

Terms of Reference

Assignment Title: Configuration and Rolling-out of e-LG Product at 50 Local Authorities.

Assignment Number: ICTA/SG2/GOSL/CON/LCS/2017/006

Information and Communication Technology Agency of Sri Lanka (ICTA) is the apex government agency for Information and Communication Technology (ICT) in Sri Lanka which has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT.

1. Background

- a. ICTA has already invested in developing a solution (eLG Product) for Local Authorities upon the request of the Ministry of Local Government and Provincial Councils. This is with aim of increasing the efficiency and effectiveness in local governance, streamlining the public service delivery and management functions, ensuring social accountability and transparency, ensuring social inclusiveness, and strengthening the revenue base of Local Authorities.
- b. The eLG product was developed in such a way that it can be configured and deployed at any Local Authority upon the product configuration. The eLG product was developed in 2013 and successfully deployed in three pilot sites, namely, Negombo Municipal Council, Seethawakapura Urban Council, and Homagama Pradeshiya Sabha.
- c. Given the positive results of the pilot implementation, ICTA now intends to rollout the eLG solution at other 50 selected Local Authorities across the country. For this purpose, ICTA aims to select a group of Configuration Consultants through a competitive bidding process to configure and deploy the eLG solution at the selected Local Authorities. Each selected Configuration Consultant shall be assigned a list of Local Authorities to implement eLG products.
- d. In order to fast track the rollout of eLG Solution, assignment has been divided in to ten (10) lots as stated below for parallel implementation within a short period of time.

| Assignment No. | Name of sites to roll-out e-LG Product | District |
|----------------|--|--|
| 1 | Padiyathalawa PS, Dehiaththakandiya PS, Pottuvil PS, Ampara UC & Thirukovil PS, | Ampara |
| 2 | Akkaraipattu MC, Addalaichenai PS, Karaitivu PS, Kalmunai MC & Navithenveli PS, | Ampara |
| 3 | Manmunaipattu PS(Araiampathy), Batticaloa MC, Eravur UC, Kinniya UC & Kanthale PS, | Batticaloa & Trincomalee |
| 4 | Jaffna MC, Nalloor PS, Point Petro UC, Vallvettithurai UC & Kaarainagar PS, | Jaffna |
| 5 | Chavakachcheri UC, Valikamam South West PS, Poonakari PS, Pachchilaipalli PS & Karaithuraipattu PS | Jaffna, Mullaitivu & Kilinochchi |
| 6 | Vavuniya North PS, Vavuniya South Tamil PS, Vengalachedikulam PS, Vavuniya South Sinhala PS & Anurathapura MC, | Vavuniya & Anurathapura |
| 7 | Nanatan PS, Manthai East PS, Manthai West PS, Musali PS, Thunukai PS | Mannar & Mullaitivu |
| 8 | Kahatagasdigiliya PS, Thalawa PS, Nochchiyagama PS, Mihinthale PS & Nuwaragampalatha East PS | Anurathapura |
| 9 | Puttalam UC, kaluwaegaswewa PS, Anamaduwa PS, Wennapuwa PS & Chillaw UC | Puttalam |
| 10 | Kekirawa PS, Elehera PS, Hinkuragoda PS, Monaragala PS & Bibile PS | Anurathapura, Polonnaruwa & Monaragala |

2. Aim of the Assignment

Primary aim of this assignment is to get the service of configuration consultant to configure and deploy eLG product at Local Authorities.

3. Scope of Service for Configuration Consultant

- a. Configuration Consultant is required to conduct a high-level requirement study with ICTA team on all activities related to (I) regular revenue collection process, and (II) application process of the individual Local Authority.
 - I. Regular revenue collection process generally refers to money collection process of all regular payments (such as Assessment Tax) which are made by identified/registered persons (such as property owner/resident registered for paying Assessment Tax) at a

stipulated time (such as quarterly payment of Assessment Tax) with an ordered/agreed amount in installments based and continually - than one time (such as Assessment Tax).

- II. Application process generally refers to the process of issue or reject to issue something (such as a permit or a service), based on a decision of official/s after the evaluation of a request (such as an applying for a construction permit) of an individual/institute with collection of any chargers applied.
- b. Configuration Consultant together with ICTA's team is required to map current business processes of the Local Authority in relation to the (I) revenue collection process, and (II) application process of eLG product.
 - c. Configuration Consultant is required to facilitate users to cleanse exiting data provided by ICTA required for eLG product.
 - d. Configuration Consultant is required to do data migration which would be given in Excel Sheets or Worksheets.
 - e. Configuration Consultant is required to provide adequate training for users of eLG product using user manuals provided by ICTA.
 - f. Configuration Consultant is required to generate BIRT reports for Local Authorities. Configuration Consultant shall also customize existing reports whenever necessary.
 - g. The system administrator of the Local Authority should be trained in relation to the system administration activities such as creating users, assigning user rights.
 - h. The deployed eLG product and all related activities of the scope of work will be signed off by ICTA appointed team.
 - i. Configuration Consultant is required to provide a configuration manual for each location of the system being configured.
 - j. Configuration Consultant is required to provide a user manual for each location of the system being implemented with the customized configuration.
 - k. Support and Maintenance Services

- I. Configuration Consultant should provide six (6) months onsite support for each activity as they go live upon the completion of the activity. Activities are listed in the deliverable list. [Note: The principal period of onsite support is from 08:00 a.m. to 05:00 p.m. Monday to Friday excluding public holidays. Configuration Consultant must provide software support services during the above stipulated times].
- II. On-call services requirements: Consultant shall provide on-call support services once the on-site support is expired in 6 months.
- III. Configuration Consultant is also required for maintaining the product for six (6) months from the date of sign off of the configuration. Configuration Consultant must provide support services without any cost to the purchaser/client. The Maintenance and support services include (not limited to) fix defects with regards to configuration.

4. Services and Facilities Provided by ICTA

- a. ICTA shall provide preliminary data in electronic format.
- b. ICTA shall facilitate a limited number of trainings on eLG product configuration for Configuration Consultants. The training shall include providing an overview of eLG business architecture, eLG system architecture, configuring eLG business scenario using Drools, using eLG database for reporting, configuration of assessment flow and application flow, and an overview of artifacts need to be produced.
- c. ICTA shall appoint a team to sign off the product configuration process.

5. Minimum Qualifications of Key Professional Staff

- a. The consultant shall give the team of professionals separately with the curriculum vitae and the team organization.
- b. Professional key staff must meet the minimum requirements stipulated in this document as per the below table.
- c. The consultant shall appoint the required number of Implementation Engineers or any other relevant members to the team other than the specified key staff specified as above.

| | Project Coordinator | Implementation Engineer | Quality Assurance (QA) Engineer |
|--|--|---|---|
| Minimum academic qualification | Relevant Bachelor's Degree from a recognized university Or equivalent | Relevant Bachelor's Degree from a recognized university Or equivalent | Relevant Bachelor's Degree from a recognized university or equivalent |
| Minimum years of experience in relevant field | 2 years of experience in coordinating IT projects | 2 years of experience being as Implementation Engineers with following experience – Java, and MySQL, And, – Drools and BIRT reporting, And, | 2 years of experience being as a QA engineer |

6. Documentation and Training

- a. The consultant should provide configuration manual which is specific to the Local Authority.
- b. The consultant should provide adequate training for the users of envisaged solution using operational documentations.
- c. Configuration Consultant is required to train end users on report generating with BIRT Software.
- d. The system administrators of eLG system should also be trained in relation to the system administration activities such as creating users, assigning user rights and back up procedures.

7. Deliverables

The following are the proposed high level deliverables expected from this consultancy assignment. The details would be shared with the shortlisted consultant for this procurement.

Consultant should undertake all assigned sites in simultaneously. Duration of the assignment is 12 months. Consultant should also provide six (6) months support and maintenance service after the sign off of the configuration of the eLG solution (to be concluded in 6 months).

| No | Deliverables | Due Date | Payment |
|----|---|---|---------|
| 1 | High level requirements Report – On identification report in relation to Regular Revenue Collection process, and Application process | Commencement Date + 1 weeks (end of 1 st | 5% |
| 2 | Master Data Configuration on Local Authorities | 2 nd week | 10% |
| 3 | Data Migration and Cleansing the initial data (provided by ICTA team) | 4 th week | 5% |
| 4 | Configuration of Assessment Tax Activity Creation, Executed test cases and User Acceptance test, Assign users & Live run of Assessment Tax | 6 th week | 10% |
| 5 | Configuration of Business License Activity Creation, Executed test cases and User Acceptance test, Assign users & Live run of Business License | 8 th week | 10% |
| 6 | Configuration of ‘Development to the Land’ (Building Permit, Boundary Wall, etc.) Activity Creation, Executed test cases and User Acceptance test, Assign users & Live run of Development to the Land | 10 th week | 10% |
| 7 | Configuration of ‘Sub Division of Land and Amalgamations of lands’ Activity Creation, Executed test cases and User Acceptance test, Assign users & Live run of Sub Division of Land and Amalgamations of lands | 11 th week | 10% |
| 8 | Configuration of ‘(1) Other Regular Income (Shop Rental & Lease), (2) Trade Tax and (3) Issuance of Regulation’ Activity Creation, Executed test cases and User Acceptance test, Assign users & Live run of Other Regular Income (Shop Rental & Lease), Trade Tax and Issuance of Regulation | 12 th week | 10% |
| 9 | Configuration of ‘(1) Certification, (2) Cancellations, (3) Appeals against Assessment Tax, Trade Tax, Certificates, Other Regular Income, etc., (4) Ad-hoc Revenues’ Activity Creation, Executed test cases and User Acceptance test, Assign users & Live run of Certification, Cancellations, Appeals against Assessment Tax, Trade Tax, Certificates, Other Regular Income, etc., Ad-hoc Revenues. | 13 th week | 10% |
| 10 | Completion of Training on the final solution | Completion of all | 5% |

| No | Deliverables | Due Date | Payment |
|----|--|--|---------|
| | | above item; No. 1 to 9. (14 th week) | |
| 11 | Production sign off and official launching | 15 th week | 5% |
| 12 | Maintenance and Software Support | Product sign off date + 6 months | 10% |