

Terms of Reference

I. TECHNICAL REQUIREMENTS

| SN | Parameter | Weightage |
|-----|--|-----------|
| 1 | Solution Architecture (Complete SharePoint and Workflow System solution which can seamlessly integrate with the existing DGPC environment): | 10 |
| 1.1 | Detailed proposed system architecture (Detail should include architectural diagram with proper explanation on how to backup and migrate the existing SharePoint and applications integrated with it.) | 4 |
| 1.2 | Detailed integration architecture and integration plan of SharePoint with applications (workflow, AIMS and Active Directory). | 4 |
| 1.3 | Hardware and network requirement to support their proposed solution architecture | 2 |
| 2 | Implementation Methodology/Strategy: The bidder is expected to list out the phase wise activity and the various documents that will be generated and submitted in each phase. | 10 |
| 2.1 | The bidder shall provide comprehensive elaboration of all stages/phases of the implementation methodology adopted by them for project execution with expected output. | 10 |
| 2.2 | If stages are mentioned with some stages elaborated. | 6 |
| 2.2 | If only the stages of the implementation methodology are listed | 4 |
| 3 | Understanding of Scope of Work and requirement fulfillment: The bidder should display comprehensive understanding of the scope of work detailed in the TOR and provide the following deliverables: i. Structured information on how different modules specified in the scope of work will be implemented by the bidder. ii. Proposed user interface design sample. iii. Workflow design of the solution iv. Scope management strategy and accountability | 15 |
| 3.1 | Elaborate information provided | 15 |
| 3.2 | Brief information provided | 10 |
| 4 | Project Plan (in detail & aligned to proposed methodology): Elaborate and detailed project plan explained phase wise by bidder highlighting the following: | 10 |
| 4.1 | Work Schedule (milestone definition with timelines and deliverables) | 4 |

| | | |
|-----|---|----|
| 4.2 | Detailed Resource allocation and elaborate staff scheduling information (only Onsite consultants) | 4 |
| 4.3 | Roles/responsibilities of proposed staff and management | 2 |
| 5 | Project issue management & escalation submitted by the bidder: Issue escalation matrix as to how the issues and complaints will be dealt with, problem identification and problem-solving procedure. | 5 |
| 6 | Knowledge Transfer Methodology | 15 |
| 6.1 | Proper change management plan as to how the system will be rolled out in DGPC to ensure that the new system is understood and accepted. | 5 |
| 6.2 | Extensive training plan of the technical team of DGPC with day wise breakdown along with brief training contents. | 10 |
| 7 | Value additions to the project: The bidder should submit any value-added Innovation and alternate option/design option that the bidder can introduce to the project apart from the scope detailed in the RFP. | 5 |
| 7.1 | Two or more value addition | 5 |
| 7.2 | One value addition | 2 |
| 8 | Consultant staff: The bidder must submit following documentary evidences of the proposed work force for the project (Qualification details and relevant training certificates): | 30 |

II. CONSULTANT STAFF:

| Sl No | Type of resources | Consultant Experience Required | Number Consultant Required | Weightage |
|-------|-----------------------------|--|----------------------------|-----------|
| 1 | SharePoint Administrator | 5 or more SharePoint Software Projects | 1 | 8 |
| | | 3 - 4 SharePoint Software Projects | 1 | 5 |
| | | Min. 2 SharePoint Software Projects | 1 | 3 |
| 2 | Dot Net Software programmer | 5 or more Software Projects | 2 | 8 |
| | | 3 - 4 Software projects | 2 | 5 |
| | | Min. 2 Software Projects | 2 | 3 |
| 3 | UI/UX developer | Min. 2 Software Projects | 1 | 5 |
| | | Min. 1 Software Projects | 1 | 3 |
| 4 | Database Administrator | Min. 2 Software Projects | 1 | 4 |

| | | | | |
|---|-------------------------------|-----------------------------|---|---|
| | | Min. 1 Software Projects | 1 | 2 |
| 5 | Project / Deliverable Manager | 3 or more Software Projects | 1 | 5 |
| | | 2-3 Software Projects | 1 | 3 |
| | | Min. 1 Software Projects | 1 | 2 |

III. TRAINING

- i) The bidder must document the user manual, prepare training documents, and prepare demonstration sessions after the project completion.
- ii) The training should include the following:

Table 8: Training Content

| Day | Topic | Participant | Remark |
|-----|---|-------------|--|
| 1 | <ol style="list-style-type: none"> a) Explain the whole upgraded SharePoint system and workflow development codes process and flow b) Explain the Database of the application | DGPC ICT | Prepare a technical document which will include the details of system development codes, architecture, process flow and database of the application. |
| 2 | Integration and Configuration in the DGPC existing VM to ensure proper and adequate knowledge transfer. | DGPC ICT | |
| 3 | Hand-on lab session covering the code process of the workflow system. | DGPC ICT | |

IV. ROLES & RESPONSIBILITIES

A. Project Team: Bidders.

In additions to functional and technical requirements specified in the document, bidder is also responsible for the following tasks:

- I. Based on DGPC's requirements, plans, coordinate and carry out necessary developments/ configurations.
- II. Carry out the detailed study of the DGPC infrastructure and accordingly provide a project plan for upgradation and migration of SharePoint System.
- III. Provide Business Continuity Plan (BCP) to ensure no down time during the upgrade and migration activity.

- IV. Validate and securely route the data of the existing SharePoint system to the newly upgraded SharePoint system with no data loss.
- V. Based on DGPC's requirements and technical specifications; bidder must conduct a study and come up with Business BluePrint (BBP) for the SharePoint upgrade, migrate and Workflow modification.
- VI. Carry out necessary developments, configurations, testing, documentation (BBP, Configuration, user manual, test script / plan etc.) and conduct training of ICT team.
- VII. Work with the DGPC Project Team to assess System and security aspects and come up with recommendations and value-added services.
- VIII. Develop and/or configure the system and provide necessary access to DGPC authorized users.
- IX. Design, configure, develop, document and deliver as proposed and agreed under this project.
- X. Develop prototype, user interface, necessary reports and dashboard as required by the end users.
- XI. To carry out testing and training, the bidder is responsible to set up the training and testing environment.
- XII. Bidder to carry out all the necessary application testing such as Functionality Testing, Usability testing, Interface Testing, Database Testing, Compatibility testing, Performance Testing, Security and penetration testing, Crowd Testing etc.
- XIII. Compile user manuals, test cases and configuration manuals.
- XIV. Work closely with the DGPC team.
- XV. Provide training (a day each for end users and technical team) as detailed under the scope of work.
- XVI. Provide post go-live support from the date of go-live signoff.
- XVII. Other activities at various milestones of the project.
- XVIII. The consultants must work onsite (DGPC Office) till the completion of the project.

B. Project Team: DGPC

In additions to the functional and technical requirements specified under in this document, DGPC is also responsible for the following implementation tasks, but not limited to:

- I. Project Management – Planning, execution, supervision, follow up and timely reporting to the team. This also includes submission of a comprehensive project execution schedule / plan.
- II. Documentation – Drafting of Project Charter and cutover strategy.
- III. Take up project coordination responsibilities among DGPC project stakeholders and the selected bidder.
- IV. Gather requirements and furnish to the bidder responsible as and when required.
- V. Work closely with Project Managers from concerned firms during project planning, execution, management and implementation.
- VI. Accept deliverables (BBPs, test plans / cases, user manuals, configuration documents and training documents / plans), ensure timely reviews and acceptance.
- VII. Coordinate with the team during requirement gathering and testing.
- VIII. Coordinating project meetings, recording minutes, circulations, record keeping and follow ups.
- IX. Coordinate system testing and acceptance (including signoff).
- X. In association with project stakeholders, plan and manage cut-over, go-live and post go-live activities.
- XI. Training and Change Management – Plan, document and execute workshop and End User Training in association with DGPC ICT.
- XII. Ensure that project stakeholders deliver all activities under major phases indicated in this document.
- XIII. Other project related tasks as and when required.

C. Terms of reference: SharePoint Administrator

- I. Feasibility Study of upgrading the existing SharePoint 2016 to SharePoint 2019 and identify the issues and risks.
- II. Provide Business Continuity Plan (BCP) to ensure no down time during the upgrade and migration activity.
- III. Installation and configuration of SharePoint 2019: Installing and configuring SharePoint server and related technologies, such as SQL Server, and configuring security and authentication settings.
- IV. Upgrading the existing Site and content: Creating and upgrading SharePoint sites, lists, libraries, and other content, as well as defining permissions and access levels for users and groups.
- V. User support and training: Providing technical support, training new users on SharePoint features and functionality, and resolving issues related to access or permissions.
- VI. Backup and recovery: Developing and implementing backup and recovery procedures to protect SharePoint data and ensure business continuity in the event of system failure or data loss.
- VII. Upgrades and migrations: Planning and executing upgrades and migrations to newer versions of SharePoint or other platforms, while minimizing downtime and user disruption.
- VIII. Performance monitoring and optimization: Monitoring system performance, identifying and resolving issues that affect performance, and optimizing the SharePoint environment to improve performance and usability.
- IX. Creating a detailed project plan that outlines the timeline and milestones

D. Terms of reference: Software programmer

- I. Custom coding, debugging, and editing source code as per the DGPC's requirements.
- II. Designing and testing system logic flow frequently.
- III. Troubleshooting system errors.
- IV. Profiling and analyzing algorithms for building efficient codes.
- V. Implementing systems using appropriate programming language wherever necessary.
- VI. Providing tech support whenever required by DGPC ICT.
- VII. This must be a dedicated role for the project.
- VIII. Keep up-to-date with the latest features and updates of SharePoint
- IX. Develop and implement customizations, workflows, and other features to enhance the functionality.

E. Terms of reference: UI/UX Developer

- I. Gathering user experience design requirements for our To-Be system.
- II. Developing and conceptualizing a comprehensive UI/UX design strategy for the project.
- III. Producing high-quality UX design solutions through wireframes, visual and graphic designs, flow diagrams, storyboards, site maps, and prototypes.
- IV. Designing UI elements and tools such as navigation menus, search boxes, tabs, and widgets as and when required.
- V. Testing UI elements such as CTAs, banners, page layouts, page designs, page flows, and target links for landing pages.
- VI. Collaborating with the DGPC ICT and internal and external designers to ensure the creation and delivery of tailored experiences for the digital user.
- VII. Adhering to style standards on typography and graphic design and providing UI/UX solutions accordingly.
- VIII. This must be a dedicated role for the project.
- IX. Developing custom themes, templates, and stylesheets to enhance the look and feel of the SharePoint environment.

F. Terms of reference: Database Administrator

- I. Designing databases with both front-end and back-end users in mind.
- II. Collaborate with Software programmers and monitor the system performance and identify problems that arise.
- III. Responding in a timely manner to user-reported errors.
- IV. Protecting the database against threats or unauthorized access.
- V. Ensuring that the database is adequately backed up and able to be recovered in the event of memory loss.
- VI. Reporting on metrics regarding usage and performance.
- VII. Suggesting changes and improvements for maintenance or protection.
- VIII. Regularly liaising with IT project manager and programmer.
- IX. Knowledge transfer on the automated database backup and recovery.
- X. This must be a dedicated role for the project.
- XI. upgrade the database to the latest version that is compatible with the new version.

G. Terms of reference for Project / Delivery Manager

- I. Leading project planning sessions with DGPC project team
- II. Coordinating with staff and internal resources
- III. Managing project progress and adapting work as required and conducting necessary meetings weekly.
- IV. Ensuring projects meet deadlines
- V. Managing relationships with clients and stakeholders
- VI. Designing and signing off all the documents related to the project.
- VII. Overseeing all incoming and outgoing project documentations such as technical, end-user manuals, etc...
- VIII. Designing risk mitigation plan in order to maintain the flow of projects
- IX. Conducting project review and creating detailed reports for executive staff
- X. Optimizing and improving processes and the overall approach where necessary
- XI. Document the details projects upgradation work.

V. POST IMPLEMENTATION SUPPORT

After go-live, post implementation support of 3 months must be provided.