



**Institutional Strengthening of Gram Panchayats (ISGP) Project
Panchayats & Rural Development Department
Government of West Bengal**

Millennium City IT Park, Tower - II, 3rd Floor (Unit D), DN - 62, Sector - V, Salt Lake City, Kolkata – 700 091,
Ph. no: +91 33 2367-1461/ 8724, Fax: + 91 33 2367-2594
E-mail: scu.wbisgpp@gov.in, Website: www.wbisgpp.gov.in

No: 1512/ISGPP/20E-2(Proc)/112

Date: 09.12.2014

Institutional Strengthening of Gram Panchayats (ISGP) Project
Credit No. (4758-IN)

**Hiring of Services for process review, documentation and up gradation of
Gram Panchayat Management System (GPMS) software**

[Package No. WB/ISGP/C/008(R-6)]

Request for Expression of Interest

The Panchayats and Rural Development Department, Govt. of West Bengal, has received a credit equivalent to US\$ 200 million from the International Development Association (IDA) towards the cost of the Institutional Strengthening of Gram Panchayats Project (ISGPP) in West Bengal, and it intends to apply part of the proceeds of this credit to payments under the contract for “Hiring of Services for process review, documentation and up gradation of Gram Panchayat Management System (GPMS) software”.

1. The ISGP Project now invites eligible IT / Management Consultancy firms to indicate their interest in providing the said Services. Major scope and content of the assignment would be as follows:

A. Total documentation of the existing GPMS Application

The Consultant will go through the details available for the GPMS Application and engage with personnel instrumental in developing and maintaining the application. Consultant will also carry out a due diligence on the functionality and features for the GPMS Application. Following this, Consultant will compile and submit all software documentation of the existing GPMS Application starting from the SRS, Systems Manual, User Manual and Maintenance Manual. The documents would be compiled in English and put up for review by the personnel from ISGP Project and the Computerisation Cell of PRDD for feedback and comments. The Consultant would make necessary updates in the documents to incorporate the feedback and comments received from the ISGP Project and the Computerisation Cell of PRDD and submit them for final acceptance.

B. Developing of frames and questionnaire/ checklist for Assessment

The Consultant shall be responsible for identifying and developing instruments and frameworks for review work depending on the information available and the requirements of review design. The Consultant will also be responsible for checking the internal

consistency of the analytical instrument prior to actual work. Consultant will develop the required questionnaire/ checklist for assessment of SCAMPI readiness.

C. Conduct the Process Capability Improvement Study

Consultant shall go through all secondary information available regarding the software development process and interact with the concerned personnel from ISGP Project and the Computerisation Cell of PRDD, and any other stakeholders. The Consultant shall follow the approach and methodology prescribed for conducting the assessment as below:

- Review the current process, identify and collect data.
- Identify improvements to the process and necessary changes to sustain the process capability improvements
- Verify that the improvements will achieve the readiness for SCAMPI as defined, then prioritize and make a guideline for the improvements
- Prepare the recommendations and plan to implement the changes, gather feedback and review the recommendations

D. Report Preparation

The Consultant shall prepare a draft report of its findings along with the recommendations and guideline of a systematic approach to achieve process capability improvement. The Consultant will also conduct a workshop with the representatives from ISGP Project and the Computerisation Cell of PRDD and share the draft assessment report / gap analysis along with guidelines / recommendations to seek feedback and comments. The Consultant would make necessary updates in the documents to incorporate the feedback and comments received from the ISGP Project and the Computerisation Cell of PRDD and submit the reports and recommendations for final acceptance.

2. The firm primarily must have:

The eligibility criteria for interested reputed organizations are as follows:

- i. **Technical:** Minimum 5 (Five) years' experience of IT and Management consultancy on Software Engineering and Software Quality Certification process to large Public/private concerns.
- ii. **Financial:** Minimum annual turnover of Rs. 10 crore per year per year during each of the last 3 (Three) financial years and having experience in the field of IT and/or Management Consultancy. Similar work experience with Government Agencies/Public Sector Undertakings and/or in-house capability to develop application software will be an added advantage.

3. Financial Details and company profile:

Full particulars of the constitution, ownership, organizational structure and main activities of the prospective vendors, including details such as:-

Sl No.	Description	Enclosures (Yes/No)	Annexure No.
01	Name of the firm /Organisation and its registered office		
02	Address for the correspondence		
03	Status/Constitution of organization		
04	Registration under Companies Act		

05	At least 3 Years' Experience in IT and Management consultancy and IT Solutions for Govt. and Corporate clients		
06	Valid ESIC Certificate		
07	Service Tax Registration		
08	Permanent Account Number (PAN)		
09	Currently running IT and Management consultancy assignments for Govt. / Corporate Clients		
10	Details of major assignments undertaken of a similar nature, during the last 3 (Three) years.		

4. The firm will be selected in accordance with the CQS (Selection Based on the Consultants' Qualifications) procedure set out in the World Bank's *Guidelines: Selection and Employment of Consultants by Bank Borrower, January 2011* available at www.worldbank.org/procure.

5. The selected vendor should complete the assignment and submit the deliverables within a period of 6 months.

6. Interested firms may obtain further information at the address given below from 10.30 –17.00 hours from Monday to Friday.

7. For details please refer to the Terms of Reference (ToR) enclosed as **Annexure-1**.

8. Expression of Interest (along with information indicating qualification to perform the Services) super scribed "Hiring of Services for conducting Process Maturity Improvement Study and Documentation of the entire process of development of the current GPMS software" must reach the following address not later than **30th December, 2014 (5.00 PM)**.

**Project Manager ISGP Project and
Joint Secretary to the Government of West Bengal
Panchayats & Rural Development Department.
Millennium City IT Park, Tower - II, 3rd Floor (Unit D), DN - 62, Sector – V,
Salt Lake, Kolkata-700 091.**

9. The EoIs are to be submitted in Hard copy only.

Sd/-
Project Manager ISGP Project and
Joint Secretary to the Government of West Bengal
Panchayats & Rural Development Department

Annexure-1

Hiring of Services for process review, documentation and up gradation of Gram Panchayat Management System (GPMS) software

Summary of services required

The Institutional Strengthening of Gram Panchayat Project (ISGPP) Cell under the West Bengal State Rural Development Agency (WBSRDA) of Panchayats & Rural Development Department intends to hire a Consulting Firm (the Consultant) to assess and evaluate the existing Software Development Life Cycle (SDLC) practice and processes, and suggest recommendations step by step methodology for achieving higher level maturity in the processes. The task will be undertaken with support from the World Bank assisted Institutional Strengthening of Gram Panchayat Project in West Bengal. ISGP project will necessary space, access to the system and documentation and also assign a specialist to facilitate the assessment.

The consultancy has two parts – a) to review the existing Software Development Life Cycle (SDLC) practice and processes at the Computerisation Cell of the P&RD Department and design an appropriate strategy to achieve a higher maturity level in existing and future development of software applications which will enable it to obtain CMMI 2/3 certification in software application development practices; and b) to document the entire process of development of the current GPMS software starting from software requirement specifications (SRS) right up to the maintenance manual. The task will also entail in developing appropriate guidelines for the both. The main objective is to document the existing system and identifying the optimum way to move to CMMI certification process. The Consultant will be responsible for development of the two instruments, engagement and monitoring the implementation progress. The analysis and recommendations including any data collection will be the property of the ISGP Project. The Consultant shall be expected to complete the study in about 6 months from the date of award of contract.

Evolution of the GPMS Application to its current state

I. Panchayati Raj Institution in West Bengal – An overview

West Bengal is one of the pioneers in setting up 3-tier Panchayati Raj System (PRI) for rural local governance in India. On the basis of The West Bengal Panchayat Act, 1973, the present generation of Panchayats in the State came in 1978, fifteen years ahead of the 73rd Amendment of the Constitution of India. Since their inception, the State has demonstrated strong commitment to rural decentralization by: (i) ensuring regular elections to PRIs; (ii) entrusting them with increasing responsibility of implementing various rural development programmes; and (iii) making the development bureaucracy part of PRIs. The State also has ensured mandated representation of the Scheduled Castes (SC), Scheduled Tribes (ST) and women in PRIs for their involvement in the process of socio-economic development. The powers and functions assigned to the Panchayats covered almost the entire spectrum of rural life and livelihood, and these institutions were very clearly recognized as the most dependable medium for rural development.

In little more than a decade, the role of the Panchayat was further expanded and its functional area was extended to include additional activities. The Panchayats handled all poverty alleviation programmes, with a major portion of funds going to the Gram Panchayat (GP). Even when it was not implementing the schemes, the Panchayats selected sites and beneficiaries relating to all programmes and schemes that extend benefits to the disadvantaged classes, including SCs and STs. Through amendments of the

West Bengal Panchayat Act, the Panchayats were given broader functional responsibilities for taking up various works as provided under Eleventh Schedule of the Constitution.

II. Computerizing Gram Panchayat Accounts

The 3-tier Panchayats are to deliver civic and some other basic services to around 72 per cent of over 80 million population of West Bengal residing in rural areas. The population size generally ranges from 10000 to 25000 under GPs; 100,000 to 300,000 under Panchayat Samitis; and 15,00,000 to 65,00,000 under Zilla Parishads. Generally there are 10-20 villages under a GP, 8-15 GPs under the area of a PS and 8-31 PSs under the area of a ZP. The PRIs in the State have grown over the years with more spontaneity and have made positive impact in achieving economic development and secure social justice for all. Average receipt of fund of GP increased from Rs. 53,858 during 1978-79 to Rs.74,13,312 during 2011-12. There is a need to facilitate the process of its emergence as an independent local government through more devolution of functions, providing resources to those bodies and building up capacities for discharging their responsibilities as institution of self-governance.

Before the P&RD Department decided to computerize GP accounts in the year 2003, Bilkanda II GP of North 24 Parganas district started to develop software for computerizing their accounts in the year 2002. The P&RD Department set up a team in the department to develop the software further to make the same more useful and robust. The software so developed was named the Gram Panchayat Management System (GPMS) and the same was put to use in that GP on 21.06.2003. The software was to carry out various functions of the GP including maintenance of accounts. Steps were taken for scaling up such computerization across the state by taking up intensive capacity building measures and developing necessary infrastructure including providing hardware to the GPs.

III. Further Progress of the GPMS Application

A dedicated team was formed in the PRDD to work exclusively for e-Governance initiatives for the PRIs. The team had to interact regularly with the PRI policy Cell of the PRDD, which was responsible for making amendment of rule or passing any policy related circular and the entire process was reviewed almost every week at the level of the Secretary of the Department. The team focused on developing the software, which was on Visual Basic using Access database, and tested the same in selected GPs. The database was, however, changed to My SQL subsequently. The software had the feature of generating data automatically for reconciliation with banks. The accounting module of the software was designed to perform the following functions for which all receipt and payment data were to be entered only once:

- Voucher Generation
- Preparation of Cash Books
- Cheque Issue Register
- Subsidiary Cash Books
- Ledgers
- Cash Analysis
- Receipts and Payments Accounts
- Compiled Collection and Payment Accounts (monthly, quarterly, half-yearly and annual basis)
- Budget

Since internet connectivity was not available at that time in all the GPs, the software was not designed to be web-enabled. Therefore, every time there was change in the software as per operational requirement, the same had to be loaded again in every computer. It was realized that with change of requirement the software versions will also be required to change. In order to keep track of the

software currently in use each version of the software was identified uniquely by a version number. So far, three major versions have been released. From 1.4.11 the version 3.6.0 was released to conform to the National Accounting Code, as desired by the Ministry of Panchayati Raj, GOI and the Comptroller and Auditor General of India. The current version in use has been introduced recently after migrating to entirely open source based system, is 3.7.7.

IV. Stabilization and Further Development of the GPMS Application

The next phase following installation of the software is the customization of the same for each GP. For that purpose the accounts book of the GP has to be updated and reconciled with the bank account as on a particular date so that the software could be customized by entering item-wise balance on that particular date (generally end of any month) in the software. Because of deficiency in writing of cashbook the process got delayed in some GPs and there was discrepancy with bank accounts in some cases. However, the process resulted in cleaning the accounts of all the GPs, which were then computerized. This phase is followed by the stabilization phase which requires close monitoring from district as well as the state as well as regular handholding. Both manual cashbook and the computerized cash books were maintained during this phase. Once the process stabilized, it obviated the need to maintain manual cash books. In order to dispense with the manual cash book appropriate provision was made in the West Bengal Panchayat (Gram Panchayat Accounts, Audit & Budget) Rules 2007. The Accountant General, West Bengal (AGWB) was moved to get their concurrence including conducting audit based on such e-cash book, which they agreed. The audit officials also trained appropriately for that purpose with the joint effort of the PRDD and the Accountant General (Local Self Government), West Bengal. 489 GPs were maintaining accounts in the computer without writing any manual cash books as of 31.3.2011.

A file transfer protocol was developed at the beginning of the year 2010 for uploading data on a fixed format for storing the data in the PRDD server. That enabled the financial status of the GP to be seen through the website of the PRDD. The GPs were asked to upload the monthly financial status in a particular format (called Form 26) for knowledge of higher officials and comparing the status with other GPs was possible with little effort.

V. Delivery of Public Services by the GPMS Application

There are several functions related to delivery of services to the citizen carried out regularly by the GP. It was a fit case to computerize those activities for improving functioning of the GP. The GPMS software was thus developed to handle the following functions:-

- Death and Birth registration.
- Issuing Trade Licenses.
- Management of tax on buildings and non-tax revenue. This feature was added later for capturing data relating to value of property; generation of the register of the market values of properties; list of tax payers & their assessed tax and tax paid by them etc.

Universal application of the GPMS for carrying out those functions was not so seriously tried for remaining focused on computerization of accounts and the same was not also monitored from the state level. However, many GPs are utilizing the software for those functions. The quality of services related to issuing those documents has improved substantially as shown in the table below:

Item	Time taken before using GPMS	Time taken before using GPMS
Birth & Death Certificate	At least 7 days	Within one hour

Trade License	At least 7 days	Within one hour
Cash book & ledger writing	2-3 days	30-40 minutes
Accuracy of work	75-80%	100%

Monitoring Agency for the Assignment

While the Panchayats & Rural Development Department (PRDD), Government of West Bengal has overall responsibility for project implementation and ensuring that the project development objectives (PDO) are met, it will execute the project through the Institutional Strengthening of Gram Panchayats Project (ISGPP) Cell of West Bengal State Rural Development Agency (WBSRDA), a society established as a technical umbrella agency under the West Bengal Societies Registration Act, 1961, and anchored within PRDD. The Agency will be responsible for state level oversight and inter-institutional coordination.

Rationale of the process Maturity Improvement Study on the Gram Panchayat Management System (GPMS) and its Documentation

GPMS (Gram Panchayat Management System) is focused to 'Gram Panchayats' which is the lowest tier of the three-tier Panchayati Raj system and the institution closest to the common people. It is a program designed in-house by the Computerization Cell of the Department. The prime focus of the software is to standardize the accounting system of the PRIs and to make account keeping easy, transparent and comfortable to the users. Double Entry Cash Basis accounting system is followed in the software. GPMS also helps the Gram Panchayats in rendering a number of citizen centric services viz., Registration of Birth & Death and issue of certificates, Income and Residential certificates, assessment of tax on land and buildings, issue of trade licences etc. The monthly accounts (income and expenditure statement) are being uploaded and can be viewed in the website www.wbprdgpmis.in which is also managed by the Computerisation Cell of this department. The website was also developed in house using open source technologies and detail status on roll out of GPMS can be viewed from there.

Objectives of the SCAMPI Readiness Study to obtain CMMi 3

The Standard CMMI Appraisal Method for Process Improvement (SCAMPI) is the official Software Engineering Institute (SEI) method to provide benchmark-quality ratings relative to Capability Maturity Model Integration (CMMI) models. Objective of the SCAMPI readiness study is to identify strengths and weaknesses of current processes, reveal development/acquisition risks, and determine the existing level of capability and maturity level. The method defines the appraisal process as consisting of preparation; on-site activities; preliminary observations, findings, and ratings; final reporting; and follow-on activities. To assess the readiness, the consultant will be required to carry out the following (including, but not limited to):

1. To Document the entire process of development of GPMS software starting from SRS
2. To identify and establish sound practices to enable GPMS application to achieve a higher maturity level in existing and future development of software applications.
3. To identify the practices which will enable it to obtain CMMI 3 certification in software application development practices to ensure continuous system of controls on quality of development.

4. To assess the maturity of processes and quality controls at each stage in an integrated manner using standardized methodology. This will be done by review of software development & documentation process cycle and by mapping the maturity of GPMS with standard quality system guiding principles and identifying the optimum way to move to CMMI certification process.
5. Offer a measurable evaluation supported by a step by step methodology for achieving higher level maturity in the processes realized in stream of software development life cycle phases.
6. This will include but not limited to
 - I. Assessment of current System Development Life Cycle Practice and processes;
 - II. Optimized use of tools deployed in development and testing and their usage
 - III. Review testing practices both for new process and during implementation
 - IV. Software configuration management plan. The indicative details of the activities are given in subsequent section of this ToR.

Methodology and Approach

The methodology will include:

- Desk review of information from relevant secondary sources
- Review of existing relevant documents pertaining to the development of the GPMS application.
- Develop a checklist /interview schedule/questionnaires to be used for data collection for carrying out the assessment of the process capability.
- Data/information collected through primary assessment and secondary sources will be compiled and analyzed thoroughly and used in the development of the report;
- One well-designed central consultation workshop with stakeholders to solicit comments and recommendations on the GPMS documentation and draft design of the gap analysis document
- Development of the inception, draft, and final reports, in close consultation with ISGP project team and the Computerization Cell of the P&RD Department.

Key Personnel

Key personnel requirements to perform the assigned works are given hereunder. Curriculum vitae shall be provided for individuals proposed to perform work under the contract as key personnel.

Team Leader

This position is expected to comprise 6 person months. The Team Leader will:

- Lead and guide the development of the study tools and assessment processes
- Guide and supervise the effective implementation of the study
- Recruit and hire qualified field staff and assistants as required
- Oversee technical aspects including training of personnel engaged for the study, data collection, data entry and analysis and compilation of documents
- Take part directly in the oversight of work through site visits, review of progress, and review of primary data
- Maintain relationship with ISGP Project team, Computerisation Cell of PRDD and other relevant institutions, as appropriate
- Lead the design of the study, detailing out the approach, methodology, process and mechanism for the study and the oversight and monitoring system for progress of the assignment

- Lead the team for conducting consultation sessions with the stakeholders on draft documentation
- Administer budgets and expenses
- Prepare and submit reports according to agreed-upon timelines
- Ensure that appropriate resources are made available and managed in order to achieve the objectives of the contract
- Ensure that implementation of Consultant activities are in accordance with the policies and procedures of Government of West Bengal
- Perform other tasks and responsibilities, as requested by ISGPP Cell

Desired qualifications of the Team Leader:

This position is expected to comprise 6 person months. The desired qualifications for this position include:

- Bachelor's Degree in IT / MCA or equivalent with
- Approximately 6-8 years of experience on matters relating to institutional /government systems with specific working experience of at least 3 to 4 years in designing and conducting process capability improvement studies and documentation.
- Know-how of latest technologies and smart tools that could be adopted for conducting process capability improvement study
- Knowledge about local self-government systems in India in general and Panchayati Raj Institutions in particular
- Experience in dealing with Panchayati Raj Institutions in West Bengal - highly preferred;
- Demonstrated ability to lead and manage a multi-disciplinary team
- Fluent in Bengali and English, written and oral

Software Documentation Specialist

This position is expected to comprise 4 person months. The desired qualifications for this position include:

- Bachelor's Degree in IT / MCA or equivalent
- Approximately 5-7 years professional experience of dealing with software development of which 3 years must be in documentation of software
- Knowledge of implementing /carrying out software development of government applications;
- Experience of working with field level government officials / community development
- Excellent written and verbal communication skills
- Proven ability to work with range of task teams across multiple sectors
- Excellent interpersonal skills
- Fluency in English and Bengali, written and oral

Software Quality Assurance Specialist

This position is expected to comprise 6 person months. Desired qualifications for this position include:

- Graduate degree in Computer Science, or Information Technology or equivalent
- Approximately 5-7 years professional experience of dealing with software development of which 3 years must be in quality assurance and process improvement of software development
- Knowledge of implementing /carrying out software process improvement and software quality assurance of government applications;
- Experience of working with field level government officials / community development
- Excellent written and verbal communication skills
- Proven ability to work with range of task teams across multiple sectors
- Excellent interpersonal skills
- Fluency in English and Bengali, written and oral

Scope of and content of the assignments

E. Total documentation of the existing GPMS Application

The Consultant will go through the details available for the GPMS Application and engage with personnel instrumental in developing and maintaining the application. Consultant will also carry out a due diligence on the functionality and features for the GPMS Application. Following this, Consultant will compile and submit all software documentation of the existing GPMS Application starting from the SRS, Systems Manual, User Manual and Maintenance Manual. The documents would be compiled in English and put up for review by the personnel from ISGP Project and the Computerisation Cell of PRDD for feedback and comments. The Consultant would make necessary updates in the documents to incorporate the feedback and comments received from the ISGP Project and the Computerisation Cell of PRDD and submit them for final acceptance.

F. Developing of frames and questionnaire/ checklist for Assessment

The Consultant shall be responsible for identifying and developing instruments and frameworks for review work depending on the information available and the requirements of review design. The Consultant will also be responsible for checking the internal consistency of the analytical instrument prior to actual work. Consultant will develop the required questionnaire/ checklist for assessment of SCAMPI readiness.

G. Conduct the Process Capability Improvement Study

Consultant shall go through all secondary information available regarding the software development process and interact with the concerned personnel from ISGP Project and the Computerisation Cell of PRDD, and any other stakeholders. The Consultant shall follow the approach and methodology prescribed for conducting the assessment as below:

- Review the current process, identify and collect data.
- Identify improvements to the process and necessary changes to sustain the process capability improvements
- Verify that the improvements will achieve the readiness for SCAMPI as defined, then prioritize and make a guideline for the improvements
- Prepare the recommendations and plan to implement the changes, gather feedback and review the recommendations

H. Report Preparation

The Consultant shall prepare a draft report of its findings along with the recommendations and guideline of a systematic approach to achieve process capability improvement. The Consultant will also conduct a workshop with the representatives from ISGP Project and the Computerisation Cell of PRDD and share the draft assessment report / gap analysis along with guidelines / recommendations to seek feedback and comments. The Consultant would make necessary updates in the documents to incorporate the feedback and comments received from the ISGP Project and the Computerisation Cell of PRDD and submit the reports and recommendations for final acceptance.

Deliverables and functions of the Consultant

The consultant shall meet the officials of ISGPP Cell and officers of Panchayats & Rural development Department to get insight into the GPMS system and review of software development & documentation process cycle and by mapping the maturity of GPMS with standard quality system guiding principles and identifying the optimum way to move to CMMI certification process. The consultant would perform the following functions as part of the deliverables.

I. Work Plan

As part of Work Plan, the Consultant shall submit an Inception Report with detailed methodology and justification, secondary data collection and tools for field data collection, details of consultations with key stakeholders, development of interactive system to address the documentation of the GPMS application and detailing out the methodology and determine readiness for Standard CMMI Appraisal Method for Process Improvement (SCAMPI). The work plan shall also include an overview of the planned staffing, the time frame for tasks during the assignment, review instruments and the organization of human resources needed for the Consultant to undertake the process capability improvement study. The consultant will also make a presentation on the entire study to the ISGPP officials for feedback and finalization of the same. This plan shall be presented and submitted to ISGPP Cell within 15 days from the start of the contract.

J. Draft Reports of the findings

The Consultant shall submit its findings regarding existing process capability improvement and need for further BPR study broadly covering the following on both the components of the assignment separately:

- i) Introduction including overview of the assignment
- ii) Strategies and Process of compiling the documentation and conducting the process capability improvement study
- iii) Elements, features and process of carrying out the gap analysis of the processes relative to CMMI
- iv) Draft methodology suggested by the consultant to carry out the gap analysis

The draft reports of the findings should be submitted within 2 months from the start of the contract. Besides, a workshop with all stakeholders will have to be organized and findings along with the suggested guideline and recommendations to be shared and a presentation to be made. The ISGPP Cell will review the reports and presentations and provide comments and recommendations to the Consultant.

K. Total documentation of the existing GPMS Application

The Consultant will compile and submit all software documentation of the existing GPMS Application starting from the SRS, Systems Manual, User Manual and Maintenance Manual. These documents should be submitted within 4 months from the start of the contract. The documents would be reviewed by the personnel from ISGP Project and the Computerisation Cell of PRDD for acceptance.

L. Final Assessment report / Gap Analysis report

A detailed assessment and 'gap analysis' of the processes relative to CMMi would be conducted by the Consultant followed by a Draft Report on the same. This should include

- (i) Reports covering all operational and functional areas as prescribed by SEI
- (ii) Report detailing the road map for achieving standard certification including processes/documentation, templates, checklists as necessary to support the same and
- (iii) Report bringing out the incremental benefits that would accrue to the project based on specific/suggested process improvements, in terms of reduction in re-work and reduction in time & cost of development.

The Consultant will first submit a Draft Report covering the above mentioned aspects within 5 months from the start for the contract. The Draft Report would be reviewed by the personnel from ISGP Project and the Computerisation Cell of PRDD for feedback/comments. Final Report should be submitted within two weeks after receiving feedback from ISGPP Cell and the Computerisation Cell of PRDD on the Draft Final Report.

Deliverables and functions of the ISGPP and Computerisation Cell of PRDD

- Panchayats & Rural Development Department, Govt. of West Bengal will request the concerned district authorities for rendering necessary assistance for undertaking the review and study.
- The Computerisation Cell of PRDD will provide all the details of the GPMS Application required for documentation purpose.
- ISGP Project and the Computerisation Cell of PRDD will share the details of the existing process for software development followed during the development and enhancement of the GPMS Application to facilitate the process capability improvement study.
- Before initiation of the study, an agreed mechanism for execution of the assignment is to be finalized by discussion between the ISGPP, Computerisation Cell and the Consultant.

Time frame and reference period for the Assignment

The review and documentation will have to be completed within six months from the date of signing of contract. The detail time frame of the review and documentation is given below.

Table - 1

Deliverable	Submission Deadline
Work Plan including Inception Report	15 days from the start of contract
Draft Report on the Existing Business process improvement	2 months from the start of contract
Total documentation of the software – from SRS to Maintenance Manual	4 months from the start of contract
Final Assessment report / Gap Analysis report	6 months from the start of contract

Payment Terms

Payments to the Consultant will be made in four instalments as follows:

(A)	1st installment of 10% of the total amount	On execution of contract and on submission of work plan including Inception Report
(B)	2nd installment of 25% of the total amount	On completion of assessment and submission of Draft Report on the Existing Business process improvement
(C)	3rd installment of 25% of the total amount	On submission of Total documentation of the software and acceptance of the documentation by the ISGPP Cell
(D)	4th installment of 40% of the total amount	On submission of the Final Assessment Report and acceptance of the Final Assessment Report by the ISGPP Cell