

Request for Proposal



**Selection of Service Provider for Design, Development, Implementation,
Training and Maintenance Support of End-to-End Automation
System of
State Labor Institute, Govt. Of Odisha**

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Vol-II

Terms of Reference



ODISHA COMPUTER APPLICATION CENTRE

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Abbreviations

ATS	Annual Technical Support
CPU	Central Processing Unit
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
HLD	High Level Design
HR	Human Resource
ICT	Information Communication Technology
ISO	International Organization for Standardization
IT	Information Technology
KB	Kilobytes
LLD	Low Level Design
LOI	Letter of Intent
MIS	Management Information System
Nos	Numbers
OCAC	Odisha Computer Application Center
OSDC	Odisha State Data Centre
OSU	Operational Support Unit
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
QR Code	Quick Response Code
RFP	Request for Proposal
ROC	Registrar of Companies
RTI	Right to Information
SDLC	Software Development Life Cycle
SI	System Integrator
SLI	State Labour Institute
SLA	Service Level Agreement

1 Background

The State Labour Institute in Odisha is a premier autonomous body under the Labour & ESI Department, Govt. of Odisha. It was established on 1st May 1993, following the creation of a resolution by the Labour & Employment Department, Government of Odisha in 1993. The Institute was inaugurated by the Hon'ble Chief Minister of Odisha, Biju Pattanayak, and was attended by dignitaries such as Sri P.A. Sangma, Union Minister of Labour, and other notable

figures from the labour and employment sectors. The Institute was created to meet the demand for professional activities related to labour, including training, orientation, research, publication and information services, manpower development, and Management Information System. The State Labour Institute is registered under the Societies Registration Act, 1860, since the year 1995.

End-to-End Automation System has been a term used frequently in the modern day governing that has been exclusively providing solutions to people in finding an efficient way of fulfilling their business operations. “Implementation & Support of End-to-End Automation System” comes with a motive to improve the efficiency and effectiveness of the institute's operations and services. By automating manual processes and streamlining HR and administrative tasks, the institute can save time, reduce errors, and improve productivity. The implementation of an online portal also expands the reach of the institute by enabling remote access to course materials and resources. The automation system also enhances data management and analysis capabilities, allowing for data-driven decision- making and improved monitoring of operations and services. Overall, the motive behind the implementation and support of this automation system is to transform the State Labour Institute into a modern, technology-enabled organization that can deliver high-quality training and education to a wider audience while operating more efficiently and effectively.

1.1 Objective

Through **End-to-End Automation Process**, SLI envisages to bring together all applications into one framework using latest technologies and achieve the following objectives:

- a) Deploy an Integrated Platform which encompasses all relevant functional requirements of SLI.
- b) Master Data about all key entities should emanate from one source without no offline transportation of data from one system to another.
- c) Accessibility to users should be strictly governed through RBAC (Role Based Access) process.
- d) It should generate dynamic real-time information based on the workflow established in the system.
- e) Monitor real-time status of various projects/ activities.
- f) Developing an online portal to enable remote access to course materials, resources, E-Library and training programs, thus expanding the reach of the institute.
- g) Streamlining the online management of Training, Research & Case Studies, Publications and Data bank off Labour from all Labour districts.
- h) Providing BI Analytics / Dashboard for real-time performance indicators dashboards and reports to enable data-driven decision-making and monitor the performance of the institute's various operations and services.
- i) The objective of this project is to transform the State Labour Institute into a modern, technology-enabled organization that can deliver high-quality training and education to a wider audience and operate more efficiently and effectively.

1.2 Project Goal

Design, development, and implementation of an integrated web-based platform which will enable the State Labour Institute to be automated and get all desired information for timely decision making.

2 Scope of work

2.1 Requirement Study

2.1.1 Prerequisites

Service Provider to follow and ensure following prerequisites before the requirement study.

- a) Consultation meeting with Representative End Users, SLI and OCAC teams
- b) FRS/ SRS document templates
- c) Project Traceability Matrix

2.1.2 New Modules/ Features for End-to-End Automation System

Service Provider shall study the existing process flow with the support of SLI in view of the proposed new module features. Service Provider shall prepare the FRS/ SRS documents, submit with OCAC/SLI for necessary approval.

2.2 Deployment and Configuration of the proposed system on State Data Centre

2.2.1 Hardware infrastructure

- a) The application will be hosted on state data center.
- b) Post award of contract, Service Provider will submit detail hardware sizing for the application.
- c) Service Provider shall provide necessary support for configuring the hardware / licenses provided by OCAC to host the new version of the application.

2.2.2 Cyber Security Audit

- a) Service Provider needs to ensure that the solution is following the CERT-In Security Policy and Guidelines.
- b) Service Provider shall appoint CERT-In empaneled auditor who shall be responsible for performing the security audit of the solution.
- c) The cost of audit & rectification of non-compliances shall be borne by the Service Provider.
- d) Carry out security audit before go-live of application and obtain the safe-to-host certification.

- e) Carry out the annual periodic audit & certification as per the OSDC policy.

2.2.3 *SSL Certification*

The Service Provider shall carry out SSL certification.

- a) Secure connection between Client and Server through Secure protocol HTTPS
- b) Encryption of Data during transmission from server to browser and vice versa
- c) Encryption key assigned to it by Certification Authority (CA) in form of a Certificate.
- d) SSL Security in the application server

2.2.4 *Application Deployment:*

Service Provider shall deploy new version of the application over the hardware infrastructure along with provision of DR as provided by OCAC, along with end-to-end management of hosting and deployment of the application, configuration, and installation in High Availability mode. Service Provider should also submit Monitoring Logs periodically.

Service Provider to submit Application access credentials post deployment for relevant Stakeholders to OCAC/SLI

2.3 **Data Migration**

During development/ customization/ configuration of the new application, Service Provider needs to migrate data from the existing databases to the proposed new database.

Based on agreed conditions for the type, period and volume of data that needs to be migrated. Data migration performed by Service Provider shall be preceded by an appropriate Data Migration Strategy and Methodology which should be prepared by Service Provider and approved by OCAC/ SLI.

Data migration should be carried out as per industry standard practice and all care must be taken to log in each error. The following activities will be carried out as part of the data migration:

- a) Service Provider will be provided access to the databases of the existing systems. Service Provider will be responsible for data extraction, normalization & migration of master data to the new system.
- b) Ensure accuracy and completeness of the migrated data.

2.4 **Capacity Building & Go-Live**

- a) Service Provider is required to undertake training in Train-the-Trainer mode.
- b) 2 days Overview Training to be conducted at State Headquarter for respective officials and application users.

- c) SLI will facilitate the training space & related logistics i.e. Physical and IT infrastructure for attendees during the Capacity Building Session
- d) The schedule / training calendar and the training material for imparting training shall be developed by the Service Provider in consultation with OCAC and SLI.
- e) The Service Provider shall submit a copy of the Training material to OCAC before training session.
- f) If required, Service Provider may conduct the training on virtual mode as well.

2.4.1 *Online Help / Reference with Search Option*

- a) It is also proposed that **the training contents / user manuals be made available to users in downloadable (PDF) format** so that the users may refer / download for their own personal reference as and when needed.
- b) It is required that the downloadable training content should have proper indexing and internal references, mapped with key words, to allow any user to search and reach the desired content with the help of key words.
- c) Training Content may also be available online to keep the Users abreast with the latest changes in the application from time to time.

2.5 Software Tools and Licenses

Service Provider shall procure the necessary Data Analytics tool for the project in name of SLI. Renewal of Licenses (if any) after completion of project tenure shall be taken care by SLI.

2.6 Handholding: Onsite at SLI office.

Service Provider shall deploy a dedicated resource at the head quarter of SLI for training, capacity building, and handholding support. **One Trainers-cum-Support Executive to be deployed for a period of 1 years from the date of Go-Live.**

The resource will function in all government working days/hours or as desired with mutual agreement. Typical responsibilities of the resource to include.

- a) Provide training / refresher training to the users.
- b) Attend user queries about application on functionality issues.
- c) Co-ordinate with backend support team for all types of issues / redressal in relation to the application software.
- d) Provide administrative support for creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support.
- e) Furnish periodic report on number of issues received and resolved, related to software.
- f) Provide support to users through coordination of OCAC/ SLI
- g) Troubleshooting through remote support for smooth functioning of the application

2.7 Post Implementation Support

- a) Service Provider shall provide annual support for a period of **3 years** during Post Implementation Phase after Go-Live. And that can be extended for another 2 years upon satisfactory performance on the same derived rate on approval.
- b) Application support includes monitoring, troubleshooting, and addressing the availability and performance issues, implementing the change management etc.
- c) Service Provider shall keep the application software in good working order, perform changes (as per change management) and upgrades to applications as requested by SLI and OCAC.
- d) Service Provider shall address all errors / bugs of the solution implemented (vis-à-vis the approved FRS) without any additional cost during the support phase.
- e) All patches and upgrades of OEM licenses (if any) supplied by the Service Provider under this project shall be implemented by the Service Provider ensuring customization done in the solution is as per OCAC's requirements.
- f) Issue log for errors and bugs identified in the solution and any change done in the solution shall be maintained by Service Provider and periodically submitted with OCAC.
- g) Periodical Report about Progress in the Project to be submitted with OCAC/ SLI highlighting Tasks Accomplished, In Progress, Not Started, Expected Time of Completion, Issues faced during the period and resolution status thereof, Risks/ Assumptions/ Mitigation points, Lessons learnt etc. This report to be submitted with OCAC/ SLI periodically. Key Contact Persons involved in the Project should be recipients of the Periodical Progress Report.

2.8 Team Structure During development, implementations, and O&M period: ONSITE / OFFSITE

SI to use this team structure and engaged them for a period of 24 weeks (Development period), and the team for Operation and maintenance to be engaged from this as per requirement.

Skill	Skill Qualification & Experience
Program Manager	Program Manager BE/B.Tech/MCA with minimum 10 Years of experience in relevant field of IT Project
Project Manager	BE/B.Tech/MCA with minimum 8 Years of experience in relevant field of IT Project Team handling and project coordination
Solution Architect	BE / B. Tech/ MCA with 5-7 Yrs. of experience in relevant Field of system architect an exceptional flair for designing information systems

UI Designer	Graduate/Postgraduate with 5-7 Yrs. of experience in relevant field of implement a user interface and feel required inthe product design.
Senior Developers	B.E/B.Tech/MCA Degree with minimum 6 years of application development experience
Senior Business Analyst	B.Tech/M.Tech/MCA, 5-7 Yrs. of experience in relevant Field of Design and carry out high quality analysis in service of projects
Sr. Test Engineer	BE/B.Tech/MCA with minimum 5 years of experience in test plan preparation, test case review, test scenarios/condition preparation
Application Security Expert	BE/ B. Tech/ MCA with minimum 6 years of experience in IT application security
Database / System Administrator	Master's degree with minimum 7 years of relevant experience and OEM certification
Sr. Tester	B.Tech/M.Tech/MCA, 5-7 Yrs. of experience in relevant field like testing the developed application and match with project scope ofwork as finalized.
Senior Business Analyst	B.Tech/M.Tech/MCA, 5-7 Yrs. of experience in Quality assure analysis and support and develop the analytical skills of individual team members and the wider team.

2.9 Adherence to Standards

The system shall comply with relevant defined industry standards wherever applicable. This will apply to all relevant aspects of the solution including but not limited to its design, development, security, installation, and testing. The suggested architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution may be linked and connected to other sources (websites, contents, portals, systems of other user departments etc.) including loose/ tight integration with backend systems of other departments depending on individual service processes. The solution architecture should thus have provision to cater to the evolving requirements of SLI.

A reference list of the minimum industry standards which the system components should adhere is mentioned below:

<i>Component</i>	<i>Standards</i>
Information Access / Transfer Protocols	SOAP, HTTP/HTTPS
Interoperability	Web Services, Open Standards
Information Security	ISO 27001 certified System
Operation	ISO 9001 Certified
Service Management	ISO 20000 specifications or latest
Project Documentation	IEEE/ CMM/ ISO Specifications for documentation
Data Standards	All-important data entities should be in line with standards published by MeITY.

2.10 Change Management Procedure

The purpose of Change Management is to ensure the agility of the newly developed applications to embrace the business changes in hassle free manner. Following are the indicative scope for change request.

- a) Application enhancement that will impact the business process and database.
- b) Development of new forms and reports
- c) New integration features
- d) Maintaining version of the code & artifacts for configuration management, audit, and future reference.
- e) Provide refresher training if needed for the change implemented in the system.

SLI shall nominate a single point of contact who will coordinate with the Service Provider for changes or suggestions received from end users. Creation of development environment and staging environment will be the responsibility of the Service Provider with the necessary support of OCAC.

Deployment/ Customization/ Configuration of the application will be done as per approved FRS/ SRS. Thereafter, any change requests received from SLI during the Support period will be implemented by the Service Provider at extra cost based on agreed terms and conditions.

There should be a Web based Ticketing Tool to raise, execute, monitor, and close through the application. It should be accessible to the relevant stakeholders during the tenure of the project.

2.11 Exit Plan

- a) The selected firm will provide systematic Exit Plan and conduct proper knowledge transfer process to handover operations to Technical Team in Production Environment at least three months before project closure. All knowledge transfers should be documented.
- b) Service Provider will ensure capacity building of Technical Team nominated by OCAC/ SLI on maintenance of the application software and IT infrastructure (if any) provided under this contract.

2.12 Project Documentation

The Service Provider will share below list of documents to OCAC during the project contract period.

- a) Latest version of Source Code
- b) Functional Requirement Specification (FRS)
- c) Software Requirement Specification (SRS)
- d) Project Plan
- e) Safe-to-host certificate
- f) Issue Logs
- g) User Training Manual
- h) Application Installation & Configuration Manual
- i) Report of Security Audit & Safe-to-Host Certificate
- j) Project Management documents defined under Timeline & Tentative Deliverables
- k) Project Progress Report

All the above documentation should be done as per IEEE/ISO/CMM Standard

3 Functional Requirements

The modules to be develop under this application are broadly cover as following:

3.1 Training Management

The State Labour Institute (SLI) must be developed a cutting-edge training management module that caters to the training needs of a wide range of stakeholders, including, Labors, labour commission staffs, ESI staffs, various directorates, NGOs, corporates, and other organizations in both rural and urban areas.

This innovative module will be designed to streamline the training process from registration to completion, offering a comprehensive and user-friendly platform that allows for efficient and effective management of training programs. With this platform, stakeholders can easily access relevant training programs, register for courses, track their progress, and receive certifications upon completion.

- ✔ **Registration:** The first step is to register the participants for the training program. This can be done through an online registration system, or in-person registration process.
- ✔ **Needs Assessment:** Once registered, a needs assessment is conducted to identify the knowledge and skills gaps of the participants. This can be done through surveys, interviews, focus groups or other means.
- ✔ **Design Training Program:** Based on the needs assessment, the SLI designs a training program that meets the requirements of the participants. This includes topics, learning objectives, training methods and evaluation criteria.
- ✔ **Training Calendar:** The SLI plans the training schedule

(Hourly/Monthly/Yearly), including the dates, times, and locations of the training sessions, considering the availability of the participants.

- ✔ **Develop Training Materials:** The SLI develops training materials such as training manuals, presentations, handouts, and other resources to support the training program.
- ✔ **Implement Training Program:** The SLI implements the training program by conducting the training sessions according to the planned schedule. This may involve hiring trainers or conducting in-house training sessions by SLI staff.
- ✔ **Monitor Performance:** The SLI monitors the performance of the participants who attended the training sessions to see if there is an improvement in their knowledge and skills.
- ✔ **Certification:** After the successful completion of training, candidates will be awarded with a completion certification from the state labor institute, which would indicate their proficiency in the training program or course.
- ✔ **Participants feedback:** Upon finishing the training, the participants have the option to utilize the online application to share their experiences and provide suggestions.
- ✔ **Follow-up:** The SLI follow up with the participants after the training program to ensure that the knowledge and skills learned are being applied in their work.

Overall, the SLI training management module for Labour Commissioner Staff, ESI, Trade Union Workers, NGOs, organized and unorganized labour in rural and urban areas, including child labour and women labour, involves registration, needs assessment, designing the training program, planning the training schedule, developing training materials, implementing the training program, evaluating the training program, monitoring performance, certification, and follow-up.

3.2 Faculty Registration and evaluation:

- System must have the provision where interested trainers/faculty will be able to apply through their course content and eligibility.
- The SLI will define the mechanism to shortlist the candidates, the system will shortlist the applicants and produce to the SLI team for selection of trainers/faculties.
- Online information and notification will be given to the applicants through the system.

3.3 Master Users:

Users	Roles & Responsibilities
Organization Administrator	<ul style="list-style-type: none"> ➤ Can Initialize the Subject areas in which trainings can be conducted. ➤ Responsible for identifying thrust areas for a Fin. year, maintaining staff members (Course Designer, Course Coordinator, Resource Person) for the organization. ➤ Maintaining organization’s publication. ➤ Organization administrator views trainings proposed by the course designers, can unfreeze the Trainings and then publishes the training calendar.
Course Designer	<ul style="list-style-type: none"> ➤ There can be multiple course designers within an organization. Course designers are responsible for designing trainings, which result into training calendar. ➤ Prepare Agenda ➤ Assign Resource Person for sessions in Training.
Course Coordinator	<ul style="list-style-type: none"> ➤ Course coordinator performs the activities for conducting a training like approving nominations and/or add participants for a training. ➤ Generating invitation letters Add/Manage Venue for training. ➤ Once the training is conducted then updating its status ➤ generating relieving letters, uploading attendance etc.
Resource Person	<ul style="list-style-type: none"> ➤ Resource persons impart trainings. ➤ Can view trainings that are to be conducted by him/her. Upload training materials on training portal.
Trainee	<ul style="list-style-type: none"> ➤ Trainee can give feedback for an attended training and can ➤ participate in impact analysis for the attended training.

3.4 Research & Case Study

The State Labour Institute "Research and Case Study Module" will design to provide training and education to individuals and Govt./Non-Govt. organizations on various aspects of labor and employment laws. The application process for the Labour Institute "Research and Case Study Module" typically involves the following steps:

- ✔ **Registration:** Interested individuals or organizations must first register for the module by submitting their basic details and contact information.
- ✔ **Industrial relations:** This sub-module covers the various aspects of industrial

relations, including collective bargaining, grievance handling, and dispute resolution.

- ✔ **Introduction to labor laws:** This sub-module provides an overview of labor laws, including the different laws and regulations that govern the employer-employee relationship.
- ✔ **Occupational safety and health:** This sub-module focus on workplace safety and health issues, including the prevention of accidents and occupational diseases.
- ✔ **Social security:** This sub-module covers the different types of social security programs that exist in the country, including old age pension, disability benefits, and maternity benefits.
- ✔ **Research methodology:** This sub-module focuses on the different research methodologies that can be used to study labor-related issues.
- ✔ **Case studies:** This sub-module involves the analysis of real-world cases related to labor and employment laws, providing practical examples of how the laws are applied in practice.
- ✔ **Selection:** Once registered, applicants are selected based on their qualifications and relevant experience in the field of labor and employment laws.
- ✔ **Orientation:** Selected applicants attend an orientation session to familiarize themselves with the module's objectives, course content, and expectations.
- ✔ **Training sessions:** The module consists of several training sessions on different sub- modules, which are typically conducted in a classroom or virtual setting. These training sessions may involve lectures, group discussions, case studies, and practical exercises.
- ✔ **Research project:** As part of the module, participants are required to undertake a research project on a labor-related topic of their choice. This involves conducting research, analyzing data, and presenting their findings in a report.
- ✔ **Evaluation:** Participants are evaluated based on their performance during the training sessions and the quality of their research project.
- ✔ **Certification:** Successful participants receive a certification of completion, which recognizes their knowledge and skills in the field of labor and employment laws.

Overall, the Labour Institute "Research and Case Study Module" is a rigorous training program that provides individuals and organizations with a comprehensive understanding of labor laws and equips them with the necessary skills to effectively navigate the complex world of employment relations.

3.5 Publications:

The State Labour Institute's "Publications" application module is an online platform will be designed to provide access to various publications related to labour and employment laws, regulations, policies, and practices. It serves as a repository of knowledge and information that can be used by labour stakeholders, researchers, policymakers, and the public.

The process flow for the State Labour Institute "Publications" module can be outlined as follows:

- ✔ **Planning:** The institute must determine what types of publications they want to produce, such as books, reports, brochures, or newsletters. They should also determine their target audience, budget, and the timeline for each publication.
- ✔ **Content Creation:** The next step is to create the content for the publication. This involves writing, editing, and formatting the text, as well as creating any accompanying graphics or images.
- ✔ **Review and Approval:** Once the content is ready, it needs to be reviewed and approved by relevant stakeholders such as subject matter experts, supervisors, and/or editors to ensure its quality and accuracy.
- ✔ **Design and Layout:** After the content is approved, it's time to design and layout the publication using appropriate software such as Adobe InDesign, Canva or Microsoft Publisher. This step involves creating a visual layout for the content, including any images or graphics, and ensuring the overall design is visually appealing and meets the institute's brand guidelines.
- ✔ **Proofreading:** After the publication is designed, it needs to be proofread for errors in spelling, grammar, punctuation, and formatting.
- ✔ **Printing and Distribution:** After the publication has been proofread, it can be uploaded to the institute's website or publication module. The system keeps track of all the publication dates and versions, and they are typically uploaded on a quarterly, half- yearly, or annual basis.
- ✔ **Evaluation:** Finally, the institute should evaluate the effectiveness of each publication by collecting feedback from the audience and analyzing the impact of the publication on the institute's objectives. This feedback can then be used to improve future publications.

3.6 Course Management

The State Labour Institute's online Course Management System for Diploma, PG Diploma along with other programs will be designed to provide a comprehensive platform for managing the course content, student registration, payment processing, and evaluation. It also provides an online certificate to students upon successful completion of the course. The followings are the process steps overview and its components:

- ✔ **Course creation:** A feature that allows administrators to create new courses with details such as the course title, description, syllabus, learning objectives, and required materials.
- ✔ **registration:** This module enables interested candidates to register for the course online. participants can provide their personal details, select the courses they wish to enroll in, and pay any registration fees if required.
- ✔ **Payment Processing:** A payment gateway that allows students to pay course fees online as per slot. The payment system should be secure and allow for different payment methods such as credit cards, debit cards, and online banking.
- ✔ **Course content management:** Introducing a comprehensive tool designed specifically for course instructors to effectively manage their courses. This user-friendly platform allows instructors to seamlessly upload and manage course content, including lecture notes, presentations, and other essential materials, as well as easily create and update course timetables. Moreover, the tool includes an interactive online forum that enables students to discuss the course content, ask questions and access frequently asked questions (FAQ) related to the course. The recorded sessions of the course are also available on this platform, ensuring that students can revisit the course content at any time and from anywhere. With this innovative tool, instructors can create a more engaging and efficient learning experience for their students.
- ✔ **Learning management:** A feature that enables course instructors to track student progress and provide feedback on assignments and assessments. It includes features such as quizzes, assignments, and exams, which can be graded and returned to students online.
- ✔ **Course evaluation:** A tool that allows administrators to gather feedback from students and evaluate the success of the course. This can help to improve future courses and identify areas for improvement.
- ✔ **Examination:** During the course period, examination notifications will be provided to the candidates, so that they can apply for the exams through SLI web portal. SLI authorities have to scrutinize all the received applications and final list to be published by the institute in the portal. Eligible candidates only must pay the examination fees in SLI payment gateway and appear the exam on the scheduled date and time. The examination may be conducted online or offline depending on the SLI's policies.
- ✔ **Result Declaration:** The institute would declare the results after the examination is conducted. Candidates would be able to access their results either online or by visiting the institute in person.
- ✔ **Course certification:** A feature that generates an online certificate to the candidates who will be qualified in the exam conducted by SLI. The certificate includes the student's name, the course title, and the completion date. It can be downloaded and printed by the student.

- ✔ **Course reporting:** A feature that enables administrators to generate reports on the course's performance, such as student demographics, completion rates, and feedback scores.
- ✔ **Course archive:** A tool that stores all course-related information such as syllabus, lecture notes, presentations, assignments, exams, and certificates. This can serve as a knowledge base for future courses and help to identify trends and best practices.

Overall, the online Course Management System for Diploma and PG Diploma programs of the State Labour Institute provides a comprehensive platform for managing the course content, student registration, payment processing, evaluation, and certification. It enables administrators to streamline the course process, improve student engagement, and provide a valuable online learning experience.

3.7 Workshop Management

The State Labour Institute's "Workshop Management" process is an online platform designed to facilitate the organization and management of workshops related to labour and employment. The workshops to be conducted on various subjects like.

- ◇ Boiler (4 types)
- ◇ Management
- ◇ Stress Management
- ◇ Organizational Behavior

It involves several steps, including the following:

- ✔ **Workshop creation:** A feature that allows administrators to create a new workshop with details such as the title, description, location, date, time, and duration.
- ✔ **Participant registration:** Application enables interested participants to register for the workshop online. Participants can provide their personal details, select the workshops they wish to attend, and pay any registration fees if required.
- ✔ **Workshop coordination:** A feature that enables administrators to coordinate the workshop logistics, such as arranging the venue, managing the schedule, and coordinating with the speakers and participants.
- ✔ **Workshop evaluation:** A tool that allows administrators to gather feedback from participants and evaluate the success of the workshop. This can help to improve future workshops and identify areas for improvement.
- ✔ **Workshop reporting:** A feature that enables administrators to generate reports on the workshop's performance, such as attendance rates, participant demographics, and feedback scores.

- ✔ **Workshop archive:** A tool that stores all workshop-related information such as schedules, presentations, feedback forms, and reports. This can serve as a knowledge base for future workshops and help to identify trends and best practices.

Overall, the "Workshop Management" process of the State Labour Institute provides a comprehensive platform for organizing, managing, and evaluating workshops related to labour and employment. It enables administrators to streamline the workshop process, improve participant engagement, and gather valuable feedback.

3.8 E-Library

The State Labor Institute E-Library Management System is an electronic system designed to manage and organize the library resources of the State Labor Institute. The following is an overview of the process flow of the E-Library Management System:

- ✔ **User Registration:** The system requires users to register by providing their personal information, including their name, email address, and contact details.
- ✔ **User Login:** Users can log in to the system using their username and password once registered.
- ✔ **Book & Journals Catalogue:** The system provides a catalogue of all available books, which includes the book title, author, and a brief description of the book.
- ✔ **Book Reservation:** Users can search for books by title, author, or keywords. Once a book is found, they can reserve the book by selecting it from the catalog and clicking the reserve button.
- ✔ **Book Issuance:** Upon receiving a reservation request, the librarian will approve or reject the reservation based on the availability of the book. If the book is available, the librarian will issue the book to the user.
- ✔ **Book Return:** Users are required to return the book within a specified period, after which they will be charged a fine for late return. The librarian will update the book status upon receiving the returned book.
- ✔ **E-Library Resources:** The system provides access to electronic library resources, including e-books, journals, and other digital materials.
- ✔ **User Management:** The system also provides functionality for managing user accounts, including updating user information, resetting passwords, and deleting user accounts.
- ✔ **System Administration:** The system administrator has access to system settings, including managing the book catalog, user management, and generating reports.

Overall, the State Labor Institute E-Library Management System is designed to

improve the efficiency of managing the library resources of the institute, while providing easy access to library resources for users.

3.9 E-Office System

The State Labor Institute E-Office System is an electronic system designed to automate and streamline the administrative tasks of the State Labor Institute. The following is an overview of the process flow of the E-Office System:

- ✔ **User Registration:** The system requires users to register by providing their personal information, including their name, email address, and contact details.
- ✔ **User Login:** Users can log in to the system using their username and password once registered.
- ✔ **Dashboard:** The system provides a dashboard that displays the user's tasks, appointments, and pending requests.
- ✔ **Document Management:** The system provides functionality for managing documents, including creating, editing, and sharing documents. Users can upload, download, and share documents with other users for file approval and it will be stored in the archive folder.
- ✔ **Task Management:** The system provides functionality for managing tasks, including creating, assigning, and tracking tasks. Users can set deadlines, prioritize tasks, and track progress.
- ✔ **Appointment Management:** The system provides functionality for managing appointments, including scheduling, rescheduling, and canceling appointments. Users can set reminders, receive notifications, and track their appointments.
- ✔ **System Administration:** The system administrator has access to system settings, including managing user accounts, configuring system settings, and generating reports.

Overall, the State Labor Institute E-Office System is designed to improve the efficiency of administrative tasks, while providing easy access to administrative resources for users. The system helps to reduce paperwork, automate administrative processes, and improve communication between users.

3.10 Finance Module

The State Labor Institute Financial Management System is an electronic system designed to manage and track or financial operations. Used for UC generation and various financial reporting. The following is a step-by-step process flow and overview of the Financial Management System:

- ✔ **User Registration:** The system requires users to register by providing their personal information, including their name, email address, and contact details.
- ✔ **User Login:** Users can log in to the system using their username and password once

registered.

- ✔ **Dashboard:** The system provides a dashboard that displays financial information, including budget, expenses, and revenue.
- ✔ **Budget Management:** The system provides functionality for managing the institute's budget, including creating a budget, updating the budget, and monitoring the budget.
- ✔ **Expense Management:** The system provides functionality for managing expenses, including creating and tracking expenses, approving, and rejecting expense requests, and managing vendor payments.
- ✔ **Accounting:** The system provides functionality for managing accounting operations, including maintaining account records, generating financial statements, and managing cash flows.
- ✔ **Tax Management:** The system provides functionality for managing tax compliance, including calculating and paying taxes, and generating tax reports.
- ✔ **Financial Reporting:** The system provides functionality for generating financial reports, including balance sheets, income statements, and cash flow statements.
- ✔ **System Administration:** The system administrator has access to system settings, including managing user accounts, configuring system settings, and generating reports.

Overall, the State Labor Institute Financial Management System is designed to improve the efficiency of financial operations, while providing easy access to financial resources for users. The system helps to automate financial processes, reduce errors, and improve financial reporting.

3.11 Analytical Dashboard

The State Labor Institute Analytical Dashboard is an electronic system designed to provide an overview of the institute's performance through data visualization. The following is a step-by-step process flow and overview of the Analytical Dashboard:

- ✔ **User Registration:** The system requires users to register by providing their personal information, including their name, email address, and contact details.
- ✔ **User Login:** Users can log in to the system using their username and password once registered.
- ✔ **Dashboard:** The system provides a dashboard that displays key performance indicators (KPIs), metrics, and trends of the institute's performance.
- ✔ **Data Sources Integration:** The system integrates data sources from various systems such as the Financial Management System, HR Management System, and other operational systems to obtain data to be analyzed.
- ✔ **Data Aggregation and Cleansing:** The system aggregates and cleanses data to ensure data accuracy and consistency.

- ✔ **Data Modeling:** The system models' data to prepare it for analysis, which includes defining measures, dimensions, and hierarchies.
- ✔ **Data Visualization:** The system provides data visualization functionality to display data in charts, graphs, and other visual formats, which includes bar charts, line charts, and pie charts.
- ✔ **KPI Tracking:** The system tracks KPIs, such as revenue, expenses, and other performance indicators, to help users monitor institute performance.
- ✔ **Metrics Analysis:** The system provides functionality for analyzing metrics, such as employee performance, operational efficiency, and financial performance, to help users identify areas of improvement.
- ✔ **Trend Analysis:** The system provides trend analysis functionality to help users identify trends and patterns in the data, which can help users make better decisions.
- ✔ **Reporting:** The system provides functionality for generating reports, which can be used to share insights with stakeholders.

Overall, the State Labor Institute Analytical Dashboard is designed to help users monitor institute performance, identify areas of improvement, and make better decisions based on data-driven insights. The system helps to provide easy access to data, improve data accuracy, and enhance reporting capabilities.

3.12 Labour Databank:

The preparation of the State Labor Institute's online "Data Bank of Labor Statistics, Labor Acts & Labor Unions" involves a step-by-step process flow and overview, which includes the following:

The data entry and digitization of data is currently not included on the scope, and we assume that department will take certain steps to data entry.

- ✔ **Designing the Online Platform:** The first step is to design the online platform for the Data Bank. This involves selecting a user-friendly interface, designing the layout, and creating a database to store the data.
- ✔ **Data Collection:** The next step is to collect the relevant data from various sources, including government publications, reports, surveys, and academic literature. This can be done manually or automated through web scraping tools.
- ✔ **Data Entry:** Once the data is collected, it needs to be entered into the database of the online platform. This includes categorizing data based on topics, types of data, and sources.
- ✔ **Data Verification:** After the data is entered, it is important to verify the accuracy and completeness of the data. This involves cross-checking the data against original sources to ensure that there are no errors.
- ✔ **Data Analysis:** The online platform should provide insights into labor trends and issues by analyzing the data. This includes identifying patterns and trends in labor

statistics, analyzing the impact of labor acts on the labor market, and examining the role and activities of labor unions.

- ✔ **Data Visualization:** The online platform should also provide data visualization tools to present the data in a clear and easily understandable format. This includes creating graphs, charts, and other visual representations of the data.

Data Access: The online platform should be accessible to users who need the data, such as researchers, policymakers, and journalists. This may involve creating a web-based platform or providing access to the data through other means.

- ✔ **Data Maintenance:** The online platform needs to be regularly updated and maintained to ensure that the data is accurate and up to date. This involves adding new data and removing outdated information.

- ✔ **Data Security:** The online platform should also be secure to protect its sensitive information. This includes implementing measures to prevent unauthorized access and ensuring data privacy.

Overall, the preparation of the online Data Bank of Labor Statistics, Labor Acts & Labor Unions involves a rigorous process of designing the online platform, data collection, entry, verification, analysis, visualization, access, maintenance, and security. The online platform serves as a valuable resource for researchers, policymakers, and other stakeholders interested in labor issues.

4 Expected Project Timeline:

<i>SI#</i>	<i>Activity</i>	<i>Tentative Deliverables</i>	<i>Timeline</i>
a.	System Study & Prototype Design	<ul style="list-style-type: none"> – Detailed Project Plan with Team Structure – Point of Contact – FSR/SRS Document – Screen prototypes 	T+4 Weeks
b.	Design, Development & Deployment on Staging	<ul style="list-style-type: none"> – Hosting in staging environment 	T+ 16 Weeks
c.	Users Training & UAT	<ul style="list-style-type: none"> – Test Plans & Test Cases – Training to users and provide training completion report. – UAT certificate – Operation Manual – FAQs – Load Testing report 	T + 20 weeks

d.	Go-live	<ul style="list-style-type: none"> - Movement of application from Staging to Production environment - Safe to host certificate issued by Cert-in empaneled firm - SSL Incorporation 	T+ 24 Weeks
e.	Operation & Maintenance	<ul style="list-style-type: none"> - Issue Logs - Quarterly Activities report 	Three years from the date of Go-live
f.	Hand holding and Capacity Building Team deployment	<ul style="list-style-type: none"> - Monthly Attendance Sheet 	One years from the date of UAT

5 Payment Terms:

Sl#	Milestone	Deliverables	Payment Terms
a)	Study	<ul style="list-style-type: none"> - Submission of Project plan, System Requirement Study document, SRS Approval 	20% of the development cost
b)	Design, Development & UAT	<ul style="list-style-type: none"> - UAT Certificate by SLI 	30% of the development cost
c)	Go-Live	<ul style="list-style-type: none"> - Completion of training - Security audit certificate by CERT-In empaneled auditor - Uploading of FAQ and ICT material in the website - Hosting of application on the production server 	30% of the Development cost
d)	Successful Implementations	<ul style="list-style-type: none"> - Activity report from the date of Go-live. 	20% of the Development cost After Successfully running of 6 months from the date of Go-Live
e)	Cyber Security Audit	<ul style="list-style-type: none"> - Safe to Host Certificate 	100% payment on submission of Safe-To-Host Certificate
f)	SSL certificate	<ul style="list-style-type: none"> - Configuration Report 	100% payment on submission of configuration report
g)	Application Maintenance Support	<ol style="list-style-type: none"> 1. Quarterly Project Status Reports 2. Issue Logs 3. Exit Plan Documentation 	100% of the Application Maintenance Support cost equally divided by 12 quarters
h)	Resource cost	<ul style="list-style-type: none"> - Monthly activity report for that billing cycle 	Quoted cost equally divided by 4 quarters.

OEM License

SI#	Milestone	Deliverables	Payment Terms
-	- Supply of tool and license with 1st year Annual Technical Support	- OEM License certificate in name of SLI	- 100% of the quoted cost
-	- 2nd, & 3rd, year Annual Technical Support of the supplied tools and license	- Documentary evidence on support of renewal	- 100% of the yearly quoted cost at the beginning of respective year

6 Service Level & Penalty:

Only the following clause is valid for Service Level & Penalty.

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

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

SI#	Major Area	Parameter	Requirements	Penalty
a)	Development & Implementation	Major milestone during development and implementation as per project timeline.	As per project timeline	Rs. 500/- per day delay
b)	Response time for bug fixing	Time taken (after the request has been informed) to acknowledge problem	Within 24 hours from the time the bug is reported.	Rs. 100/- per hour delay
c)	Resolution Time (Only for Bug fixing)	Time taken by the service provider to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- per hour delay
d)	Resource Deployment	Start of service	As per project timeline	Rs. 200/- per day delay

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

Application Availability:

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

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

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

6.1 General Conditions

- a) Payment schedule - Payments to the bidder/authorized partner, after successful completion of the target milestones (including specified project deliverables), would be made as under:
 -
- b) The supplier's/ selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the goods delivered and related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- c) Approved Project Plan/ Schedule, Change Request Log, Issue Log should form the basis of release of payments. Any impediment foreseen in smooth release of payment should be covered under Risks and Assumptions. Any deviation from the agreed terms and conditions should be communicated by either party in writing so as to build trustworthy relationship during and after the course of the project.
- d) Due payments shall be made promptly by the purchaser, generally within thirty (30) days after submission of an invoice or request for payment by the supplier/ selected bidder/authorized partner, and the purchaser has accepted it.
- e) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- f) All remittance charges will be borne by the supplier/ selected bidder/authorized partner.

- g) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute. Resolution of the dispute should be as per agreed terms, preferably recorded and made part of Project Documentation
- h) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- i) Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations at the time of billing. Legitimate payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.