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Description of Services
for
Support and Maintenance Services for the PPM module of eSamurdhi System

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1. Introduction;

As a national policy government has identified that, key citizen services to be integrated through integrated development projects under Digitization of government national program. The Digitization program for the Government of Sri Lanka (GoSL) recognized the critical role that ICT can play in fostering social integration, peace, growth, and poverty reduction. The Government intends to use ICT to improve the reach and responsiveness of public services, reduce transaction costs to business, make government more transparent and accountable, and address the urgent needs of poor communities and isolated regions.

Sri Lanka has been providing social welfare to its citizens since the independence. The Sri Lankan government has implemented various welfare programs from time to time to alleviate poverty. The Samurdhi Program became the main social welfare program since 1994. There are1.8 million Sri Lankan citizens who are directly benefited from this program. Currently Department of Divineguma Development is the implementing organization of the Samurdhi program.

2. Background;

Department of Divineguma Development(DDD) is comprised of few functional divisions and units. Many different activities are activities are carried out by those divisions and units at different levels. i.e. National level, District level, Divisional Secretariat level, Zonal Level and Grama Niladhari Wasam level.
Currently Department of Divineguma Development working on beneficiary information management and Client Relationship Management (CRM), Program and Project Management (PPM) and Human Resource Management(HRM) modules.

    A. Program and Project Management (PPM)
- To maintain up to date data relating to income generation and livelihood development projects
- To formalize the flow of annual project planning and implementation activities
- To establish an effective relationship with finance department
- To increase efficiency and effectiveness of project management activities

3. Objectives;

Divinaguma Development Department intends to engage a firm (software developer) for a period of 3 months to provide support and maintenance work for PPM module of the eSamurdhi solution.

4. Scope of Work;

1. The main purpose of this assignment is to support and maintain the Project Management (PPM) module and integration of other modules.
2. The PPM module has the tasks of project management activities in relation to national level, district level and divisional secretariat level.
3. Review and understand the overall architecture and design of the e-Samurdhi initiative.
4. Review and understand functional/ technical aspects of the PPM module.
5. Review and understand the overall functionalities of the eSamurdhi system.
6. Maintain and troubleshoot the eSamurdhi system which has been hosted in Lanka Government Cloud (LGC).
7. Maintain and troubleshoot all relevant back end services, other utilities and respective web services that are required for running the PPM module.
8. List of changes that have been identified currently are listed below. The Consultant is responsible to complete all change requests which belongs to the functionality of the existing eSamurdhi system not limited to the below list.

   ▪ New/changed validation rules in forms

   ▪ Reporting module which contains reports of PPM module

   ▪ Adding, Modifying and Editing functionalities of the PPM modules

   ▪ Modifying Administrator Module
9. Attend and resolve issues which may arise during the support and maintenance phase in accordance with the SLA.
10. Provide effort estimations and accept requests for changes (CRs) for the existing functions of the PPM module.
11. The Software Developer should ensure adherence to the Service Level Agreement (SLA) indicated in Annex 3. The **Support Level applicable** to this project is "**Medium**".
12. Attending any configuration changes related to certain parameters proposed for the system.
13. Participate for Project Review Committee meeting and Project Implementation Committee (PIC) Meetings as a member.

14. Monitor System live operation and keep the system up and running.

15. Software Upgrades – Upgrading the software installed on the server

16. Carryout minor changes, such as changes to the resource files/ configurations.

17. Ensure efficient support for the eSamurdhi first level Help Desk.

18. Adhere to Government Operational practices.

19. Refer attached User Manual and Administration Manual for the related functionalities.

20. Provide software design/development and testing expertise for possible extensions and improvements for the system. Consultant is supposed to make available at least one

Software Engineer who is well versed in the system and capable of design/development activities to engage in these additional developments to the system.

21. Provide support for taking necessary data and system backups.

22. Adhere to ICTA project Management practices.

Annex 1 – Functions of the PPM module
Annex 2 – Support Process (High-Level Overview)
Annex 3 – Service Level Agreement for Support and Maintenance Services
Annex 4 – PPM Architecture Document of the eSamurdhi System.

5. Deliverables and time line;

No	Deliverables	Duration	Deliverables Submission	Payment
5.1	Successful acceptance of the following; Monthly Support and Maintenance report.	3 months	Effective date + Monthly for 3 Months	1/3 of the contract price will be paid

6. Qualifications of the Key Professional Staff;

The Consultancy firm will be engaged for a period of **3 months.**
Preferable Qualifications;

Key Professional Staff	Academic	Experience in the Proposed Role	Experience in working in SOA / web services / integration projects	Experience in portlet technologies
Senior Support Engineer (Technical)	B. Sc or equivalent	2 years	1 year	1 project
Project Manager	B. Sc or equivalent	3 years	-	-

7. **Services and Facilities Provided by ICTA;**
    1. System Requirement Specification (SRS) documents of eSamurdhi System.
    2. Technical Documents of eSamurdhi System.
    3. Web-based access to the ICTA SCM (Software Configuration Management) system
    4. Access to staging/ production servers.
    5. Issue Tracking System/ Project Technical Audit dashboard.

8. **Review Committees and Review Procedures;**

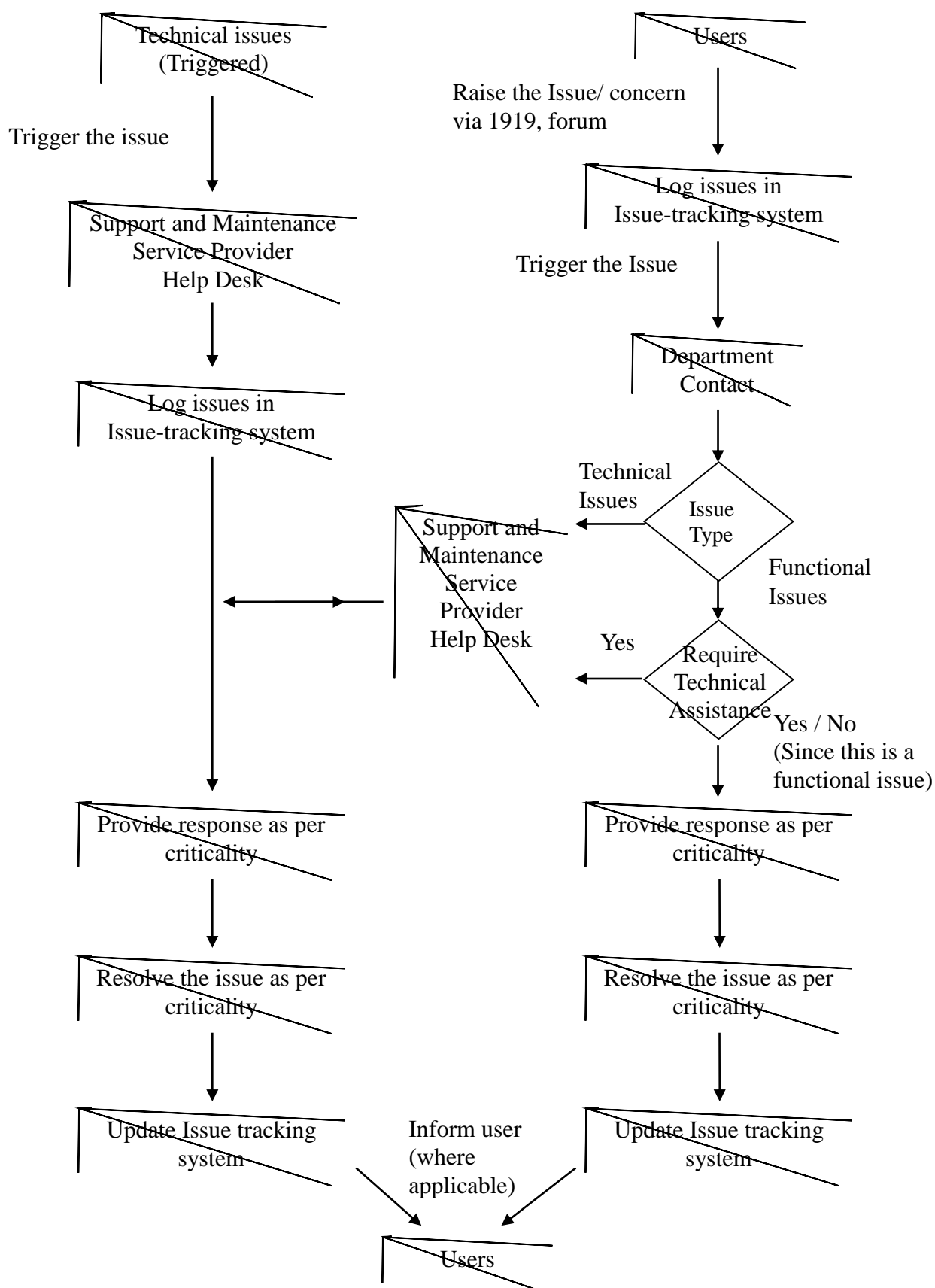All deliverables will be reviewed by the team appointed by ICTA

Annex 1

Functions of the PPM module

The following areas are the primary scope of the PPM module

- Program, project charter - Creation / modification and approval of nation wise program and project charter
- National Estimation – Creation, approval and budget allocation for annual estimation of various beneficiary projects.
- Action Plan – Creation, approval, maintenance of department, objective wise action plan for beneficiary programs and projects.
- Circular – Creation and approval of departmental circulars for projects
- Project Proposal – Receiving and approval of proposals
- Fund allocation, approvals – Allocation of fund, approvals at various levels.
- Project Monitoring – Project tasks tracking, progress monitoring and various indicator tracking
- Project Financials, project fund disbursement and recovery
- Project progress reporting
- Administrative, HR and other Samurdhi internal operational cost estimation, action plan and fund management
- Beneficiary Data and Need Management
- Finance activities and accounting
- Banking operations such as loans, money release

Annex 2

SUPPORT PROCESS (HIGH-LEVEL OVERVIEW)

Technical issues
(Triggered)

Users

Trigger the issue

Raise the Issue/ concern
via 1919, forum

Support and Maintenance
Service Provider
Help Desk

Log issues in
Issue-tracking system

Trigger the Issue

Log issues in
Issue-tracking system

Department
Contact

Support and
Maintenance
Service
Provider
Help Desk

Technical
Issues

Issue
Type

Functional
Issues

Yes

Require
Technical
Assistance

Yes / No
(Since this is a
functional issue)

Provide response as per
criticality

Provide response as per
criticality

Resolve the issue as per
criticality

Resolve the issue as per
criticality

Update Issue tracking
system

Inform user
(where
applicable)

Update Issue tracking
system

Users

SERVICE LEVEL AGREEMENT *for* SUPPORT AND MAINTENANCE SERVICES

Introduction

The aim of this agreement is to provide a basis for close co-operation between the Client and the Consultant for support and maintenance services to be provided by the Consultant, thereby ensuring a timely and efficient support service is available. The objectives of this agreement are detailed in Section 1.1.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

1.   **Objectives of Service Level Agreements**

1) To create an environment conducive to a co-operative relationship between Client, Consultant and Client's representatives (government organizations) to ensure the effective support of all end users.
2) To document the responsibilities of all parties taking part in the Agreement.
3) To define the commencement of the agreement, its initial term and the provision for reviews.
4) To define in detail the service to be delivered by each party and the level of service expected, thereby reducing the risk of misunderstandings.
5) To institute a formal system of objective service level monitoring ensuring that reviews of the agreement is based on factual data.
6) To provide a common understanding of service requirements/capabilities and of the principals involved in the measurement of service levels.
7) To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above.

2.   **Service Level Monitoring**

The success of Service Level Agreements (SLA) depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both Client and Consultant. In the event of a discrepancy between actual and targeted service levels both Client and Consultant are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by Client. Reports will be produced as and when required and forwarded to the Consultant.

3. **Principal Period of Support (PPS) Requirements**

The Principal Period of Support (PPS) is considered in 2 categories as follows;

PPS category	Duration	Applicability
PPS1	From 08:00 AM to 09:00 PM, all days in the week (including public and mercantile holidays)	For front-end portlets and supporting back-end applications (web services, etc...)
PPS2	From 08:00 AM to 05:00 PM Monday to Friday (excluding public holidays)	For back-end services within the departments.

Consultant MUST provide System Support and Maintenance Services during the above stipulated times.

4. **On-Call Services Requirements**

Consultant MUST make at least ONE qualified personnel available to the Client by telephone and email for the reporting and resolution of non-conformities or other issues, defects or problems. Dedicated telephone numbers and emails should be available for reporting issues. Client will nominate the personnel who are authorized to report non-conformities or other problems with the system from the departments. Reporting of non-conformities includes requests by the Client to apply critical software updates or patches.

Table-1 shows the response priority assigned to faults according to the perceived importance of the reported situation and the required initial telephone response times for the individual priority ratings. All times indicated represent telephone response time during specified PPSs. The indicated telephone response time represents the maximum delay between a fault/request being reported and a Consultant's representative contacting the Client by telephone. The purpose of this telephone contact is to notify the Client of the receipt of the fault/request and provide the Client with details of the proposed action to be taken in respect of the particular fault/request.

	Business Critical	**Non-Business Critical**
Fatal	30 minutes	45 minutes
Impaired	45 minutes	90 minutes

Table-1: Response Priority

Note:
Fatal   - Total system inoperability
Impaired   - Partial system inoperability
Business Critical   - Unable to perform core business functions
Non-Business Critical   - Able to perform limited core business functions

Consultant notification can occur outside PPS time, and thus the response may occur after the next PPS begins. Furthermore, "Time to Arrive On-Site (Table-3)" starts from PPS starting

time and "Time to Resolve the Problem" is PPS time starting from the actual time of arrival on site.

5. **Problem Resolution and Penalties**
   If problems have not been corrected within two (2) hours of the initial contact, the Consultant shall send qualified maintenance personnel to the respective Client's site to take necessary actions to correct the issue reported (defect, problem or non-conformity).

   If faults are not corrected within the time limits specified in the Table-2, the Client shall be entitled to a penalty payment for each hour that the Consultant fails to resolve the fault.

   The time to arrive on-site is specified in the Table-3.

	Business Critical	Non-Business Critical
Fatal	6 Hours LKR 5,000.00	10 Hours LKR 3,000.00
Impaired	10 Hours LKR 3,000.00	15 Hours LKR 2,000.00

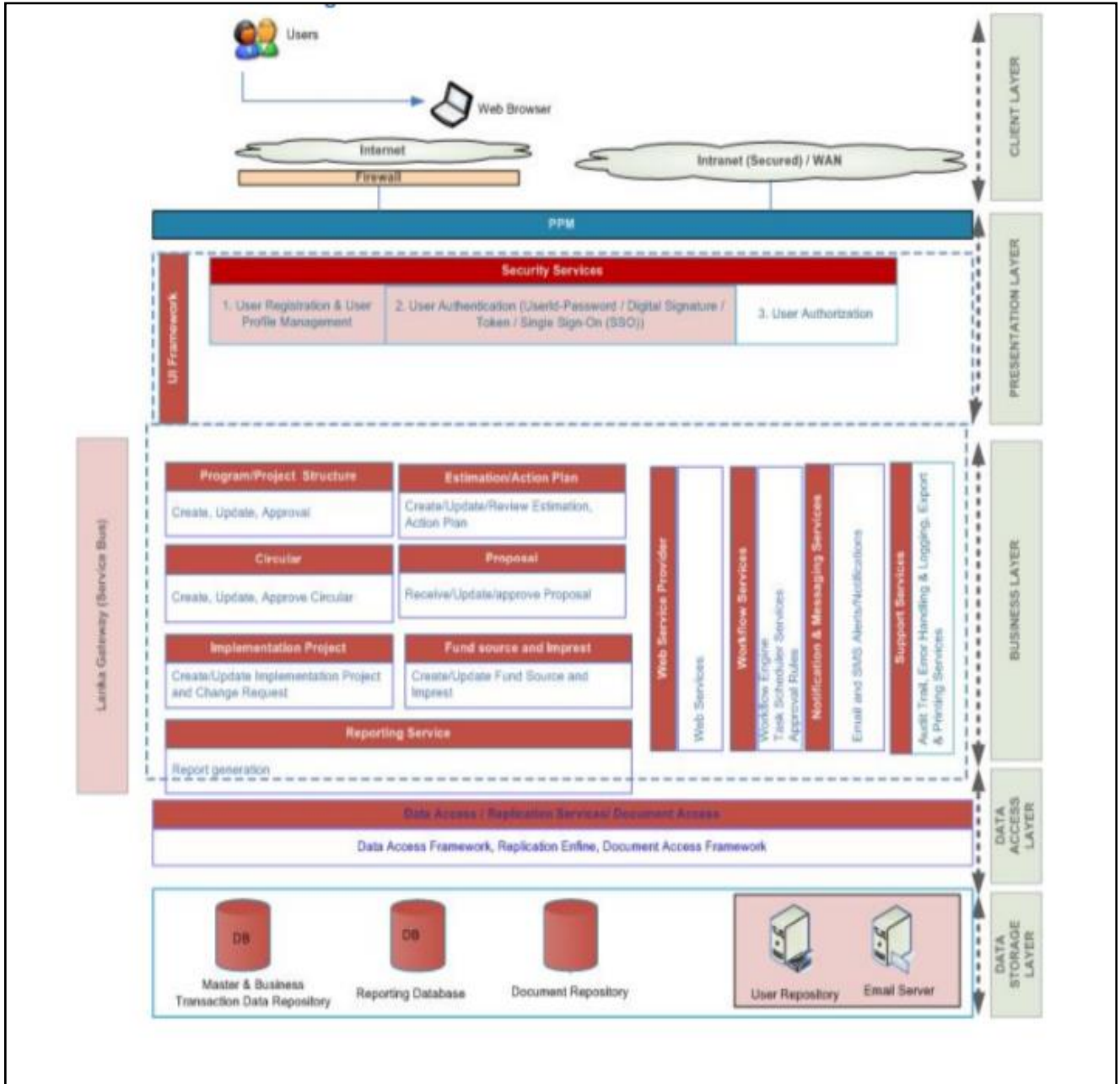*Table-2: Resolution Time and Penalties*

	Business Critical	Non-Business Critical
Fatal	2 Hours	3 Hours
Impaired	3 Hours	5 Hours

Table-3: Time to arrive on-site
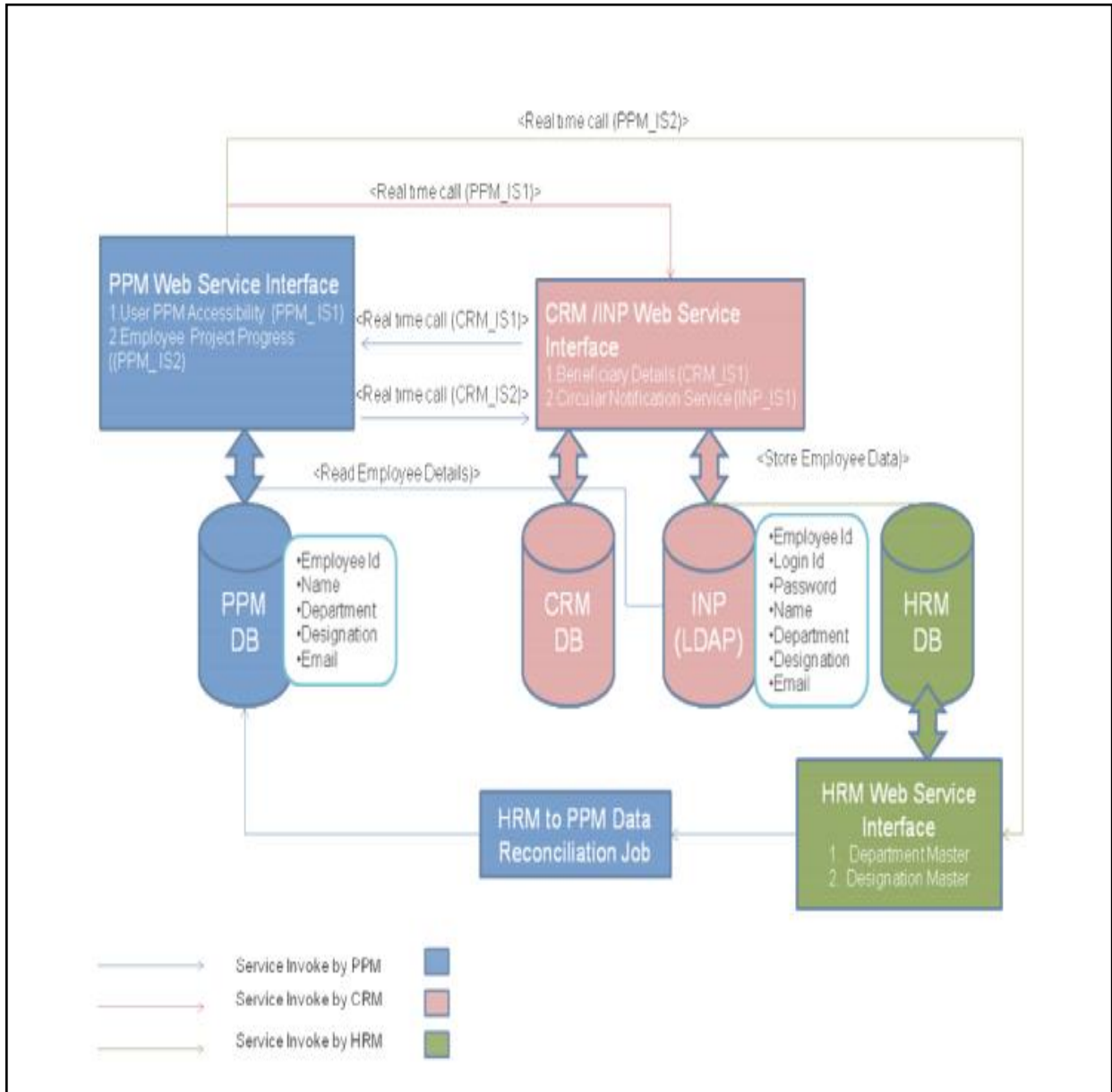
eSamurdhi Architecture diagram

Application Integration Architecture

Deployment Architecture