DESIGN AND DEVELOPMENT OF AN E-PORTAL INCEPTION REPORT

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	Name and signature	Date
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Reviewed:		
	Approved by	

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PREFACE

The Rwanda Development Board seeks to develop an e-portal to disseminate information regarding investment in Rwanda (including import/export business) and to automate key process at its One Stop Centre for investors.

This report has been drafted for the Development of the e-portal for the Rwanda Development Board and details our understanding of the project and scope as well as our proposed methodology and project plan.

INTRODUCTION

GENERAL BACKGROUND

TradeMark East Africa (TMEA) is working towards establishing systems for Single Window (SW) and Integrated Border Management (IBM) in the EAC region and a key aspect in this regard is the collection and dissemination of information on policies, regulations and procedures for trade. The SW and IBM will also provide online systems for applications of various trading licences and submission of trade documents to the various government agencies by the transporters and traders.

It is in this regard that the TMEA and the Rwanda Development Board seeks to establish a partnership with regards to the development of an online, web-based platform for the management of various functions of the Rwanda Development Board pertaining to the application of investment certificate, advance information on incoming cargo that are eligible for tax exemption. The same information can then be accessed by officers stationed at the border offices who can then expedite the processing and release of consignments that qualify for tax incentives.

PROJECT SUMMARY

As per the TOR and our initial sit down meetings with the RDB staff and stakeholders, we intend to develop an online portal for the Investment department of the Board.

The portal will disseminate information related to existing rules, procedures, legislation and regulations governing business in Rwanda more specifically, the import/export business, thus serving as an important reference point for import/export traders as they prepare to engage in trading activities both locally and internationally. It will also be useful in sensitizing the traders on import/export requirements including licensing requirements hence making them better informed of the import/export procedures.

The portal will also automate various process of the Investment arm (specifically the One Stop Centre Processes) of RDB by providing the following online services:

- Investment Certificate Registration
- Environmental Compliance Processing and Issuance of EIA (Environmental Impact Assessment) Certificate
- Processing of exemptions on imported goods

The above mentioned processes will be automated via a robust workflow system to facilitate the application and management of the certificates/licenses/permits.

Project description & requirements

OSC Processes

Investment Registration

The Investment registration process involves the following steps:

1. Application for investment registration;
2. Notice of acceptance or refusal;
3. Issuance of investment registration certificate;

Application

The application for investment registration involves the following:

1. Application letter to the CEO of RDB requesting for investment registration. This letter is stamped and signed by both the applicant and RDB.
2. Submission of a business plan or a feasibility study.
3. Shareholding structure sheet
4. Certificate of company incorporation

Notice of acceptance or refusal

Following the receipt of the application by RDB, a summary of the application is produced.

Once an application for investment registration is approved, an acceptance letter is sent to the applicant. The acceptance letter will contain the following:

- A request to pay a fee of US$ 500 to the RDB account open in the Bank of Kigali
- Advise to comply with EIA requirement before actual implementation
- Submission of proof of payment

If the investment application is refused, a notice of refusal and the reason for the refusal is sent to the applicant. In case the documents are not in order or information provided is inadequate RDB advises the applicant for improvement. This notice of refusal has no standard format

Issuance of investment registration certificate

Upon the receipt of proof of payment RDB will issue investment registration certificate. The investment certificate allows applicants to access the investment incentives provided in the investment code.

It currently takes two days to process the application and issue the certificate of investment registration if all documents are submitted and are in order.

Environmental Impact Assessment

The following steps describe the EIA process at RDB:

Step1

Application :

- Letter
- Project brief

Step 2

- Screening (Evaluation/Analysis)
- Site visit

Step 3

- Rejection
- Non Objection
- Terms of reference for EIA study full or partial

Step 4

- Submission of EIA report

Step 5

- Review:-Comments
  -Certificate

Step 6

After comments

- Submission of reviewed report
- Issuing the certificate

The Information on the EIA Certificate is as follows:

- **Reference number**
- **Certificate number**
- **Name of the developer**
- **Name of the project**
- **Sector**
- **Person in charge (Environmentalist)**
- **Date of issue**
- **Collected on**

The processed can be summarized as follows:

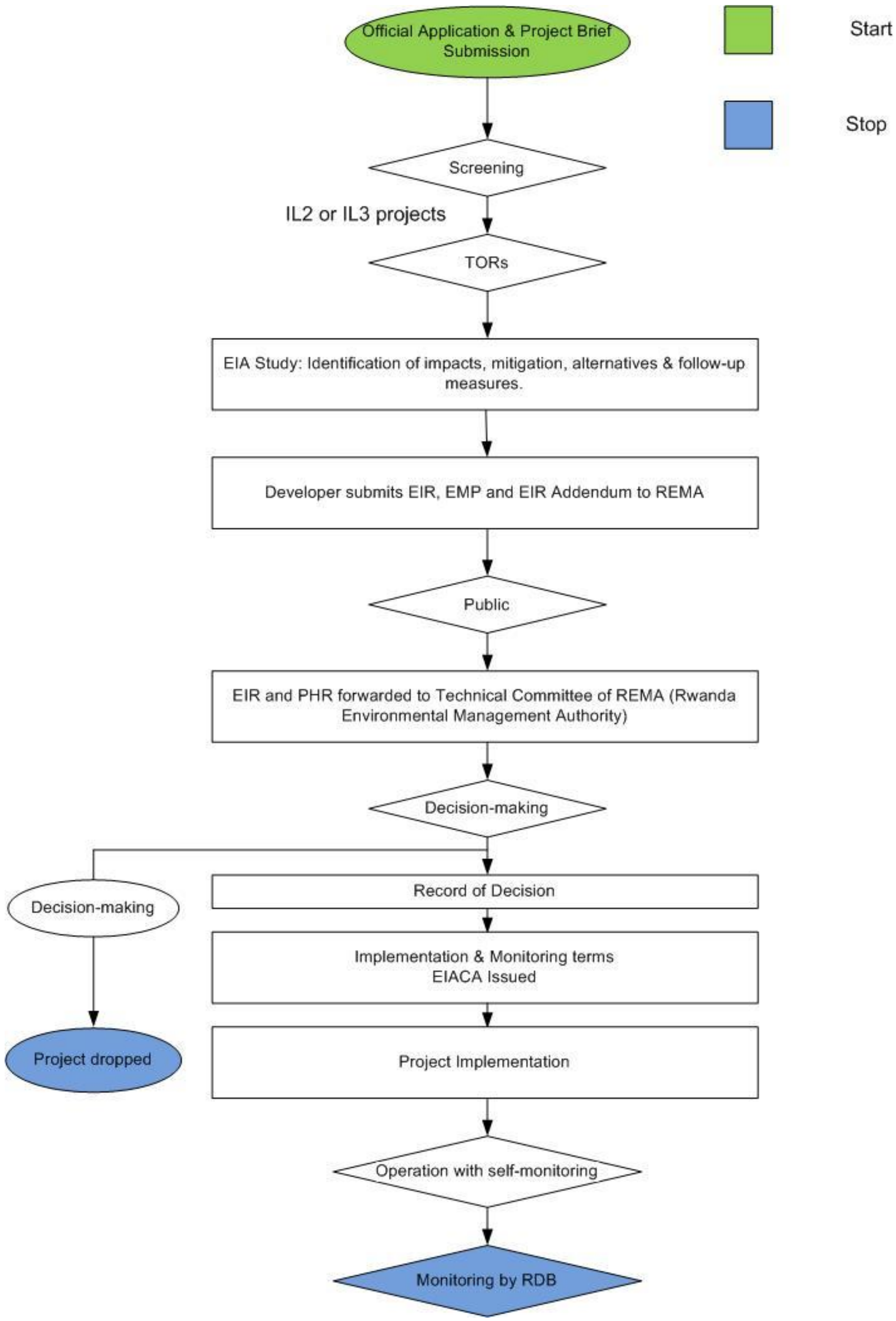

Figure: Environmental Impact Assessment Flowchart

Import Goods Exemptions

The process of exemption of imported goods begins with customs (Rwanda Revenue Authority) sending a request for exemptions on the imported goods awaiting clearance at customs.

The request is received via the Electronic Single Window System and is accompanied by the following information:

- Bill of Lading
- Invoice
- Items

The request is then evaluated by RDB and exemptions approved via the Single Window System.

Current IT Systems in place

RDB has the following IT systems currently in place that could act as possible sources of data for the proposed e-portal:

- Financial Management System
- Electronic Single Window System
- Online Business Registration System

Reports

Investment Reports

The following reports are currently generated by the Investment team manually:

- Master List of Investment Certificates
- Total Investments to date
- Investments by Sector
- Total A and B grade export potential in USD
- Revenue Collection Reports

Environmental Impact Assessment Reports

Monthly reports are required from the EIA team and include:

- EIA certificates awarded for IL2 & IL3 (Impact Level 2 & 3) projects
    - By Sector/Category
    - By Investments
- IL1 (Impact Level 1) Clearance Letters awarded

Import/Export Reports

Reports generated by RDB include:

- Total Exemptions on imported goods
- Exemptions per sector

Data Processing

Data Capturing/Uploading

Two methods will be used to upload data onto the online portal:

(i) Forms

HTML based forms will be provided to allow the uploading of data with all the necessary parameters.

(ii) CSV Upload

To allow for the uploading of batch & historical data, a CSV upload feature will be implemented that will allow the database to be populated by the simple uploading of a .csv file containing all the data.

User Groups and Roles

The system will be accessible to the following users:

User Group	User Role	Description
Super Administrator	Super Administrator	Has access to all modules of the system
Data Administrator	Administrator	Can only update data pertaining to automated OSC processes
Normal user	Normal users	Can only view data but cannot create/edit/update

Graphical representation of Reports

Charts will be used as a key analytical tool for the e-portal reports. The charts will use aggregated data to give a clear picture, allowing for the fast & reliable analysis of data by system users.

METHODOLOGY AND PROJECT PLANNING

METHODOLOGY

There will be four main phases during the lifetime of the project:

1. Requirements Analysis/Discover
2. Design
3. Development
4. Implementation/Delivery

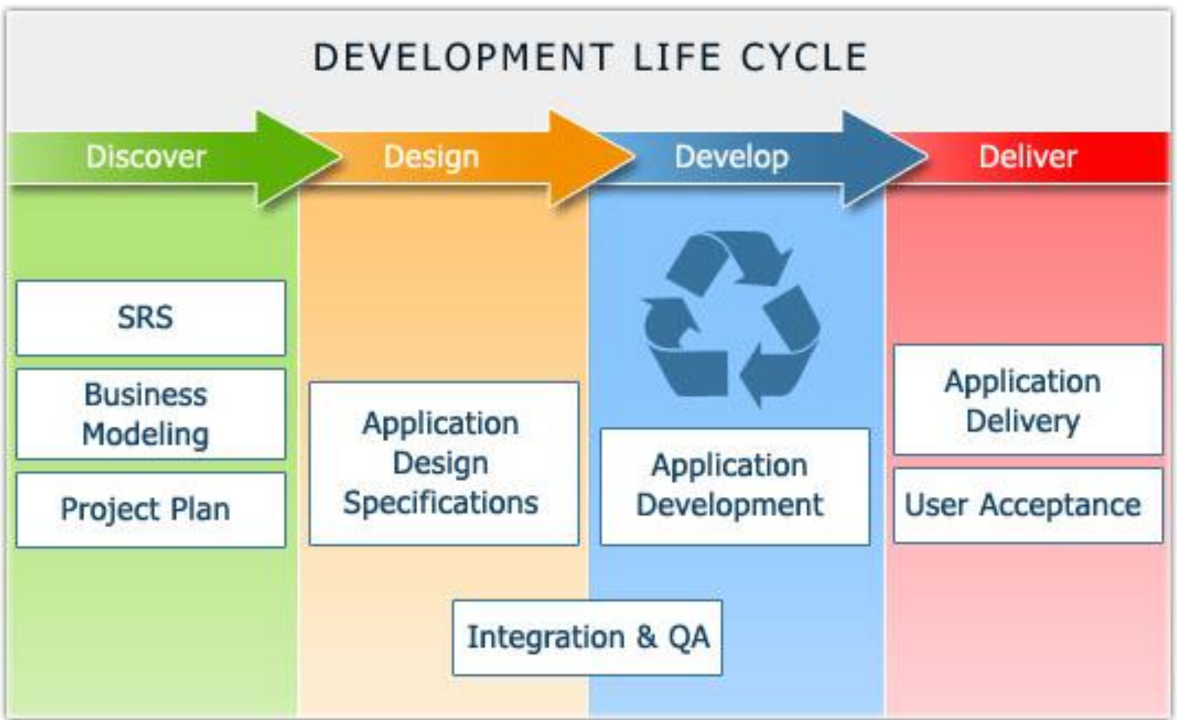

Figure: Project Lifecycle

TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Managerial Staff

Name	Position	Task
Peter Gevedi	Project Manager	Project Management
Edwin Seno	Systems Consultant	System analysis & design, System testing
John Mosomi	Business Development	Business analysis
George Githae	Software Developer	Development
Boniface Irungu Mwendia	Software Developer	Development

2. Support Staff

Name	Position	Task
Pauline Odhiambo	Account Manager	Liason

WORK PLAN

Project Milestones

The milestones set out during the duration of the project are as follows:

Milestone No.	Milestone title	Due date	Delivered by WP
1	Inception Report		
2	Software Requirements Specification		
3	Database Design		
4	Graphical Interface		
5	System Prototype v1.0		
6	Interim Report		
7	User Acceptance Testing		
8	End User & Administrator Training		
9	Final Report		
10	System Deployment/Launch of RDB e-portal v1.0		

Project Work Plan

	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th
Activity (Work)												
Software Requirements Specification (SRS)	X	X										
Database Design		X										
Graphical design			X	X								
Application development				X	X							
Progress Meeting 1					X							
Training							X	X				
User Acceptance Testing &								X	X			

Deployment												
System Documentation		X	X	X	X	X	X	X	X			
Final Presentation									X			
Domain Hosting										X		

Completion and Submission of Reports

Reports	Date
1. Inception Report	1/16/2013
2. Interim Progress report	2/20/2013
3. Draft report	3/26/2013
4. Final report	3/29/2013

Change Management Plan

Project scope changes can creep in at any point of the project's lifecycle and this part of the Project Plan describes the change control process for the development of the e-portal.

The following steps comprise the project's proposed change control process:

Step 1: Identify the need for a change (Any Stakeholder). Requestor will submit a completed change request form to the project manager, Smartline Solutions.

Step 2: Log change in the change request register (Project Manager). The Smartline project manager will maintain a log of all change requests for the duration of the project

Step 3: Conduct an evaluation of the change (Project Manager, Project Team, Requestor). The project manager will conduct an evaluation of the impact of the change to cost, risk, schedule and scope.

Step 4: The Project Managers (RDB & Smartline), Project Team & Requestor will discuss the proposed change and decide whether or not it will be approved based on all submitted information

Step 5: Implement change (Project Manager). If a change is approved by the team, the project manager will update and re-baseline project documentation as necessary as well as ensure any changes are communicated to the team and stakeholders

Any team member or stakeholder may submit a change request for the Project.

Communications Management Plan

The purpose of the Communications Management Plan is to define the communication requirements for the project and how information will be distributed to ensure project success. This section provides an overview of the project's communications management approach. Generally, the Communications Management Plan defines the following:

- Communication requirements based on roles
- What information will be communicated
- How the information will be communicated
- When will information be distributed
- Who does the communication
- Who receives the communication
- Communications conduct

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication requirements change. This plan identifies and defines the roles of project team members as they pertain to communications. It also includes a communications matrix which maps the communication requirements of this project, and communication conduct for meetings and other forms of communication. A project team directory is also included to provide contact information for all stakeholders directly involved in the project.

Communication Type	Description	Frequency	Format	Participants/ Distribution	Deliverable	Owner
Weekly Status Report	Email summary of project status	Weekly	Email	Project Sponsor, Team and Stakeholders	Status Report	Project Manager
Prototype Reviews	Once the first prototype is ready, it will be made available on a local RDB server for 24/7 reviews	24/7	In Person	Project Team	Updated Action Register	Project Manager
Project Monthly Review (PMR)	Present metrics and status to team and sponsor	Monthly	In Person	Project Sponsor, Team, and Stakeholders	Status and Metric Presentation	Project Manager
Project Gate Reviews	Present closeout of project phases and kickoff next	3 times in Project lifecycle	In Person	Project Sponsor, Team and	Progress Reports (Inception,	Project Manager

	phase			Stakeholders	Interim & Final)	
Technical Design Review	Review of any technical designs or work associated with the project	As Needed	In Person	Project Team	Technical Design Package	Project Manager

PROJECT TIME SHEETS

The project team will fill in daily time sheets to be submitted to both Project Managers at RDB and Smartline Solutions Ltd.

The time sheets will have the following structure below:

Monthly Timesheet for the month of :		**Apr-12**
Name:		
Contractor Name:	Smartline Solutions Ltd	
Client Name:		
Project Name / Code:		

Date	**Hours /Days worked**	**Comments / activity description**
1	1.00	
2	1.00	
3	1.00	
4	1.00	
5	1.00	
6	1.00	
7	1.00	
8	1.00	
9	1.00	
10	1.00	
11	1.00	
12	1.00	

Operational support statement after completion

Smartline Solutions Limited hereby commits to offer after completion service in the form of support and maintenance of the solution for the period specified in the contract. Such support and maintenance shall include but not limited to:

- Update and upgrades
- Security support-backups and patching
- Training
- Optimization and performance tuning

Smartline Solutions shall also be guided in discharging the support and maintenance of the solution by the terms of the contract.