

RFP for Selection of Service Provider for Software Development, Implementation and Setup & Operation of Mo Sarkar Contact Centre, Government of Odisha
REF No.: OCAC-SEGP-MISC-0012-2019/ENQ/20002

ADDENDUM

Additions to Clause 3.4 Scope of Work -

3.4.5 Visitor Management System (VMS)

The Visitor Management module, with its feature rich suite of components, shall facilitate the registration of the visitors/citizens and capture their personal details (Phone, Name, Address, and Identity Proof) contact details, purpose of visit, and other relevant data items along with their time of entry and exit. The system shall be implemented at the ground level departmental offices which are actually accessible and used by the citizens of the state. This shall enable authentication and tracking of visitors availing any services within the premises and also facilitate sharing the visitor details with the CRM solution for registration in order to capture feedback.

- This VMS application shall be implemented at Government as well as private Institutions as per the requirement and order from Government.
- The solution shall be developing in open API based platform so that it can communicate to other system
- The system shall able to transfer the data to other system easily as and when required.

3.4.5.1 Creation & Management of Master data & users

- Creation of Department, Sub-ordinate Office Category and Sub-ordinate Office as per the department requirement
- Creation of Department wise user login ID for verification and validation by Admin user
- Generation of login credentials for departmental users with ID and OTP based password
- User shall able to change the password after first successful login
- Creation of new password by individual user. User shall able to Login in to the application using old credentials. Then user may able to change the password by entering the following information for change password.
 - o User Id
 - o Old Password
 - o New Password
 - o Confirm new Password
- Creation of user type in the application as follows: -
 - o State Department User
 - o Districts Department User
 - o Field staff
 - o Admin User
- Generation of new password in case the user has forgotten the log in password
- 'Forgot password' link shall be available in the login page and after provide the following information user shall able to create for new password:
 - o User ID
 - o Registered email Id
- Facility to check and match the User ID and the registered email address of the registered user.
- Generation of new password link in case both the details are matched, system able to send a link to the registered email.

- The system instruction shall be provided to the user for generation of a new password whenever required.
- Creation of user role based menu access availability
- Configuration of menu and approval access by system admin/admin user for the departmental users
- Facility for creation of different user group based on the user role, and provide menu access to individual user groups
- Facility of customizing the menu access user wise by admin user
- Audit logging in the system that will record every transaction done by the user for monitoring purpose
- The data generated shall be treated as master data of all offices in the state
- On the basis of user registration, the codification of all ground level offices shall be done in Odisha's district level or block level for citizen services.

3.4.5.2 Visitor Registration

- Registration of the visitors
 - o Personal details (Phone, Name, Address, and Identity Proof)
 - o Contact details
 - o Purpose of visit
 - o Whom to meet
- Capturing the in time and out time of the visitor
- Capturing citizen details both online and offline
- For Online, the authenticate departmental user at Institutions can register citizen details
- For Offline, the authenticate departmental user can fill all the details in prescribed excel sheet and can directly import bulk data(excel) into the VMS application when internet available.
- Creation of Unique ID for citizens with applicable combinations as well as Creation and management of visitor profile
- Auto population of existing visitor details by their mobile no
- SMS / Email notification on successful registration of citizen ("Your mobile no is registered successfully in Mo Sarkar")

3.4.5.3 MIS Reports

Dashboard: Visual representation of Data/ Statistics for individual authorities based on access rights until District level. Various kind of report shall be generated from the system like:

- a. Total No of registrations
- b. Department wise citizen list
- c. Department wise services
- d. Service centre details
- e. Other customized report

3.4.5.4 Integration

- a. Kiosk provided by the govt. of Odisha
- b. CRM and Reporting Console
- c. SMS to registered mobile nos.
- d. Email (In case Department wishes to use e-mail for communication with citizen)

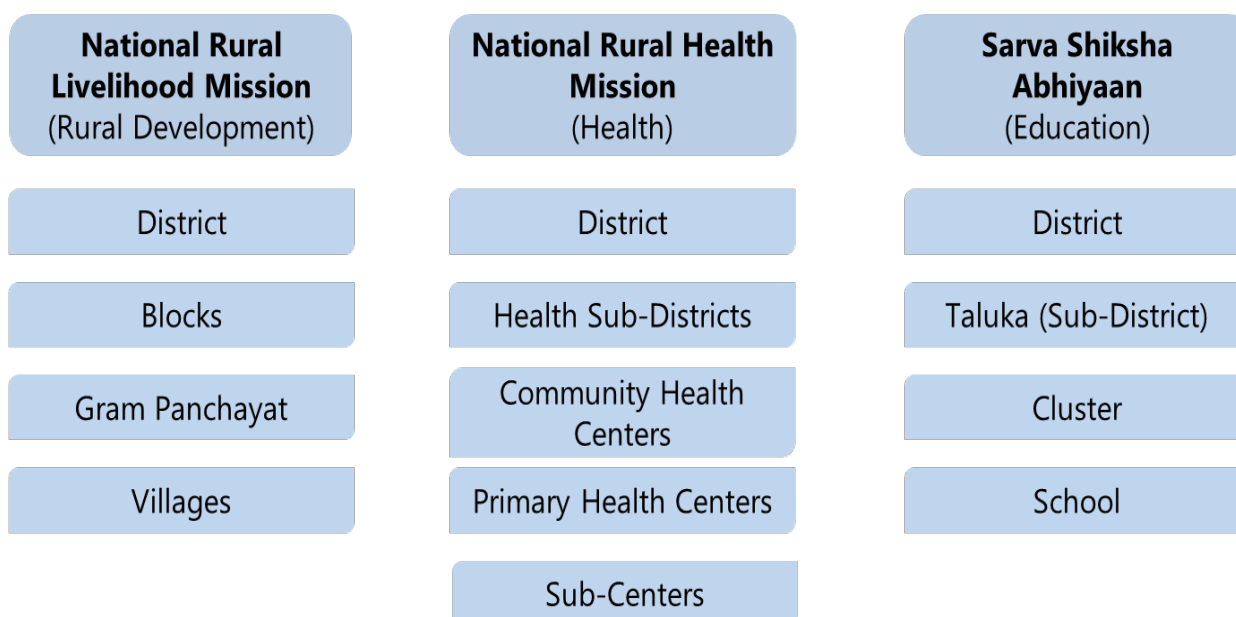
3.4.5.5 Implementation

Scale

Administrative Divisions	Approx. Numbers
State (Department & Directorate)	250
District level offices	450
Block level offices	3,500
Panchayat level offices	8,000

The visitor management system shall be implemented in the organizations and institutes comes under the Odisha administrative division where the citizens visit to avail any services provided by the departments of Govt. of Odisha. The application should be capable enough to accommodate other Govt. offices and as well as private institutes and organizations at later stage.

Representation of official hierarchy for implementation of schemes/services is shown in the following diagram. Service provider shall be responsible for factoring the official hierarchy while registering the visitor details in the visitor management system. The system should be capable for handling such large scale data.



Plan

- This VMS application shall be part of CRM and Reporting Console Application
- This VMS application shall be implemented at the institutes/ organizations/ respective departmental offices where the citizens come to avail services. This application shall be handled by the authenticated departmental users at the ground level.
- Training shall be held centrally in Training of Trainers (TOT) mode for the successful implementation of the VMS application.
- OCAC will provide the training schedule & participants details
- Refresher training shall be conducted by the service provider in case there is any change in application process or functionality in future.
- The application shall be declared as go-live after successful registration of 50 citizen details.

3.4.5.6 Post Implementation Support

Application Support

- a) Fixing the bugs identified during the period
- b) Ensure proper maintenance of database
- c) Address minor changes to the business process except new table, database, new software module etc.
- d) Monitor application to ensure that the application does not suspend.
- e) Ensure desired functioning of the Interface / integration
- f) Ensure uptime of the application
- g) Ensure periodic backup
- h) Modification / improvisation of existing MIS reports

Operation Support

The Service provider will also set up an operational unit to provide following support for the VMS application along with CRM & Reporting Console to all participatory departments of the Mo Sarkar Contact Centre

- a) Ensure the accuracy and timeliness of data uploaded as received
- b) Submit document on the performance of the application on a quarterly basis
- c) Provide handholding support, if required
- d) Present relevant information and impart training as applicable

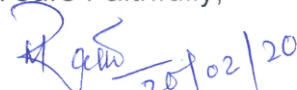
N.B. The bidder has to load the financial implications for the VMS module in the price quoted for CRM solution as per the Commercial Bid format 4.11.1.3 CRM & Reporting Console at SI # (a) and (b).

Should you have any questions regarding this addendum, please contact Sri Chandan Pradhan, Consultant (SeMT) at chandan.pradhan@semt.gov.in.

Please attach this addendum to your RFP document and be governed accordingly. Bidders must acknowledge receipt of all addenda by submission of Format 4.3 Acceptance of Terms and Conditions of the RFP document with the revised declaration paragraph as follows:

"I declare that all the provisions/clauses including scope of work of this RFP/Tender Document as well as the pre-bid clarifications, Corrigenda, Addenda are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration."

All other aspects of the RFP and the Corrigendum dtd. 15.02.2020 remain the same.

Yours Faithfully,

General Manager (Admn.)