



Information and Communication Technology Agency of Sri Lanka (Pvt) Ltd.

Terms of Reference For Obtaining Services of a Solution Design Consultant for e-Local Government System

1. Background

ICTA in collaboration with the Ministry of Provincial Councils & Local Government conceptualized, designed and developed the eLocal Government (eLG) solution which is implemented in 3 pilot sites, currently it is being rolled out in 30 sites and the product is being maintained by a product vendor at the moment.

ICTA now intends to develop the additional components to the existing eLG solution. For this purpose, ICTA aims to select a Solution Design Consultant who is expected to perform the duties of a Solution Architect through a competitive selection process to study the existing eLG product and design/architect the additional components for the e-LG solution for Local Authorities as an extension to the eLG product.

ICTA intends to obtain the services of the Solution Architect for eLG product on the basis on an external consultant for a period of one (1) year (12 months), with an effort estimated in man dates to be of three (3) months.

As part of the Business Process Reengineering (BPR) initiative undertaken for eLocal Government initiative the activities carried out by the Local Authorities. These were segregated in to five processes and were streamlined in to sections A, B, C, D & E.

Process A consist of services which are considered as Regular revenue collection (eg Assessment, Trade Tax etc) processes, whilst under Process B services which are utilized by individual citizens have been identified as application based processes (Issuing of Certificates and Licenses).

This is the eLG product-I which, is operational in the pilot sites and are being replicated in another 30 sites at the moment.

The components yet to be designed are namely process C,D & E, out of which Process C would cover services which are deemed as regular services to the public (eg services schedule management, managing of feedback received from citizens, action plan management and post feedback reviews, initiate modifications to plans etc), Process D would consider any form of complaint /objection management processes (eg Information to be made available on different mediums, Query follow up, knowledge information system management, integrate

the automatic update for GIS system etc) & Process E would capture & update related land information under the GIS system (eg capture land related information, maintain different layers of information for GIS System, provide access to other stakeholders eg Valuation department, etc).

2. Objectives of the Assignment

The aim of the project is to obtain the services of design consultant to fulfill the below mentioned objectives:

Objectives:

To study the current system design and architecture of e-LG system and suggest the best mechanism which could be utilized to develop the sub processes under sections C, D & E in a manner that there is seamless operation between all sections.

With the aid of the local government domain experts, identify the processes under section C, D & E and design the sub processes in-line with the current design of e-LG, in a manner that there is a comprehensive system available which encompasses the requirements of segments A, B, C, D & E as identified by the BPR exercise carried out as part of the eLG project.

3. Scope of Services, Tasks (Components) to be, carried out

- a. The Solutions Architect is required to identify all design and architectural aspects of the e-LG product , he / she is required to be conversant in these areas in order to effectively design the additional processes in line with business architecture of the e-LG product. Such knowledge should include the following but is not limited to,
 - Overall concept of the product
 - Entire architecture of the product
 - Tools and frameworks used
 - Workflow diagrams
 - Database structure
 - Deployment Architecture and the Rollout operation aspects (Cloud based services requirement)
 - System design and application flows
 - All steps necessary to create additional components within the same structure
 - Administration activities such as creating users, assigning user rights and so forth
 - Report generation using BIRT
 - Non-functional requirements such as performance, high-availability etc.
- b. The Solutions Architect should ensure a detailed review is undertaken with the Domain experts and subject matter experts to ensure all components considered under section A & B are sufficiently designed as part of the current system within the e-LG product.

- c. The Solutions Architect is required to carry out activities to aid in the development of additional components to the e-LG system, to complete the business architecture for all segments identified during the re-engineering phase.
- d. The Solutions Architect is required to ensure that the additional components under section C, D & E are designed for product e-LG are architecturally similar to the Design of eLG - Business Architecture and Technical Architecture.
- e. The Solutions Architect is required to provide detailed documentation (i.e. Architecture Document, Design Document, Deployment Document and other pre agreed documentation) with the Project Management team of the C, D & E sections.
- f. The Solutions Architect is required to be available as a reference point for the system development team, once development commences for a period of 3 months on part time basis once the system development team has completed the onboarding process.
- g. The Solutions Architect is required to transfer the required knowledge along with the documentary support information of the design of the additional components (Section C,D & E) of the e-LG product to the system development team, as appropriated by the project management team, which would be part of the tender documents of eLG II development.
- h. Solutions Architect is required to provide recommendations, for design acceptance and sign-off product design for each of the sections and sub sections once system requirement specification is defined.
- i. The Solutions Architect would be required to provide a list of activities / task completed with the time utilization as part of the payment requirement for the assignment on a monthly basis, the activities would need to be in line with the deliverables mentioned as part of the requirements of the assignment. This includes updated Architecture, Design and Deployment document.

4. Preferable Qualification Requirements for Solutions Architect

It is preferred the professional meet all the requirements stipulated in this document as per the table given below.

Key Expert	Qualifications	Experience
Solutions Architect	Degree in computer science or equivalent from a Recognized University + Post Graduate Qualifications in System Design or similar sphere	10 + Years with enterprise level systems experience in designing systems, + Should have acted as the system architect or key architect for minimum of 3 enterprise solutions with exposure to SOA, container based development and Cloud based architecture (SAAS)

5. Client's input:

ICTA will coordinate the interactions between System Design Consultant and the end client

6. Review procedure to monitor consultants work:

The project will be monitored and managed by ICTA. The deliverables will be reviewed and accepted by a committee appointed by ICTA.