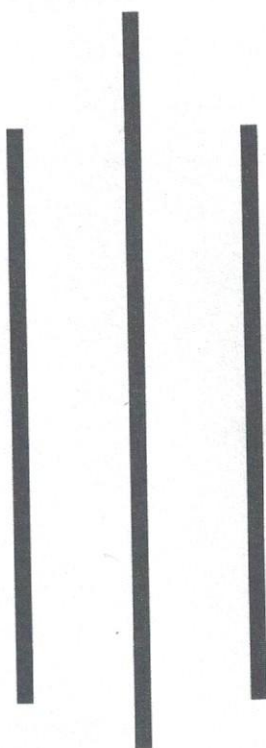# Terms of Reference (ToR)

for Design and Development of Centralized e-Sifaris

Gangadev Rural Municipality
Office of Municipal Executive
Sandada, Rolpa
Lumbini Province, Nepal

Contents 3

1. Introduction

This Terms of Reference (TOR) document outlines the requirements, scope, and deliverables for a new software development project designed to enhance the operational efficiency of the ward office of our Palika. The project aims to incorporate advanced reporting features, QR code verification, Nepal Sambat integration, different types of sifaris template and a business registration feature. Additionally, it will involve the design and development of a web-based system capable of creating multiple sifaris (Recommendation Letters), a Darta / Chalani Module, and other essential features needed in our ward office. The purpose of this development is to improve the software's functionality, accuracy, and relevance for our users, ensuring it meets the diverse needs of our Palika community. Currently, our ward office operations lack advanced reporting capabilities, comprehensive QR code verification, to maintain our competitive edge and cater to the needs of our diverse user base, it is imperative to develop a new software solution that includes these features.

2. Objective

The objective of this assignment is to develop and design a centralized e-sifaris system for   Municipality which:

- Is dynamic, and user friendly with multi user and multi branch system support
- Has organization of content, accessibility and security as per organization standards and best practice software ensuring profound security system.

3. Scope of the Work

To fulfill the objectives as specified above, the consultant shall comply with the following scope of work.

- Gather requirement and need for ward office, Sifaris process conducted by each ward office
- Design and develop a software.
- Provide all technical details including description of Software.
- Deploy system in the live platform
- Provide support for 1 F.Y. year after successful Deploy of system.

4. Desired System Features

- The system should be Interactive, appealing, highly usable and responsive.

- The system should able to render appropriately on a wide variety of different brewers. The system should look clean uncluttered and balanced and also it should be compatible with all browsers and screen resolution and screen size.
- Should have different layout for big and small screens, to support multiple devices.
- Should support Nepali language.
- Optimize the system for low Bandwidth users.
- Design and final solution should adhere to accessibility and compliance.
- Shall be menu based with appropriate sub menu (as per need).

For the technical aspect consultant should work in following requirement for smooth running of Software and to provide security to the system.

1. **Overview of application and database**

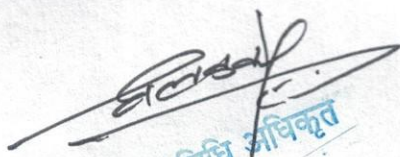   1.1. **Application should develop in technologies which satisfy the below criteria: -**
    1.1.1. Application should be browser based.
    1.1.2. There Should be WEB access to LIMITED data (to be defined)
    1.1.3. Users ID and Password should be created to allow access, the access should be user category restricted.
    1.1.4. Role based User should be created, as per their role in the organization.

2. **Database used should meet the below criteria: -**

    2.1. Should have encryption feature for both symmetric and asymmetric.

    2.2. Should have export feature.

    2.3. Should have logging feature of all activities what happens with data

3. **Reporting feature should have the following features.**

    3.1. Should not incur extra license cost.

    3.2. Should have capability to export in Excel or Word or PDF formats

    3.3. Application deployment should be controlled centrally so that the Palika can have ease of installation, deployment and future upgradation.

    3.4. Application should follow layered architecture with every layer having their own responsibility. In the architecture a clear distinct of UI, business logic and data access should be defined.

4. **From performance perspective application should respect the below:**

   4.1. For scalability application should be able to run in Web environment.

   4.2. Should have proper caching strategies so that common data is not loaded again and again.

5. **Application should adhere to below security principles:**

   5.1. Authentication and Authorization should be ticket based.

   5.2. Security should be implemented at minute role level and should be flexible.

   5.3. Audit of login and operation should be captured for at least of 1 year

   5.4. Low network bandwidth, data synchronization.

6. **Main Features of the Software**

   6.1. Unique ID number to each user.

   6.2. One Point Solution, with single sign in to access all available features. Shouldn't require multiple installation/logins for different modules.

   6.3. Application should be a web-based solution and should utilize the browser power to put less load on the server.

   6.4. Application should support both On-premises and Off-premise

   6.5. The UI should follow, response UI architecture so that it can work on different screen size.

   6.6. Application development should happen via central Repository Pattern with proper versioning, if wanted can have full access to the repository code, bugs and task done by the vendor.

   6.7. All sensitive information should be encrypted.

7. **Institution wise Reporting**

   Branch wise reporting as per needed.

5. Approach and Methodology

The consultant firm should propose details of approach and methodology along with tools and techniques it is going to use for the assignment. This should include all details of features and recommendation that consultant is going to comply with.

6. Key Deliverables

The assignment should generate a fully functional, user friendly and dynamic system as quoted on scope of work. The deliverables of the company should be:

- The output should be in the form of setup and configuration of the system of e-sifaris.
- Project completion report with User Manual for using web admin system.
- Login system for all ward and Department as per needed.
- Report generation process and report of each ward

7. Reporting Mechanism

The consultant shall work under the direct supervision of the concerned lead assigned by municipality and reporting milestones set by the concerned head.

8. Deployment /Manuals

After deployment of the software, complete comprehensive detailed training should be provided to staff (assigned as admin) for using the features, maintenance, language and database used for system development. The consultant should provide the detail user manual of the software.

9. Duration of the Assignments

Assignment shall complete within 1 month from the day of contract. In case project has difficulties to complete within period extra programmer should be assigned to complete the project.

10. Maintenance and Support.

Consultant should provide 1 year of maintenance and support service at free of cost.

11. Acceptance Criteria

The project will be considered complete when:

- All specified features are implemented and functioning correctly.

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Chief Administrative Officer

- End-user are satisfied with the new features.
- The software passes all QA tests and is deployed successfully.
- Post-implementation support is provided for a predefined period

12. Conclusion

This TOR outlines the critical need for developing a new software solution tailored to the specific requirements of our Palika's ward office. By incorporating advanced reporting features, QR code verification, Nepal Sambat integration, a business registration, and essential modules for creating multiple sifaris and managing Darta/Chalani processes, this project aims to significantly enhance the operational efficiency and service delivery of our ward office. This development will not only address current operational gaps but also ensure that our software remains relevant and valuable to our diverse user base. By undertaking this project, we are committed to maintaining our competitive edge and improving the overall functionality and accuracy of our services for the betterment of our community.

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