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**ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LTD.**

(A Govt. of Assam Undertaking)

R. G. Baruah Road, Guwahati - 781 024

অসম ঔদ্যোগিক উন্নয়ন নিগম সীমিত

(অসম চৰকাৰৰ প্ৰতিষ্ঠান)

ৰাধাগোবিন্দ বৰুৱা পথ, গুৱাহাটী-৭৮১০২৪

**SHORT NOTICE**

Request for Quotation(RFQ) for the the engagement of Software/Web portal developing agencies for consulting services for identification of reporting requirements at Industries and Commerce department, Govt of Assam.

RFQ NO- AIDC/CC/Inv/DB/1905

Date:24/01/2020

Request For Quotation(RFQ)s are invited from the Software/Web portal developing agencies having minimum 3 years of experience in the line to "Provide consulting services for identification of reporting requirements at Industries and Commerce department, defining key performance indicators(KPIs) for various functions and levels by interacting with users, integrate the proposed Dashboard system with existing / non existing IT applications(refer to Integration Scope), defining architecture of business intelligence solution, defining security architecture of solution, supply and deploy the entire setup which would be inclusive of the software, all required tools for the installation of the application and associated support services, etc." Scope of work for implementation of Dashboard system for the department has been segregated into 3 phases

- 1.Phase 1:** Requirement Study of Dashboard system, identification of reporting requirements of the department and defining relevant KPIs
- 2.Phase 2:** Supply, Installation , Implementation, Integration, Training and Operation of Dashboard system; and
- 3.Phase 3:** Operations and Maintenance of Dashboard system.

Details of RFQ may be downloaded from AIDC website [aidcltd.com](http://aidcltd.com) .

RFQs addressed to the Managing Director, Assam Industrial Development Corporation Ltd. will be received by the Corporation in its office at R.G.Baruah Road, Guwahati-781024 up to 17.00 hours on 04-02-2020. RFQs received after above date and time will not be accepted. Further, following documents are also to be furnished along with the RFQ;

- a. A certificate for proof of Professional registration.
- b. Company/Firm Profile.
- c. Time schedule to complete the work.

The Managing Director, Assam Industrial Development Corporation Ltd. reserves the right to reject any or all the quotations without assigning any reason thereof.

SD/-

Managing Director

## **DETAILED SCOPE OF WORK**

The agency would be required to provide consulting services for identification of reporting requirements at Industries and Commerce department, defining key performance indicators(KPIs) for various functions and levels by interacting with users, integrate the proposed Dashboard system with existing / non existing IT applications(refer to Integration Scope), defining architecture of business intelligence solution, defining security architecture of solution, supply and deploy the entire setup which would be inclusive of the software, all required tools for the installation of the application and associated support services, etc. Scope of work for implementation of Dashboard system for the department has been segregated into 3 phases

**1.Phase 1:** Requirement Study of Dashboard system, identification of reporting requirements of the department and defining relevant KPIs

**2.Phase 2:** Supply, Installation , Implementation, Integration, Training and Operation of Dashboard system; and

**3.Phase 3:** Operations and Maintenance of Dashboard system

### **Phase 1 : Requirement Study and Design Key Performance Indicators (KPIs), reports and dashboards**

1. Identify and understand reporting and dashboard requirements of department across different functions and corporations.
2. Study the existing processes and workflows including department core processes.
3. Mapping of the processes and workflows with existing applications including their functional coverage.
4. Evaluate and enhance (if required) reports being generated, KPIs, being monitored and dashboards being prepared in existing systems or MIS being prepared.
5. Adequacy of IT infrastructure, validations and controls with respect to dashboard solution
6. Study the user access criteria and user roles defined in each of these developed dashboards and reports.
7. Understand the data related dependencies between applications and databases and study the existing master data and transactional data fields for each of these dependencies.
8. Understand the technology landscape to identify systems to be integrated with solution.
9. Conduct workshops with various business functions to understand the business processes and operational KPIs that are being monitored at present.
10. Provide department insights on reporting, dashboards and functional KPIs to be monitored, basis prevalent industry practices. Suggest additional practices if required KPIs, reports and dashboards considering department operations.
11. Map the defined KPIs with data being generated from ERP and other sources including mapping it with underlying table structure. The successful bidder shall also provide suggestion on improvements in existing table structure and capturing additional data-sets.

12. Create presentation on KPIs monitoring and data structure to respective stakeholder and department head.
13. 13.Understand the logs generated by different IT and security systems and create dashboards for security monitoring for regulatory requirements and internal security posture of department.
14. Identify , formulate and propose dashboards for security monitoring
15. Identify the mapping of data with logs generated to build the KPIs.
16. Design security dashboard and reports based on logs generated from systems implemented in department
17. Preparation of test cases of User acceptance testing for the proposed solution.
18. Facilitating the UAT with the users

**Bidder shall deploy subject matter experts from appropriate field for identifying and designing KPI's and reports for respective area.**

Defining System and security Architecture for in-scope solution

1. Identify system architecture requirements as per prevalent trends in industry and department IT and business environment.
2. Consultant shall suggest optimal configuration settings for proposed Dashboard System
3. Design system architecture for proposed Dashboard System
4. Identify security requirements and define security architecture as per prevalent trends in industry and department IT and business environment
5. Consultant shall propose the fitment of proposed Dashboard System in existing network and security architecture of department IT infrastructure. 6. Architecture to be designed keeping in view the integration with various applications at department

## **Phase 2: Supply, Installation, Implementation, Integration, Training and Operation of Dashboard System**

The software supplied must include:

- Dashboard system
- Database Software (limited to operationalizing the Dashboard system)
- Software for Application Server, Middleware (if required) etc.

Any other modules required to meet the functional and technical requirements mentioned in the RFP

Any other software as part of the required solution

After successful completion of the implementation phase, successful bidder shall provide one year comprehensive warranty.

The software AMC would include all version upgrades, patches/fixes, upgrades, for Dashboard system with in agreed SLAs, compliance of mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities etc.), performance fine tuning, problem resolution for the database, middleware and the application software for total solution etc.

The end users are identified and categorized in various user groups to map the tools and technologies needed for the user groups.

## **Implementation Scope**

### **Functional Scope**

The proposed solution architecture should be able to consolidate data from various source system into a single repository of cleansed data for the faster management reporting. Also, it should have intuitive graphical representation comprise of various tools to enable department users to view, slice/dice, drill down/drill up/ drill across the information presented to them and make effective decisions.

The users should have the ability to save reports as well as export to MS Excel, pdf, csv formats.

The various reports, dashboards, etc should be accessible from mobility devices like smart phones, Tablet PCs, etc

The application should provide the ability for the users/developers to customize the standard reports based on pre-defined parameters –date, time, period product, branches, etc.

The proposed Dashboard system shall have clearly defined the roles and access privileges.

### **Project Preparation –**

- 1.The successful bidder shall prepare a Project Management Plan including detailed project plan, indicating all activities with resources required, their roles and responsibilities and time schedule of deliverables at the start of the project and submit to department for approval.
- 2.The project charter should also contain brief project description, approach and methodology, milestones, project organization, project risks and mitigation plans, and dependencies
- 3.The project charter should include a detailed program for installing and implementing the Dashboard system covered under this RFQ.

### **Integration Scope**

The proposed Dashboard system shall integrate and interface with various existing/non existing and upcoming IT Systems and application(s) using certified connectors/ adaptors/ equivalent mechanism etc., as per details given below:

Integration with Intranet Portals and other systems

For user logins, AD shall be used and required integration shall be undertaken. Any additional security requirements shall also be implemented. Though as part of solution, Dashboard system should also have its own user authentication mechanism.

The integration with enterprise third party should be done using standard connectors/ equivalent mechanism

The selected bidder shall integrate Dashboard system with various data sources, including but not limited to ERP, applications related government schemes etc.to gather input data for required MIS and other reporting.

The reporting system should integrate with enterprise access and authorization systems and provide access based on access rights defined during the design

## **Workshop and Training**

The successful bidder shall conduct a workshop at least in two batches in corporate office covering all the users of Dashboard system. The workshop should include but not limited to following:

- 1.1.Overview of the solution
- 1.2.Available general functionalities
- 1.3.Specific functionalities.

Comprehensive training covering all aspects of Dashboard system including Functional and Technical to be provided to all the identified RECL staff. This will include technical training, executive training, end user training, super user training on one time. Any additional training requested by department should be at the same rate mentioned in the Masked Bill of Material.

## **Phase 3: Operations and Maintenance of Dashboard System**

The selected bidder will be the single point of contact and responsible for AMC, ATS, guarantees & warranties for software and services. Thereafter, the selected bidder should provide AMC/ATS for these products and solutions (a warranty of 1 Year for Software).

During support, bidder will be responsible for the following:

- 1.Overall maintenance and working of the Dashboard system.
- 2.The Bidder should fix the bugs and carry out the necessary rectifications wherever necessary and deliver patches/ version changes effected. Provision should be available for version control and restoring the old versions in case of need by department.
- 3.Bug fixing, enhancement, modifications, customization, patches, upgrades due to statutory, regulatory, industry, department specific changes ( including installation of new upgrades.).
- 4.Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement / support, technical support, application and data maintenance, taking backupas required, recovery, query generation and management etc. of all software supplied under this RFQ.
5. Generate monthly/ Quarterly report on the backup/ restoration performance.
- 6.Notify all the detected software errors and correct them as per the agreed Timelines
7. The operational support staff should have onsite support experience

**Submission of RFQs:**

RFQs addressed to the Managing Director, Assam Industrial Development Corporation Ltd. will be received by the Corporation in its office at R.G.Baruah Road, Guwahati-781024 up to 17.00 hours on 04-02-2020. RFQs received after above date and time will not be accepted. Further, following documents are also to be furnished along with the RFQ;

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The quoted offers should also include the Terms of Payment which should be negotiable.