.7.2. Preventive Maintenance Services**

- Conduct preventive maintenance every three months or as directed by the Tendering Authority (including inspection, testing, satisfactory execution of diagnostics and necessary repairing of the equipment).

- Preventive Maintenance Activities of components as per their manufactures' recommendation/ advice.
- The SI will keep a web based monitoring format and schedule of preventive maintenance services and shall provide reports to the Tendering Authority whenever asked for.
- The Preventive Maintenance shall be carried out in Non-Prime Hours only under intimation to DT&I.

#### **4.1.7.3. Corrective Maintenance Services**

- Maintenance/ troubleshooting of hardware problem of all IT Infrastructure including network (active / passive) equipment, Security, etc.
- Troubleshooting of problems arising in the network and resolving the same.
- Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.
- The SI will keep a web based monitoring format (including registration of complaints/ problems) of corrective maintenance services and shall provide to the Tendering Authority as and when required.

#### **4.1.7.4. Asset Management Services**

The SI shall be required to create database of all the equipment/ software procured/ Installed under the Project. The details of all assets like hardware, software, peripherals, manuals, media and other related peripherals, etc., shall be maintained by recording information like make, model, configuration details, serial numbers, licensing agreements, warranty, place of installation etc.

- Record installation and removal of any equipment from the Datacenter network and inform DT&I even if it is temporary.
- Create Software details with information such as Licenses, Version Numbers and Registration Details.
- Perform software license management, notify the Tendering Authority on licensing contract renewal and assist them in getting the license renewed.
- Asset Management services of SI must conform to ITIL framework.
- The SI shall keep a web based online asset management system with an access to tendering authority and auditor. The Asset Management System should have the capabilities to get all desired reports without any delay.

#### **4.1.7.5. Configuration/ Reconfiguration Management Services**

The SI shall maintain complete configuration including reconfiguration at no cost (on demand) (in hardcopy & softcopy) for all equipment. The SI shall define change management procedures

and also ensure that no unwarranted changes are carried out in the entire network or its constituents. Any changes shall be incorporated with prior approval of DT&I.

- The SI shall do proper version management of these configurations as they are bound to change from time to time.
- These configurations shall not be accessible in general and must be kept confidential.

#### **4.1.7.6. Vendor Management Services**

- The SI shall coordinate with all the vendors/ OEMs for upkeep of equipment deployed in the Datacenter/ NDR/ DR to meet the SLA and shall liaison with various vendors/ OEMS/ Suppliers/ Contractors for related works, equipment & Services.
- The SI shall also maintain authenticated and verified database of the various vendors and service providers including authenticated details of deputed persons like contact person, with complete address, telephone & mobile numbers, email, escalation matrix, response time and resolution time commitments etc. Police verification may be sought by the Tendering Authority in case of deployment of manpower by the SI.
- The SI shall, if required, escalate and log calls with different vendors/ OEM's and coordinate with them to get the problems resolved.

#### **4.1.7.7. Virus Management**

- The SI shall be responsible for Virus Management
- The SI shall prepare and implement a Virus Management policy at appropriate level and install required equipment/ Software at no extra cost including adequate number of licenses for use inside the Data Centre.

#### **4.1.7.8. Maintenance Services**

- **This category** includes comprehensive maintenance for the equipment. This category includes all equipment including switches, Servers Storage, Firewall etc. as described in detailed appendix C. The services consist of preventive and corrective maintenance and includes carrying out the necessary repairs and fittings of replacement parts.

#### **4.1.7.9. General Scope**

The Overall management and maintenance of Servers, Network equipment, Storage etc. at OSDC, NDR, DR and DT&I central location in Bhubaneswar, Maintenance of SAN and related accessories. Backup of the data as per the backup policy defined by DT&I.

#### **4.1.7.10. Service Accord**

The System Integrator (SI) needs to follow and sign the service accord for any kind of integration activity. The architecture performance will be based on these accord characteristics. The service accord should describe functional requirements; that is, what a

provider will give to any consumer that chooses to abide by the terms of the contract. The contract should define what functionality is provided, what data it will return, or typically some combination of both. Contracts must also specify non-functional requirements that detail not what the service does, but the way in which it goes about its business. This includes information both about the responsibility of the providers for providing their functionality and/or data as well as the expected responsibilities of the consumers of that information and what they will need to provide in return, such as availability, security, and other quality of service considerations. A **service accord** is an expression of the visible aspects of service behavior and so contracts never include the data that providers and consumers actually exchange or any specifics about how a provider or a consumer will meet the requirements of the contract, there might be multiple contracts for a single service. The Table 9 below describes the broad format of the service accord .

### Service accord

Table 8:

Attribute Type	Attribute	Description
General Condition	Description	Name of the service. Should indicate in general terms what it does, but not be the only definition. A narrative of what the service does, and its relevance to the integration architecture.
General Condition	Source	The source of the service, which may be a document or a module.
General Condition	Owner	The owner of the service is the name (person or group) who validated the details of this service; the person/team in charge of the service.
General Condition	Type	The type of the service to help distinguish it in the layer in which it resides; e.g., data, process, functionality, presentation, functional.
General Condition	Version	The version of the service accord .
Business Requirement	RACI	<b>Responsible:</b> The role is the person/team responsible for the deliverables of this contract/service. <b>Accountable:</b> Ultimate decision-maker in terms of this contract/service.

Attribute Type	Attribute	Description
		<p><b>Consulted:</b> Who must be consulted before action is taken on this contract/service. This is two-way communication. These people have an impact on the decision and/or the execution of that decision.</p> <p><b>Informed:</b> Who must be informed that a decision or action is being taken. This is a one-way communication. These people are impacted by the decision or execution of that decision, but have no control over the action.</p>
Business Requirement	Service name “caller”	Name of the consuming service.
Business Requirement	Service name “called”	Name of the provider service.
Business Requirement	Functional Requirements	The functionality in specific bulleted items of what exactly this service accomplishes.
Business Requirement	Importance to the process	What happens if the service is unavailable
Business Requirement	Quality of information required	The quality that is expected from the service consumer in terms of input and what quality is expected from the service provider in terms of output.
Business Requirement	Quality of service	Determines the allowable failure rate.
Business Requirement	Service Level Accord	Determines the amount of latency the service is allowed to have to perform its actions.
Non-functional Requirements	Throughput	Volume of transactions estimated
Non-functional Requirements	Throughput period	The period in which those transactions are expected
Non-functional Requirements	Service times	The available hours/days the service is needed; for example, 7 to 4 Saturday to Wednesday.
Non-functional Requirements	Peak profile short term	The profile of the short-term level of peak transactions; for example, 50% increase between hours of 10 to 12 am.
Non-functional Requirements	Peak Profile long term	The profile of the long-term level of peak transactions; for example, 50% increase at month end.
Non-functional	Security	Who can execute this service in terms of roles or individual

Attribute Type	Attribute	Description
Requirements	requirements	partners, etc. and which invocation mechanism they can invoke.
Technical Requirements	Invocation	The invocation means of the service. This includes the URL, interface, etc. There may be multiple invocation paths for the same service. There may be the same functionality for an internal and an external client, each with a different invocation means and interface.
Technical Requirements	Invocation	Preconditions any pre-conditions that must be met by the consumer (authentication, additional input, etc.).
Technical Requirements	Behavior characteristics	The criteria and conditions for successful interaction and any dependencies (on other service interactions, etc.). This should include any child services that will be invoked/spawned by this service (in addition to dependencies on other services).

System Integrator (SI) has to follow the above mentioned service accord for each and every integration/ interaction that is going to happen between IFMS application and different internal as well as external application.

**4.1.7.11. Maintenance & Support for Application Software**

- SI is responsible for sizing and procuring the necessary software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or procure additional licenses at no additional cost to the purchaser in case the procured software is not adequate to meet the service levels.
- SI shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.
- If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done as part of warranty support activity.
- SI should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software. Updates/ Upgrades/ New releases/ new versions/ Patches/ Bug fixes.

- The SI shall provide from time to time the Updates/ Upgrades/ New releases/ new versions/ Patches/ Bug fixes of the software, operating systems, etc. as required. The SI should provide free Updates/ Upgrades/ New releases/ new versions/ Patches/ Bug fixes of the software and tools to purchaser as and when released by OEM.
- In case of COTS products, OEM should commit to support the software licenses provided in the scope of this RFP for a period of 7 years. OEM should provide a stated policy document stating that the proposed software version is supported for the next 7 years. DT&I should not be forced to upgrade the solution at any stage. If any patch change or version change is required or essential then that should be done without any extra cost to DT&I. In case of Be-Spoke application development the license for all the software to be used for the design/ development/ testing has to be procured by SI and the maintenance of all the software including the licenses for the entire duration of the project has to be done by the SI.
- Software License Management: The SI shall provide software license management and control. SI shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.
- All software licenses should be inclusive of OEM warranty and maintenance support for 7 years.
- Wherever possible, the SI should go for enterprise version of software licenses.
- SI shall have manufacturer's technical support for all the licensed software problems and/ or questions, technical guidance, defect and non-defect related issues. SI shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.
- The SI would be responsible for arrangements with Manufacturer for all the technical support which shall at a minimum include but not limiting to online technical support and telephone support during the treasury business hours (Business hours in Treasury will be from 0900 hours to 1800 hours from (Mon-Sat) with access for SI to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer by SI as part of provisioning of support services to purchaser. SI shall have access to the online support and tools provided by the manufacturer as well as should have 24x7 accesses to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles specifically for DT&I.



**a. Training and Capacity Building**

Training needs to be carried out at the following levels by the SI –

- Application training for module wise users
- Training to IT staffs for system administration and management.
- Preparation of User Manual for all the modules

The bidders are required to propose a training plan as a part of their proposal. The planning phase should involve but not limited to determining the training scope and approach for delivery of training associated with the overall project milestones. This should conclude with an agreed development and delivery approach to deliver the training requirements of the Project. This should ensure the delivery of quality system-based training and training materials. Focused sessions should be planned for finalizing the training materials and training schedule planning. A schedule reflecting the plan to deliver Training should also be delivered which will be aligned to the Project implementation milestones and module releases. The training plan should be planned considering two Change management Experts who are part of the helpdesk support team.

- Trainings will be conducted at respective Treasuries.
- The required infrastructures like training hall, computers, power etc. for training will be provided by the respective Treasuries. All other training related items like Training Materials etc. are to be provided by the SI.
- All the trainings, especially the application training is to be completed before the System Go-Live.
- One training day will be of 6 hours
- Maximum number of trainees per batch will be 20
- All training programs will consist of classroom and practical session. System for practical session will be provided by the client.
- The training will be of two types
  - Train the trainer- Training has to be provided to the treasury staff (at least two from each district and special treasury). These trained staff will then train other staff of their respective treasury. For all the new developed modules this training needs to happen.
  - Train the users of the administrative department

**b. Service Level Agreement (SLA)**

**i. Definition of SLA**

For the purpose of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- A. **"Availability"** shall mean the time for which the services and facilities are available for conducting operations from the equipment/ solution hosted in the Data Centre / NDR and DR. Availability percentage is measured as  $\text{Availability \%age} = \frac{\{\text{Agreed Service time} - \text{Down time}\}}{\text{Agreed Service time}} * (100\%)$
- B. **"Downtime"** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time.
- C. **"Helpdesk Support"** shall mean the 8x6x365 support which shall handle patch updates, Fault reporting, ticketing and resolution of related enquiries during this duration of this contract (includes the public holidays also). Interactive remote diagnostic support shall also be there, allowing Technical support engineers to troubleshoot an incident securely through a browser- based remote control feature.
- D. The business hours are 10:00 AM to 06:00 PM on all working days excluding Public Holidays or any other Holidays observed by the State. The SI however recognizes the fact that the State offices will require to work beyond the business hours on need basis.
- E. "Non-Business Hours" shall mean hours excluding "Business Hours".
- F. 8X6 shall mean hours between 10:00AM - 06.00 PM on all working days of the week. As per the business need the support hours may change after discussion with all concerned stakeholders.
- G. **"Incident"** refers to any event / abnormalities in the functioning of the Data Centre Equipment / specified Services that may lead to disruption in normal operations of the Data Centre services.
- H. **"Service Window"** shall mean the duration for which the facilities and services shall be available at the Data Centre. Service window in this case shall be 24x7x365.
- I. **"T"** Is the time of reporting of the call/ incident.

**ii. Service level agreement (SLA) Details:**

S · N o	Metric	Basel ine	Breach	Dependenc y	Penalty	Measurement

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S · N o	Metric	Basel ine	Breach	Dependenc y	Penalty	Measurement
1.	<p>Data Centre Availability</p> <p>Uptime of various components at DC, NDR and DR including but not limited to;</p> <ul style="list-style-type: none"> <li>• Servers</li> <li>• Storage</li> <li>• Tape Library SAN</li> <li>• Switches</li> <li>• Routers</li> <li>• OS</li> <li>• System Software</li> </ul> <p>Any downtime for maintenance shall be with prior written intimation and approval of DT&amp;I.</p> <p><b>Quarterly SLA Monitoring</b></p> <p>Average of the month-wise scores shall be taken for the quarterly measurement.</p>	>=99.5 %	<99% Note: Data center should not be down for more than 3 instances in a quarter.	<ul style="list-style-type: none"> <li>• Power Backup Upgrades</li> <li>• System Restores,</li> <li>• Network connectivity outage</li> </ul>	<ul style="list-style-type: none"> <li>• INR 10000 per hour</li> </ul>	<ul style="list-style-type: none"> <li>• SI shall ensure that all relevant events are logged and such logs are accessible to DT&amp;I for review/ report through SLA monitoring tool readable format.</li> <li>• Measured using EMS tool/ SLA monitoring tool.</li> </ul>
2.	<p><b>Adherence to Policies</b></p> <p>Adherence and</p>	100%	<90%	<ul style="list-style-type: none"> <li>• Power Backup Upgrades</li> </ul>	<ul style="list-style-type: none"> <li>• INR 10000 per</li> </ul>	<ul style="list-style-type: none"> <li>• Random inspections by PMU</li> <li>• All incidents are</li> </ul>

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S · N o	Metric	Basel ine	Breach	Dependenc y	Penalty	Measurement
	<p>maintenance of Standard protocols/ practices like:</p> <p>Updation of antivirus at server.</p> <p>Adherence to backup policy of DT&amp;I.</p> <p>Use of licensed software and maintenance of their updates</p> <p>Compliance with standard operating procedures etc.</p> <p><b>Quarterly SLA Monitoring</b></p> <p>Must achieve specified rating in 90% of the inspections carried out by the PMU.</p>			<ul style="list-style-type: none"> <li>• System Restores</li> <li>• Scheduled batch processing tasks</li> </ul>	instance	<p>logged and such logs are accessible to the DT&amp;I for review/report through SLA monitoring tool readable format</p> <ul style="list-style-type: none"> <li>• The report on the findings shall be entered in the SLA monitoring tool.</li> </ul>
3.	<p><b>Documentation Management</b></p> <p>Maintaining document versioning (FRS, SRS, User, Training, Manual etc.),</p>	<= One week	more than two weeks beyond the agreed end date	Details Scope of work from Business User	<ul style="list-style-type: none"> <li>• INR 10000 per instance</li> </ul>	<ul style="list-style-type: none"> <li>• Monitored based on the date of submission to DT&amp;I and acknowledgement</li> <li>• number provided for the same shall be available in the SLA monitoring tool.</li> </ul>

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S · N o	Metric	Basel ine	Breach	Dependenc y	Penalty	Measurement
	application version control, updates & patches etc.					
4.	<b>Call Center Inbound Calls Response time</b>  Response time for the calls received at the call center (i.e. the time taken to answer a call Landing at the help desk excluding the IVRS time)	<= 20 seconds	>25 seconds & >5% of the total call responded in one day has breached	NA	•INR 2000 per day	• Measure from the MIS report generated by the Call Centre Module provided by the SI
5.	<b>Helpdesk Response Time</b>  Time taken for sending email response & ticket assignment from the time of registering of request	<= 30 mins	> 30 mins >5% of the total booked ticket for a day breached the baseline.	Non-Business hour will not be calculated	•INR 2000 per call	• Automated Report from the Ticket Management System
6.	<b>Re-opening of calls</b>	10 calls in 7 days  If more than 10	>10 calls in 7 days		•INR 2000 per call	•

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S · N o	Metric	Basel ine	Breach	Dependenc y	Penalty	Measurement
		calls or ticket s get re- open ed in 7 days' time				
7.	<b>Helpdesk- Query Resolution Time</b>  Time taken for resolving					
	<b>Severity-1</b>	<= 15 Minu tes	> 1 Hour		INR 1000 per hour	• Automated Report as per the Issue reporting and tracking system
	<b>Severity-2</b>	<= 30 Minu tes	> 2 Hours		INR 1000 per hour	• Automated Report as per Issue reporting and tracking system
	<b>Severity-3</b>	<=45 Minu tes	> 3 Hours		INR 1000 per hour	• Automated Report as per the Issue reporting and tracking system
	<b>Severity-4</b>	<= 1 Hour	> 4 Hours		INR 1000 per hour	• Automated Report as per the Issue reporting and tracking system
8.	<b>Application Support Resolution time</b>  Resolution time by support where incident					

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S · N o	Metric	Basel ine	Breach	Dependenc y	Penalty	Measurement
	is logged.					
	<b>Critical (Severity - 1)</b>	<= 15 Minu tes	> 1 Hour		• INR 10000 per hour	• Automated Report as per the Issue reporting and tracking system
	<b>High (Severity - 2)</b>	<= 30 Minu tes	> 2 Hours		• INR 10000 per hour	• Automated Report as per Issue reporting and tracking system
	<b>Medium (Severity - 3)</b>	<=45 Minu tes	> 3 Hours		• INR 2000 per hour	• Automated Report as per the Issue reporting and tracking system
	<b>Low (Severity - 4)</b>	<= 1 Hour	> 4 Hours		• INR 2000 per hour	• Automated Report as per the Issue reporting and tracking system
9.	<b>Hardware Support Resolution time</b>  Resolution time by support at help desk where incident is logged.  <b>Quarterly SLA Monitoring</b>  Must be achieved within agreed timeline for resolution for at least 95% of the cases in a quarter.	<=24 hours	>=48 hours	OEM Support	INR 2000 per hour	• Automated Report as per the Helpdesk Ticket Management System
10.	<b>Application</b>	Withi	Beyond	Finalization	INR 2000	• Automated Report as

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S · N o	Metric	Basel ine	Breach	Dependenc y	Penalty	Measurement
	<p><b>Maintenance</b></p> <p>Time to deliver the application changes as per desired functionality.</p> <p><b>Quarterly SLA Monitoring</b></p> <p>Must be achieved within agreed timeline for at least 95% of the cases in a quarter.</p>	n Agree d Timel ine	Agreed Timeline	of Requireme nts	per hour	per the Issue reporting and tracking system

### Severity of calls, response time and resolution time:

Call Severity	Response Time	Resolution Time
Critical (Severity - 1)	15 Minutes	1 Hour
High (Severity - 2)	30 Minutes	2 Hours
Medium (Severity - 3)	45 Minutes	3 Hours
Low (Severity - 4)	1 Hour	4 Hours

For Application system uptime, only the penalty associated with uptime would be considered. No penalty for calls logged for system downtime would be applied.

**Critical (Severity - 1):** Show stopper, Application breakdown/ crash, has serious implications on running the production server, breach of validations and has affected or may affect greater than 50% of users.



**High (Severity - 2):** Serious degradation of application performance, has impacted majority of business processes, risk of significant data loss, anomaly of data in developed reports, affected or may affect around 10-50% of users.

**Medium (Severity - 3):** Moderate degradation in application performance, no implications on data integrity, had minimal or no impact on day-to-day operations and has affected or may affect less than 10% of users.

**Low (Severity - 4):** Applications are stable and has no impact on day to day workings and has affected or might affect a single user

If the Uptime of Application system is less than 65% for 2 consecutive quarters, DT&I shall have the right to terminate the Agreement. DT&I have the right to forfeit the Bank Guarantee.

**Please note:**

*Following conditions will be considered as the Breach of the Agreement in case of any of the following conditions and DT&I reserves the Right to terminate the agreement*

*o System uptime of less than 97% continuously for a quarter;*

*o More than 3 incidents of not resolving the bugs / issues within the defined time limits in a quarter;*

iii. **Disaster Recovery (DR):**

DR and NDR site would be maintained by the selected bidder and would be ensured that DR and NDR is replicated with the live system. DT&I would accept RTO of 4 hours and RPO of 0.1 hour, accordingly DR replication should be planned. The bidder would also ensure proper failover and fallback mechanism. In case of non-compliance of the above, the following penalty would be applied:

Failover duration	Penalty
Up to 0.1 hour	No penalty
For each additional 5 minute beyond 0.1 hour	0.10% of the total project cost

Data loss	Penalty
Up to 4 hours	No penalty
For each additional hour beyond 4	0.10% of the total project cost

Non-Functional Requirements

Sl. No	Requirement
	All modules should be homogeneous with respect to Keyboard use, screen layout and menu operations with Graphic User Interface (GUI) support.
	Clearing the application cache should be handled by the system.
	Provision of extending the login session should be available with the user
	User defined error message to be displayed throughout the application rather than system generated error messages
	Use of e-Signature (e-Sign) and d-Signature (d-Sign) in the entire application should be possible. Signing multiple documents in one go should be available.
	Printing facility for all forms/ reports should be available in the system
	The IFMS portal should be compliant of Guidelines for Indian Government Websites (GIGW).
	GUI Form Administration should support:

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Sl. No	Requirement
A	Changing fields or tab labels
B	Hiding fields or tabs.
C	Changing the position or size of field or labels
D	Adding restrictions like mandatory or not
E	Setting default value in a field
F	Changing list of value (LOV) contents
3.	User Customizable Forms should support:
A	When a user opens a form the field should be displayed according to user preferences and the data should be pre-populated with the relevant data subset
B	Users should be allowed to rearrange screen items as per their convenience.
C	Create and save a search
D	Hide/ show columns
E	Reorder columns
F	Add data filters
G	Change sorting orders
H	Tailor text for labels, prompts and tip messages
I	Tailor graphs and charts
4.	Reporting User Interfaces should
A	Provide real time function oriented Management reporting via easy to use portal pages.
B	Should not require knowledge of SQL or databases to create self-service ad-hoc reports
C	Support Advanced Analytic Processing
	<b><i>Integration</i></b>
1	The solution should include a repository of all the interfaces exposed in the solution
2	The solution should support both traditional and modern integration paradigms:

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Sl. No	Requirement
A	Traditional Integration
I	Bulk load of flat files
II	Application Programming Interface (API) based integration
III	Messaging based integration
IV	Should provide the ability to use desktop applications with which end users are already familiar, like Microsoft Excel, Microsoft Word, or Microsoft Project, to download, model, modify, and upload data, after validating the data.
V	In case of errors, it should provide a list of rows that have produced errors and should not load any rows from the flat file.
	<b><i>Security</i></b>
1	Network Security:
	Should support standard three/four zone firewall configuration
	Should not require opening of any special protocols for connecting the user client to the web/application server used by the solution. All communication should be on HTTP or HTTPs.
2	Audit Trails
A	The solution should support audit trails at the data level.
i	All changes to data should be recorded in a separate table and should be stamped with the identity of the user/program and the time of the creation/change.
ii	Views should be available for reporting on data changes.
iii	Auditing should only record the changed columns and not the entire row.
iv	The logs to capture the activities of the DBA or users should be kept in a separate server and access to these files should be restricted and only through proper authentication and authorization.
B	The solution should support auditing of users
i	It should be possible to audit users at the form level, user level, application module level and at the organizational role level.
ii	The system should provide reports on user activity based on the role and the application

Sl. No	Requirement
	that was used.
3	Application Security
A	Support for X.509v3 certificate based digital signatures for all approvals within the system.
B	Support for control of data and screen access based on username and user's role in the organization.
C	The system should support configurable password policies including
i	Password expiry
ii	Password complexity
iii	Password history and reuse policy
iv	Forced password change on first log on
v	Capability of self-service reset of passwords in case of forgotten passwords or locked accounts.

-----End of the document-----