



OFFICE OF THE LABOUR COMMISSIONER, ODISHA, BHUBANESWAR

Reference No. Labour/2019-20/01 Date: 19.08.2019

**REQUEST FOR PROPOSAL (RFP)
FOR
SELECTION OF SYSTEM INTEGRATOR (SI) FOR
e-GOVERNANCE SYSTEM PROJECT**

**OF LABOUR DIRECTORATE AND DIRECTORATE OF FACTORIES &
BOILERS UNDER LABOUR & ESI DEPARTMENT**

Reference No.: Labour/2019-20/01

Date: 19.08.2019

**Shrama Bhawan, Kharvel Nagar, Near Gurudwara, Unit-III, Bhubaneswar-751001, Odisha
Ph. No.:(0674) 2390624 , 2391187, E-mail : labcom.orissa@gmail.com**



NOTICE INVITING REQUEST FOR PROPOSAL (RFP)

Office of the Labour Commissioner, Odisha
Shrama Bhawan, Kharvel Nagar, Near Gurudwara, Unit-III, Bhubaneswar-751001
Ph. No.:(0674) 2390624 & 2391187, E-mail : labcom.orissa@gmail.com

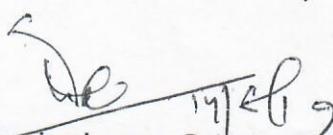
Reference No. Labour/2019-20/01

Date: 19.08.2019

1. Proposals are invited from eligible Bidders [System Integrators (SI)] for e-Governance System project of Labour Directorate and Directorate of Factories & Boilers under Labour & ESI Department for design, implementation, operation and maintenance of the Computerization Project vide a contract with specific terms and conditions.
2. Interested Bidders can download the bid document containing detailed terms & conditions, scope and eligibility criteria from the Department website (<http://labour.odisha.gov.in>) and Directorate website (www.labdirodisha.gov.in). The cost of the bid document for **Rs.10,000/- (Rupees Ten Thousand)only** (non-refundable) shall be submitted along with the technical bid in the form of Demand Draft/ Pay Order from any Nationalised/ Scheduled Commercial Bank in India in favour of "LABOUR OFFICER, LAB COM, ORISSA" payable at Bhubaneswar.
3. The bids (both technical and financial) by eligible Bidders shall reach the Office of the undersigned within due date and time i.e. **19.09.19 upto 3 P.M.** in the prescribed format and manner. All bids must be accompanied by an EMD for **Rs.25,00,000/- (Rupees Twenty Five Lakh)only**, to be submitted along with the technical bid in the form of Demand Draft/ Bank Guarantee from any Nationalised/ Scheduled Commercial Bank in India in favour of "LABOUR COMMISSIONER, ODISHA", payable at Bhubaneswar.
4. Electronic bidding is not permitted. Bids received after due date and time shall be rejected. There is no system of receipt of bid through drop box or by hand. Bids shall be received only through registered post/ speed post/ courier service.
5. The details with respect to scope of services pertaining to the project are described in three volumes of RFP. Volume-I is regarding Functional and Technical Requirements, Volume-II mentions Commercial & Bidding Terms and Volume-III defines Contractual & Legal Specifications.

Sl. No.	Particulars	Information
1	Start date for sale or availability of bid document in the official website	19.08.19
2	Cost of bid document	Rs.10,000/-
3	Last date for submission of queries	27.08.19
4	Date, Time and Venue for Pre-Bid meeting	06.09.19, 11.30 A.M. Conference Hall, Office of the Labour Commissioner, Odisha, Shrama Bhawan, Kharvel Nagar, Near Gurudwara, Unit-III, Bhubaneswar-
5	Last date and time for receipt of bids	19.09.19 upto 3 P.M.
6	Date, Time and venue of opening of Pre-qualification bids	19.09.19 at 3.30 P.M. Conference Hall, Office of the Labour Commissioner, Odisha, Shrama Bhawan, Kharvel Nagar, Near Gurudwara, Unit-III, Bhubaneswar-751001
7	Date, Time and venue of opening of Technical bids	To be informed later Conference Hall, Office of the Labour Commissioner, Odisha, Shrama Bhawan, Kharvel Nagar, Near Gurudwara, Unit-III, Bhubaneswar-751001
8	EMD	Rs.25,00,000/-
9	Address for submission of bids	Labour Commissioner, Odisha (Labour Reforms Section) Shrama Bhawan, Kharvel Nagar, Near Gurudwara, Unit-III, Bhubaneswar-751001 E-mail : labcom.orissa@gmail.com

Note: In case closing date for sale of bid document or/ and date for Pre-Bid meeting or/ and last date for receipt of bids happens to be a holiday for the office of the Labour Commissioner, Odisha, Bhubaneswar for any reason. the activity will be held on the immediate next working day at the same time & place.



Labour Commissioner, Odisha
O/o-the Labour Commissioner, Odisha, Bhubaneswar



Request for Proposal

Vol 1

Functional, Technical and
Operational Requirements

PAReSHRAM



19-Aug 2019

Labour & ESI Department

ODISHA SECRETARIAT,

SACHIVALAYA MARG, UNIT-2, BHUBANESWAR, ODISHA – 751001

Reference Number: Labour/2019-20/01

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Disclaimer

This Request for Proposal (RFP) for Selection of System Integrator (SI) is issued by Department of Labour & ESI, Government of Odisha.

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither Labour & ESI Department, nor any of its officers or employees, nor any of their advisors nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of Labour & ESI Department, Government of Odisha. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each bidder must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project, the regulatory regime which applies thereto and by and all matters pertinent to the Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the Project. Labour & ESI Department, Government of Odisha shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, estimates, projections, targets and forecasts with respect to the L&E e-Governance System Project. Such statements, estimates, projections, targets and forecasts reflect various assumptions made by the management, officers, employees and consultants which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which

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they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

Labour & ESI Department, Government of Odisha shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of Labour & ESI Department, Government of Odisha in selecting the System Integrator who qualifies through this RFP shall be final and Labour & ESI Department, Government of Odisha reserves the right to reject any or all the bids without assigning any reason thereof. Labour & ESI Department, Government of Odisha further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

Labour & ESI Department, Government of Odisha may terminate the RFP process at any time without assigning any reason and upon such termination Labour & ESI Department, Government of Odisha shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

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Glossary Of Acronyms

Glossary Of Acronyms	
API	Application Program Interface
BMS	Building Management System
BPEL	Business Process Execution Language
BPMN	Business Process Model and Notation
CAR	Combined Annual Return
CB	Capacity Building
CERT-In	Computer Emergency Response Team
CICG	Central Inspection Coordination Group
CLI	Command Line Interface
CM	Change Management
CMMI	Capability Maturity Model Integration
CPU	Central Processing Unit
CSC	Common Service Centres
DB	Database
DC	Data Centre
DEO	Data Entry Operator
DIPP	Department of Industrial Policy & Promotion
DMS	Document Management System
DPR	Detailed Project Report
DSC	Digital Signature Certificate
ECM	Enterprise Content Management
EITM	Enterprise Information Technology Management
EoDB	Ease of Doing Business

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Glossary Of Acronyms

Glossary Of Acronyms	
ESB	Enterprise Service Bus
ESI	Employee's State Insurance
FRS	Functional Requirement Specifications
GIGW	Guidelines for Indian Government Websites
GoI	Government of India
GPR	Government Process Re-Engineering
HTTPS	Hypertext Transfer Protocol Secure
ICT	Information &Communication Technology
IFEG	Interoperability Framework for e-Governance
IPICOL	Industrial Promotion & Investment Corporation of Odisha
IPR	Intellectual Property Rights
IS	Information Systems
ISIS	Image and Scanner Interface Specification
ISO	International Organization for Standardization
ITIL	Information Technology Infrastructure Library
KPA	Key Process Area
KVM	Key Board Video Monitor
LDAP	Lightweight Directory Access Protocol
MDDS	Meta Data and Data Standards
Meity	Ministry of Electronics and Information Technology
MIS	Management Information System
MOM	Message Oriented Middleware
MSME	Medium and Small Industries

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Glossary Of Acronyms	
MVC	Model View Controller
MWBP	Mobile Web Best Practices
NeGP	National e-Governance Plan
NIC	National Informatics Centre
NISG	National Institute for Smart Government
NVA	Non Value Adding
OBC	Other Backward Classes
ODMA	Open Document Management API
OIFA	Odisha Industries Facilitation Act
ORTPS	Odisha Right to Public Service
OSGI	Open Service Gateway Initiative
OSWAS	Odisha Secretariat Workflow Automation System
OSWAN	Odisha State Wide Area Network
OTP	One Time Password
OWASP	Open Web Application Security Project
PDF	Portable Document Format
PIN	Personal Identification Number
PKCS	Public Key Cryptography Standards
PMU	Project Monitoring Unit
QCBS	Quality cum Cost Based System
RAM	Random Access Memory
RBAC	Role Based Access Control
RC	Registration Certificate

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Glossary Of Acronyms	
RFP	Request For Proposal
RSS	Rich Site Summary
SC	Scheduled Cast
SeMT	State e-Mission Team
SI	System Integrator
SLA	Service Level Agreement
SME	Subject Matter Expert
SMS	Short Message Service
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol
SRS	System Requirement Specification
SSL	Secure Sockets Layer
SSO	Single Sign On
ST	Scheduled Tribe
SWAN	State Wise Area Network
TAT	Turn Around Time
TIFF	Tagged Image Format File
UID	Unique Identity
UTF	Unicode Transformation Format
UTs	Union Territory
VA	Value Adding
VPNoBB	Virtual Private Network Over Broad Band
WebDAv	Web Distributed Authorizing and Versioning

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Glossary Of Acronyms

XACML	Extensible Access Control Markup Language
XML	Extensible Markup Language

Request For Proposal

1. Purpose of the RFP

The purpose of this RFP is to solicit proposals from the bidders for selection of System Integrator (SI) for the PAReSHRAM project through a competitive bidding process. The System Integrator will be responsible for the design, implementation and operations and maintenance of the project. The RFP intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders

1.1. Structure of the RFP

Volume I: Functional and Technical Requirements

Volume I of RFP intends to bring out all the details with respect to solution and other requirements that Department deems necessary to share with the potential bidders. The information set out in this volume has been broadly categorized as Functional, Technical and Operational requirements covering multiple aspects of the requirements.

Volume II: Commercial and Bidding Terms

Volume II of RFP purports to detail out all that may be needed by the potential bidders to understand the scope of work, project implementation, timelines, commercial terms and bidding process details.

Volume III: Contractual and Legal specifications

Volume III of RFP is essentially devoted to explain the contractual terms that Department wishes to specify at this stage. It basically consists of a draft of Master Services Agreement (MSA) that needs to be signed between the Department and the successful bidder (SI). This MSA includes a separate schedule on Service Level Agreement (SLA).

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

This document is Volume I

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2. DIPP Recommendations “On Ease Of Doing Business”

‘Ease of Doing Business’ (EODB) is one of the important initiatives run by the Government and is crucial to the success of various initiatives such as Make in India, Start-Up India, Digital India, etc.

The need for improving ‘Ease of Doing Business’ has never been more pressing in India after the launch of ambitious mission of ‘**Make in India**’ requires to transform investor attractiveness of the country. EODB is about commitment to make it faster, easier and competitive to do business with the objective of fostering inclusive growth. It requires radical reforms that facilitate entrepreneurship and improve the competitiveness of **MSMEs**, like lower costs to do business, better access to credit, added opportunities to engage in international trade, and more efficient regulatory institutions, among others.

The policy reforms by Government will serve as incubator to make entrepreneurship viral in the country. These reforms will enable the Government to harness the potential of indigenous manufacturing and contribute to its ‘**Make In India**’ campaign

Department of Industrial Policy & Promotion (DIPP), Ministry of Commerce & Industry is the nodal office to undertake business ranking for the states based on seven parameters, including setting up of a business, allotment of land and obtaining construction permit, complying with labour regulations and environment procedures and obtaining infrastructure-related utilities.

The following Business Reforms Requirement of the **Department of Industrial Policy & Promotion (DIPP)**, Ministry of Commerce & Industry, Government of India under “Ease of Doing Business” initiatives

- Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web-site
- Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application
- Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification
- Ensure that the system allows users to download the final signed approval certificate from the online portal
- Allow third parties to easily verify approval certificates in the public domain of at least past two years in the public domain

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3. Project Background

The state of Odisha has secured 14th position with 92.09% as compared to its 11th position released last year with a score of 92.73 points in the ranking of states in “**Ease of Doing Business**”.

Now, the government of Odisha is in the process of taking up a series of measures to improve “Ease of Doing Business”. The emphasis has been on simplification and rationalization of the existing rules and introduction of ICT (information & communication technology) to make governance more efficient and effective.

With the strategic objective to improve the ease of doing business in the state, the Labour & ESI Department envisage adopting IT-enabled government process and deliver e-enabled services of the Labour Directorate & Directorate of Factories & Boilers. This is to provide services to both internal and external stakeholders of the ecosystem in timely, cost effective and transparent manner and thereby improve the ranking of “**Ease of Doing Business**”.

As part of the State’s own Labour reform initiative, twenty services under the department have been notified under the ORTPS Act, 2012 to ensure timely delivery of services out of which, nine services shall be offered on line, under the Odisha Industries Facilitation Act (OIFA), through the e-Biz portal of Government of India. The remaining services of both Directorates are planned to be offered on line through service automation, computerization of Directorates and implementation of e-Governance initiatives.

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4. About Labour & ESI Department

The department of Labour and E.S.I., Government of Odisha has following divisions that promote and monitor Labour related activities in the state. These divisions are, but not limited to:

- I. Directorate Labour
- II. Directorate of Factories and Boilers
- III. Industrial Tribunal & Labour Courts
- IV. Employee's State Insurance (ESI)

The Department intends to improve the Ease of Doing Business and boost the 'Make in India' and "Make in Odisha" Program by offering online services of Labour Directorate and Directorate of Factories and Boilers.

4.1. Labour Directorate

With the growth of Labour problems and enactment of Labour legislations, the Government of Odisha in their resolution dated 30-July-2018 established this directorate. This Directorate has 08 Joint Labour Commissioner Office, 24 Divisional Labour Commissioner Office, 02 District Labour Offices and 14 Independent Assistant Labour offices. The Directorate is headed by Labour Commissioner with Headquarter at Bhubaneswar.

4.1.1. Offices of Labour Directorate

Labour Directorate		
S No	Details	Number
1.	Labour Commissioner Office	1
2.	Joint Labour Commissioner	8
3.	Divisional Labour Commissioner Office	24
4.	District Labour Office	2
5.	Assistant Labour Office (Ind.)	14
6.	Approximate number of Dept. users across the State (Actuals)	132
7.	Aggregate number of relevant users (Sanctioned)	242

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4.1.2. Key Functions

Key Functions of the Labour Directorate under various Labour laws are listed below:

- i. Registration & Licensing
- ii. Handling of Industrial Disputes
- iii. Maintenance of Harmonious Relations in the Industrial Establishments
- iv. Enforcement of various Labour Laws
- v. Redressal of Labour grievances
- vi. Implementation of State Action Plan for Safety and Welfare of Migrant Workmen
- vii. Implementation of State Action Plan for Elimination of Child Labour

4.2. Directorate of Factories & Boilers

The Directorate of Factories and Boilers under the Department of Labour & ESI, looks after compliance services amongst others such as registration of Factories and Boilers, Granting of License, Enforcement of Safety, Health & Welfare Measures and Quality Assurance of Boilers during manufacture, operation, maintenance etc.

In order to discharge the aforesaid functions, the Directorate is entrusted with administration of two important enactments viz., the Factories Act, 1948 and the Indian Boilers Act, 1923 in conjunction with Indian Boiler Regulations, 1950, Orissa Factories Rules, 1950, Orissa Boiler Rules, 1971, Orissa Boiler Attendant Rules, 1956, Orissa Boiler Operations Engineers Rules, 2000, Orissa Factories (Control of Major Accident Hazard) Rules 2001.

The primary objectives of the Directorate of Factories & Boilers under Department of Labour & ESI are as follows:

- Enforcement of Provisions of Factories and Boilers Act
- Ensuring Industrial Safety & Accidental Prevention
- Time Bound and Transparent delivery of Services under the Statute in a User Friendly Manner

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4.2.1. Offices of Directorate of Factories and Boilers

Directorate of Factories & Boilers		
S No	Details	Number
1	Directorate Bhubaneswar	1
2	Divisional Offices	7
3	Zonal Offices	9
4	Approximate number of Dept. users across the State	68

4.2.2. Key Functions

The functions of the Directorate are (under relevant Acts and Rules) as follows:

- i. Inspections under Factories and Boilers act
- ii. Approval of New Plans, Extension Plans, Stream Pipeline Drawings and Repair Orders under Factories and Boilers act
- iii. Registration of Boilers under Boilers act and Issuance of License under factories act
- iv. Endorsements of Boiler operation engineers and attendants
- v. Revalidation of Welder's Certificate
- vi. Grant and Renewal of certificates under Factories and Boilers act
- vii. Examinations for Boiler operation engineers and Boiler attendants
- viii. Filing of Statutory Returns
- ix. Enrolments of external entities under Factories and Boilers act

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5. Project Vision & Objectives

5.1. Vision

The vision of the proposed Project is to transform the business environment in the State by providing efficient, convenient, transparent and integrated electronic services to industries, businesses houses and employers.

5.2. Project Objectives

With the strategic objective to improve the “**Ease of Doing Business**” in the State, the Directorate envisions adopting IT-enabled Government process for delivering services to different stakeholders.

This is to provide services to both internal and external stakeholders of the ecosystem in timely, cost effective and transparent manner and thereby improve the ranking of “Ease of Doing Business” for the state.

A list of objectives is narrated below:

- i. Simplify Processes – To introduce systems that simplify and offer the G2B services in a convenient and cost-effective manner as a part of ease of doing business with the Department.
- ii. Enhanced Service Delivery – Provide online and technology based services to stakeholders with enhanced transparency and responsiveness.
- iii. Speedy Processing – Efficient technology automation of processes – application verification, approval, issue, audit and support functions.
- iv. Automated Work Flow – Create a central, secure electronic repository of all records and enable an integrated work flow across different functions.
- v. To establish Interface among all stakeholders which are easy to access and interoperable
- vi. Single Data Entry/Retrieval source –The presence of a central repository will ensure that there is a single point of entry for data, once data is created it will be a single view for various touch points trying to access that data
- vii. Effective Tracking & Monitoring – Automatic generation of meaningful Management Information System (MIS) Reports: The statistics and the data which is so critical to the

Request For Proposal

Department for their internal process improvements, audits and forecasts would be available through automated periodical reports containing the required information in a structured way.

To create a state-of-the-art G2B ecosystem that supports the requirements of the businesses for information and services, in a customer-centric manner.

In addition to the above, project is to align with the business reforms requirement of the Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce and Industry, under "**Ease of Doing Business**" initiative

- i. Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web-site
- ii. Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application.
- iii. Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification.
- iv. Ensure that the system allows users to download the final signed approval certificate from the online portal
- v. Allow third parties to easily verify approval certificates in the public domain of at least past two years in the public domain

5.3. Envisaged Outcomes

- i. The Key outcomes envisaged for Department through the implementation of the envisioned project are listed below:
- ii. Efficient Service Delivery – The online portal enabling the submission of the applications, and online processing and approval for the services to external stakeholders would significantly enhance the speed, certainty, transparency and efficiency of Department's service delivery capabilities.
- iii. Process Optimization – The Department's processes will be mapped to online based process and enabled through a workflow which would lead to better process management and faster turnaround times.

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- iv. Improved Data Management – The online availability of previous and current data in the form of cases and records in the system would ensure high and easy accessibility to data. The validation of the data by the system at the time of data entry would significantly improve data consistency and overall data management.
- v. Improved Organizational Processes –The deployment of core service of an enterprise system (such as Licensing, Registrations, Approvals, Certifications and Inspection etc.) shall improve the speed and efficiency of the overall organizational processes and ensure safety through better functioning of the processes which will reflect reduced turnaround time in the enforcement and safety compliance actions
- vi. IT Enablement – Comprehensiveness coverage of the “**PAReSHRAM**” across all the functions, Services, Local / Independent Offices would ensure that all critical functions of Department are IT enabled.

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6. Stakeholders, Roles & Responsibilities

Stakeholders are the individuals, groups, or other organizations that are impacted directly or indirectly by the project. They are further classified into External and Internal based on the Stakeholder Analysis.

The Internal Stakeholders of the Project are listed as follows:

- i. Labour Directorate Office
- ii. Factories and Boilers Directorate Office
- iii. Labour Directorate Offices (Zonal, Divisional, District)
- iv. Factory & Boiler Directorate Offices (Zonal, Divisional, District)
- v. District Administration Offices
- vi. Boiler Operation Engineers & Attendants
- vii. Inspecting Officers
- viii. Other government departments

The External Stakeholders of the Project are listed as follows:

- i. Citizens
- ii. Labours/Workers
- iii. Factory Owners
- iv. Contractors
- v. Industries/Establishment
- vi. Employer
- vii. Competent persons under different act.
- viii. CIF / CIB of the other states and UT

6.1. Key Stakeholders

For the bidder it is imperative to understand the key stakeholders of the project in order to understand and meet their requirements.

1. **Labour & ESI Department, Government of Odisha**
2. **Electronics & Information Technology Department, Government of Odisha**
3. **Purchase Committee**

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4. Steering Committee
5. Directorate Level Project Implementation Team
6. PMU
7. Directorate Employees
8. System Integrator
9. Businesses
10. General Public
11. External Organization

6.2. Roles and Responsibilities

The responsibilities of the key stakeholders are broadly described as below:

- **Purchase Committee**
 - Provide overall strategy and policy guidance to the envisioned project.
 - Resolution of issues brought before it by Steering Committee / Directorate Level Project Implementation Team or PMU.
 - Facilitate the department / directorate in getting approvals from other state government, government agencies / departments / ministries etc.
 - Final authority to approve all the engagement documents
- **Steering Committee**

Steering Committee will have the responsibility for overall policy directives, guidance and coordination for all project activities related to the envisioned project. At a strategic / managerial level, this responsibility will be vested in the Steering Committee (SC), Directorate level Project Implementation Team aided by the PMU.

- Guiding the work of the Directorate level Project Implementation Team (DPIT) and Project Management Unit (PMU)
- Reviewing implementation progress periodically
- Review Change Requests indicated by the Directorate Project Implementation Team and PMU and take appropriate decision thereof.

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- Considering recommendations put forward by Directorate Project Implementation Team and PMU
- Strategic control over the envisioned project. Details of Strategic Control are elicited in RFP Vol I, Section 20.

▪ Directorate Project Implementation Team

The DPIT shall play an important role in the fruition of the envisioned system. The following are the roles and responsibilities of the DPIT

- Provide day to day leadership to the project
- Provide information on Business Process / Domain related issues to the SI. The PMU shall assist the DPIT in this regard
- Provide data /documents that need to be digitized and brought to the system
- Provide sign off to the digitized data brought into the system
- Conduct review meeting along with PMU with the SI to resolve project related issues
- Escalate Change Request and bring it before the SC for decision making
- Review the deliverable (interim and final) submitted by the SI to the PMU. The PMU shall assist the DPIT in this regard
- Coordinate and Liasise with other departments/ agencies
- Identify Officers for different training needs and get it approved by the SC

▪ Electronics & Information Technology Department, Government of Odisha

- Provide space, IT and Non IT shared infrastructure in the Odisha State Data Center to the Department.
- Give direction to OSDC to provide Virtual Machines, Operating System and Database on the request of L&ESI Department.
- Coordinate and cooperate with the DPIT, PMU to facilitate Deployment of PARESHRAM System by the Selected Bidder
- Provide remote access to the Selected Bidder for application, database and system administration
- Provide all support for the success of the project

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▪ PMU

Under the supervision of the Steering Committee and Directorate Project Implementation Team, the Project Management Unit (PMU) will supervise and monitor project implementation, and coordinate with to facilitate smooth implementation of the project, and, for meeting the administrative requirements pertaining to the project.

The responsibilities of the PMU are as follows:

Implementation Phase

- Co-ordinate with the Department, Electronics and Information Technology Department, DPIT/ SC, SI and for all the activities needed for successful rollout of the project
- Approving in consultation with the DPIT the Integrated Project Management Plan (IPMP) and Project Inception Report submitted by the SI to implement the project within a defined timeline. The IPMP shall comprise of the all the components of deliverables prepared for the project inception
- Approving the project reporting formats submitted by the SI to monitor and analyse the progress of the project.
- Conducting Weekly / Monthly project review with the SI in regards to the progress of the project
- Reviewing and approving/organizing approvals for all the deliverables such as SRS, SDD, Design Documents etc. submitted by the SI within a defined timeline throughout the implementation phase
- Assist the Department to coordinate with Electronics and Information Technology Department to get Virtual Machines, Operating System and Database at OSDC
- Evaluate and inform SC and DPIT about the recommendation of SI about the usage of Digital Signatures, and, facilitate the procurement of Digital Signatures for the concerned officials, if required.
- Establishing appropriate processes for notifying the SI of any deviations from the norms, standards or guidelines at the earliest instance after noticing the same to enable them to take corrective action
- Assist DPIT to review and approve the data migration/digitization work progress and quality compliance

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- Reviewing the UAT readiness & overseeing the UAT and the results thereof
- Overseeing the progress of user training and coordinate signoff activities
- Review and monitor the completeness of the solution with respect to requirements and performance/acceptance expectations from the solution
- Co-ordinate with SI and third party for audit of the system, as required.

Operations and Maintenance

- Direct and supervise the activities needed for stabilizing the system and tuning the system for meeting the performance expectations during the early phase of O&M post-go live
- Oversee the Data Entry /User Support activities of the SI at identified locations of the Directorate during the initial two quarters post system go-live
- Monitor SLAs reporting on a continuous basis, the SI shall prepare and deliver SLA reports to PMU for review
- Coordinating and overseeing procedures for undertaking quality audits of the system on a periodic basis
- Apprising the SC and DPIT about the acceptance/utilization of the system and report any risk arising
- Review and approve patches/upgrades identified by the SI in software applications
- Review and provide recommendations on the change requests identified by the SI and assist DPIT and SC in approving/modifying/rejecting such requests

■ System Integrator

- Prepare and submit the Integrated Project Management Plan (IPMP) for implementation of the project to PMU. The IPMP shall comprise of the all the components of deliverables prepared for Inception
- Prepare the project reporting formats to report the progress of the project to PMU for approval
- Participate in Weekly / Monthly project review in regards to the progress of the project
- Identify and escalate issues/risks to the PMU and provide the mitigation plan
- Adhere to the directions of PMU as and when provided
- Prepare and deliver for approval all the deliverables such as SRS, SDD, Design Documents etc. within a defined timeline, as agreed in the IPMP and to the satisfaction of PMU / DPIT, throughout the implementation phase

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- Provide the department the virtual machines required for deploying the system and its specifications / configurations thereof
- The SI shall identify and inform PMU / DPIT about the usage of Digital Signatures for various officials in the business process workflow.
- Collaborate with the SW vendors in installation of products
- Install/configure/deploy all the components of system and get approval from PMU
- Conduct the data migration/digitization and meeting quality standards and updating the status to PMU
- Provide detailed training plan to PMU and train the personnel identified by the PMU and report the results
- Ensure UAT readiness & conduct the UAT and report the results thereof to the PMU and obtain acceptance thereof. The UAT report should also include the feedback of the UAT participants
- Ensure completeness of the solution with respect to requirements and performance , acceptance expectations from the solution and get signoff from appropriate authority through the PMU
- Assist Department and third party for system audit on various parameters, of the system, if required. Department shall bear the cost of the System Audit
- Coordinate with System Integrators of other relevant systems such as Go-Swift, Go-Smile, IPICOL and E-Biz etc., as required, for ensuring that system seamlessly exchanges data with them.
- Adhere to the directions of PMU as and when provided
- Deploy and manage Centralized Helpdesk support team for addressing the issues and incidents raised by users; resolve such issues and report the status to the PMU on a periodic basis
- Handhold users of Directorate / Department at identified locations during the initial two quarters post system go-live
- Prepare SLA report based in the SLA parameters given in RFP Vol III on a continuous basis and deliver it to PMU for review and necessary action
- Prepare and deliver for approval all the deliverables such as, O&M SLA Metrics, Issue Log and Resolutions etc. within a defined timeline, as agreed, and to the satisfaction of PMU / DPIT / Department, throughout the O&M phase

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- Assisting in quality audits of the system as and when required by the PMU
- Identify any patches/upgrades required and report it to PMU and if agreed, implement thereof
- Identify change requests and report to PMU for necessary action

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7. Identified Services with Phasing Plan

Approxmimatively around 53 services are envisioned to be delivered through an online mechanism. The roll out of these services are segregated into five phases. , viz., Phase 1, Phase 2, Phase 3, Phase 4 and Phase 5. The following table shows the aggregate number of services which would become available in each phase.

The list of services each phase for both the directorates are mentioned in section 7.1 and 7.2 of this document.

Sl No	Phases	Labour Directorate	F&B Directorate	Total No of Services	Timeline
1	Portal with common features				
2	Phase 1	7	6	13	T+16 Weeks
3	Phase 2	8	4	12	T+22 Weeks
4	Phase 3	5	2	07	T+28 Weeks
5	Phase 4	5	5	10	T+34 Weeks
6	Phase 5	5	6	11	T+40 weeks
Total		30*	23	53	

* Including Self Certifications and Voluntary Compliance Scheme

Note: The total time duration for developing and making all the services online is 40 weeks only.

7.1. Services of Labour Directorate

As a part of reforms, the Directorate of Labour has undertaken a series of discussions with stakeholders to identify the prioritized services for e-enablement. In view of the above, the Labour Directorate envisages offering the following services leveraging ICT

Phase 1:

S No	Act Name / Service group	Service Name
1.	Orissa Shops & Commercial Establishments Act, 1956 And Orissa Rules 1958	New Registration of RC
2.		Amendment/Transfer / Cancellation/ Closure of RC
3.	Contract Labour (R&A) Act, 1970 And Orissa Rules, 1975	New RC
4.		Amendment of RC
5.		New Licence / Renewal of Licence to Contractor

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6.		Amendment of Licence
7.		Appeal

Phase 2:

S No	Act Name / Service group	Service Name
8.	The Inter State Migrant Workmen (RE&CS) Act, 1979 and Orissa Rules 1980	New Certificate of Registration
9.		Amendment of Certification of Registration
10.		New License / Renewal of License to Contractor/ Agent for Recruitment/ Employment
11.		Amendments of License to Agent / Contractor
12.		Appeal for Registration Certificate / License
13.	State Action Plan	Voluntary Registration of Migrant Workers
14.		MIS Data of Rescued Migrant Worker
15.		Rescue of Child Labour and Follow Up Action

Phase 3

S No	Act Name / Service group	Service Name
16.	Inspection Submission of monthly Report by DLOs, DLCs	Uploading of Inspection Report by the Inspector and Online Approval of Draft Prosecution Report Submission of monthly Report by DLOs, DLCs
17.	Self-Certification/ Voluntary Compliance Scheme	<ul style="list-style-type: none"> a) Self-Certification of Orissa Shops & Commercial Establishments Act, 1956 And Orissa Rules 1958 b) Self-Certification for establishment registered under Start-Up Odisha Policy 2016. <ul style="list-style-type: none"> i. Self-Certification Checklist for the Building And Other Construction Workers' (RE&CS), 1996 And Orissa Rules 2002 ii. Self-Certification Checklist for the Inter State Migrant Workmen (RE&CS) Act, 1979 and Orissa Rules 1980 iii. Self-Certification Checklist for the Contract Labour (R&A) Act, 1970 And Orissa Rules, 1975 iv. Self-Certification Checklist for the Payment Gratuity Act, 1972 and Rules 1974 c) Enrolment under the voluntary compliance scheme for Industries & Commercial Establishments. d) Self-Certification of Factories and Boilers
18.	The Building And Other Construction Workers' (RE&CS), 1996 And Orissa Rules 2002	Certificate of Registration
19.		Amendment of Certification of Registration
20.		Appeal

Phase 4:

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S No	Act Name / Service group	Service Name
21.	The Motor Transport Workers Act, 1961 And Orissa Rules, 1966	New Certificate of Registration or Renewal of Certificate of Registration
22.		Amendment or Transfer or Cancellation of Certificate of Registration
23.		New License / Renewal of License
24.		Cancellation of License
25.		Appeal

Phase 5:

S No	Act Name / Service group	Service Name
26.	Odisha Industrial Establishments (National & Festival) Holidays Act, 1969 And Orissa Rules 1972	Approval of Holidays
27.	Industrial Employment (Standing Orders))Act, 1946 And Orissa Rules 1946	Certified Standing Order
28.		Modification of Certified Standing Order
29.		Granting Certificate of Registration
30.	The Trade Unions Act, 1926 And Regulation, 1941	Amendment of Certification of Registration

7.1.1. Frequently and Less Frequently Used Services

The following table provides the list of services which are used Frequently and Less Frequently

SI No	Category	Services Name	Approx. No. of Successful Completion of Applications
1	Frequently	New Registration of RC (OSCE Act.)	30 - 50
2	Frequently	Inspection	30 – 50
3	Frequently	Voluntary Registration of Migrant Workers	30 – 50
4	Frequently	MIS Data of Rescued Migrant Worker	30 – 50
5	Frequently	Rescue of Child Labour and Follow Up Action	30 - 50
6	Less Frequently	Rest all Services	2 - 5

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7.2. Services of Directorate of Factories & Boilers

As a part of reforms, the Directorate has undertaken a series of discussions with stakeholders to identify the prioritized services for e-enablement. Accordingly, the Directorate has planned to offer the following e-enabled services:

Phase 1:

S No	Name of Service to be provided under Online System
1.	Approval of New Plan of Factories
2.	Approval of Extension Plan of Factories
3.	Grant of Factory license under the Factories Act, 1948
4.	Renewal of Licence under Factories Act, 1948
5.	Amendment of Licence under Factories Act, 1948
6.	Transfer of Licence under Factories Act, 1948

Phase 2:

S No	Name of Service to be provided under Online System
7.	Registration/ Renewal of boiler under the Boilers Act, 1923*
8.	Inspection of Boilers and Issue of Provisional order for renewal / Grant of short duration certificate under the Boilers Act, 1923
9.	Approval of repair orders of Boilers
10.	Approval of Steam Pipeline drawings under the Boilers Act

Phase 3:

S No	Service Group	Name of Service to be provided under Online System
11.	Statutory Return	Filing of combined Annual Returns by Factory Owners/Establishment**
12.	Statutory Inspection	a) Inspection Reporting Management System b) Accident Investigation c) Mock Drill

***This service is common for both directorates*

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Phase 4:

S No	Service Group	Name of Service to be provided under Online System
13.	Endorsements and Validations	Endorsement of certificates of Boiler Attendants
14.		Endorsement of certificates of Boiler Operation Engineers
15.		Revalidation of Welder's certificate
16.	Examination	Boiler Operation Engineers' Certificate of Proficiency examination
17.		Boiler Attendants' Certificate of Competency examination

Phase 5:

S No	Service Group	Name of Service to be provided under Online System
18.	Grant & Renewal of Certificates *	Grant of certificate for manufacture of Boilers and pressure part components
19.		Renewal certificate for manufacture of Boilers and pressure part components under the Boilers Act, 1923
20.		Grant of Erector certificate for Boiler and Steam pipelines under the Boilers Act, 1923
21.		Renewal of Erector certificate for Boiler and Steam pipelines under the Boilers Act, 1923
22.		Grant of Repairer Certificate for Boilers and Steam pipeline under the Boilers Act, 1923
23.		Renewal of Repairer Certificate for Boilers and Steam pipeline under the Boilers Act, 1923

**A typical flow would be online filing of application, supporting documents and online payments. The directorate user(s) would scrutinize the application online in the portal, and, if required call for inspection. After perusing the application, supporting documents and inspection report, if any, shall provide approval or otherwise. However, the SI shall extensively discuss the activities for such services and in consultation with the directorate and finalize them.*

7.2.1. Frequently and Less Frequently Used Services

The following table provides the list of services which are used Frequently and Less Frequently

SI No	Category	Services Name	Approx. No. of Successful Completion of Applications
1	Frequently	Renewal of Licence under Factories Act	30 – 50
2	Frequently	Inspection of Boilers and Issue of Provisional order for renewal / Grant of short duration certificate under the Boilers Act	30 – 50
3	Frequently	Filing of combined Annual Returns by Factory Owners/Establishment	30 – 50

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SI No	Category	Services Name	Approx. No. of Successful Completion of Applications
4	Frequently	Statutory Inspection	30 – 50
5	Less Frequently	Rest all Services	2 – 5

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8. Business Function Requirements

Business requirements to be met by the system

The system to be developed by the SI should be able to deliver at minimum the services listed in **section 7** of this document. The SI shall implement all the necessary functional and technical and other supporting requirements to meet the above said services.

Indicative Functional modules and sub-modules of the system are shown in this section of the document. These modules are indicative only and SI can arrange these sub-modules into any other group as long as the system is delivering the services listed in section 7 of this document.

Detailed functional requirements, work flow, delivery channels to be tested for the acceptance is given in **Annexure FRS Labour** and **Annexure FRS F&B**. Bidders are instructed to go through the requirements thoroughly.

The overarching need is to e-enable the various services as identified in Section 7 of this document. The Functional Requirements Specifications provides an indicative workflow/ delivery channel / specifications envisioned to fructify the services.

Services in Section 7.2: Serial numbers 7, 18 through 23, the detailed FRS has not been articulated. The SI in consultation with the PMU and DPIT shall finalize the Business Process for such process and implement and e-enable them.

Note for Labour Directorate Services: The Labour Directorate governs multiple acts and rules. A typical life cycle is as follows: Registration -Licence - Returns – Inspections etc. At present services related to Registration / License have been identified for fruition and e-enablement.

It would be pertinent to mention here that the System should be so designed so that additional services, if designed and desired by the Directorate, can be implemented without affecting the design of the system.

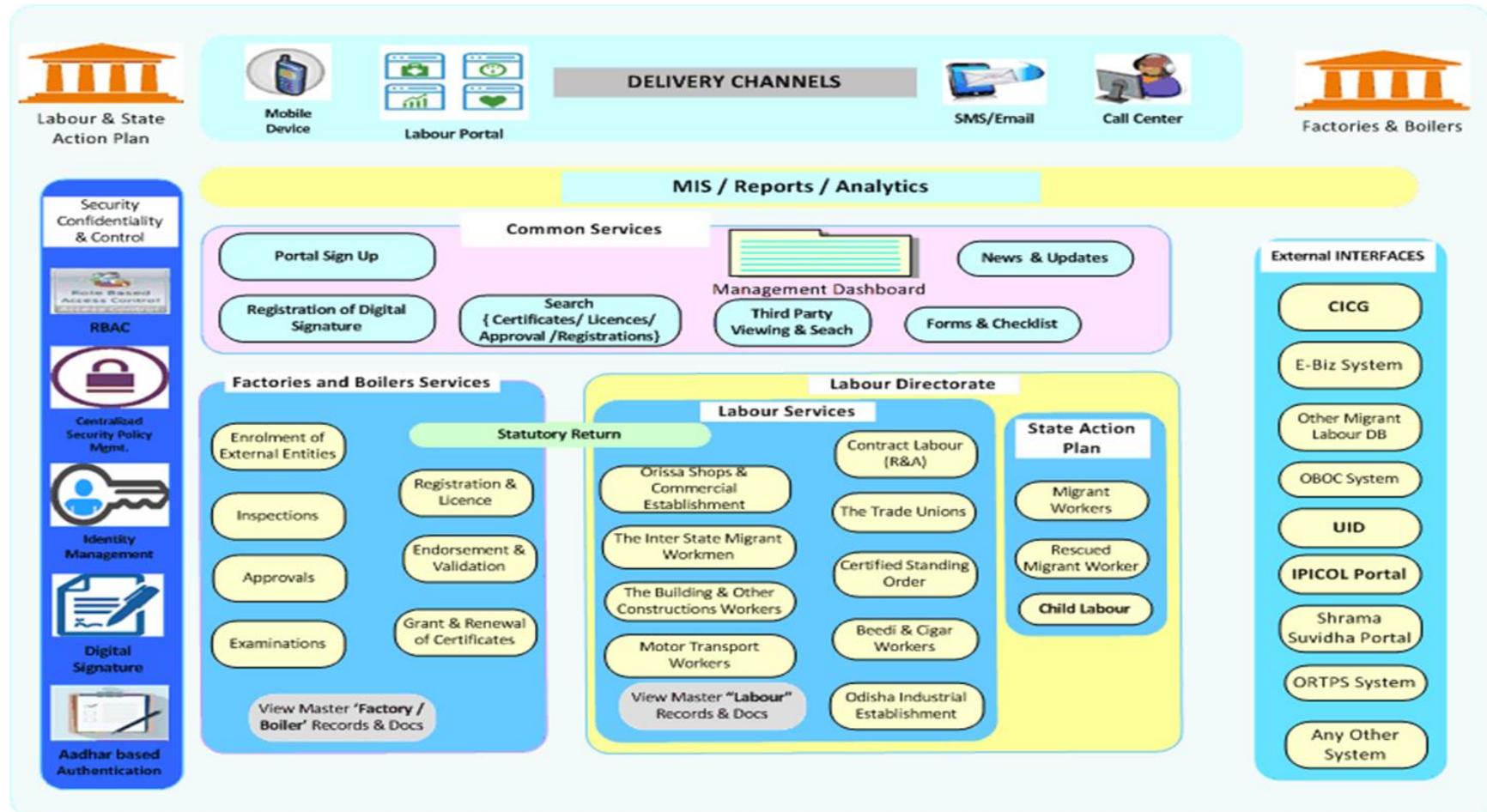
For detailed FRS, the bidder is instructed to read the FRS document labeled as Annexure FRS Labour and Annexure FRS F&B.

The workflow automation and look and feel of the envisaged PAReSHRAM application should be similar to OSWAS application. In this regard, the bidders are encouraged to view the OSWAS application. Department may facilitate such visits by the interested bidder.

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8.1. Envisioned Overall Functional Architecture

The various functional modules of the proposed project are shown in the figure below:



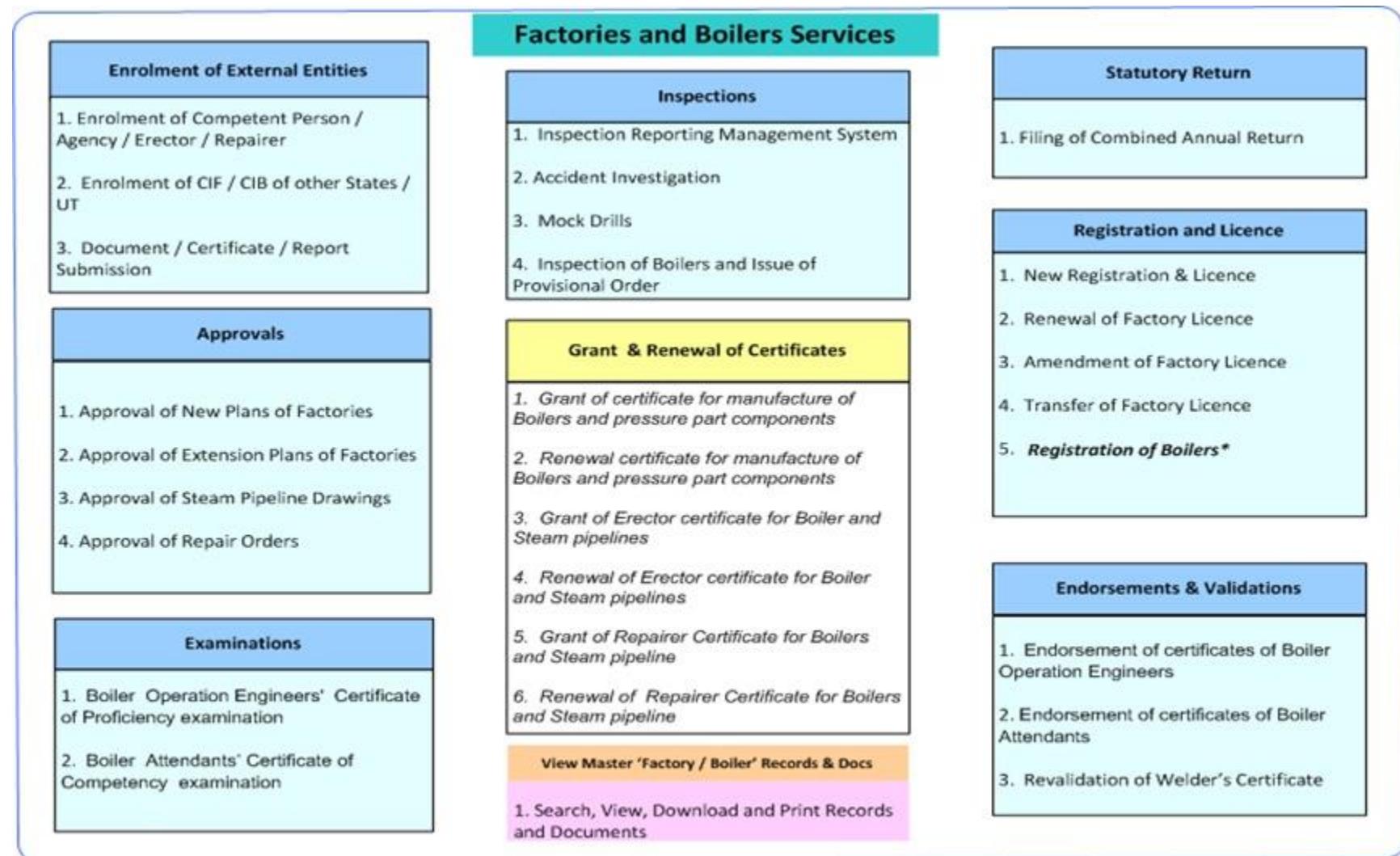
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8.1.1. Functional Architecture of Labour Directorate



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8.1.2. Functional Architecture of Factories and Boilers Directorate



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8.2. Functional Description

8.2.1. Common Services

Portal Sign Up:

An online Portal Interface which will allow applicants to enter personal details (such as name, address, mobile number, email id etc.) and business details etc.

An online system which will allow the applicants who are having license/ registration to enter their license / registration details along with the scanned copy of the same and also complete online authentication for submitting the details.

In respect to foreign national applicants system shall capture the passport details /Unique identifier etc. Provision for registering Digital Signature and complete online authentication for signing up into the portal

Register Digital Signature:

An online mechanism which will allow the Business and other Users to Register their Digital Signature, along with the type of the Digital certificate as per DSC and also to capture and validate the PIN details for the successful registration of digital signature.

Search (Certificates/ Licenses/ Approval / Registration)

An online system which will allow Department / Third Party User to search the certificates / licenses / approval / registrations on selection of one or more parameters or combinations thereof considering all the attributes of the portal

Other Search / Reports

An online system which will allow the directorate user to enter the aspect he / she might be interested in and accordingly the results will be displayed on the screen

Forms and Checklists

The portal will have a separate section where all the relevant forms along with the checklist of mandatory documents required to request that service shall be present. There should be search feature in this section to identify the relevant form / checklist based on one or more parameters or

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combinations thereof. This section would also have against each service an average timeline to deliver the services.

Management Dashboard:

In order to govern and monitor the business functions of the Directorate, a Management Dashboard (MIS Report) is envisioned to be there. An online interface which will allow Department Users to access all monitoring information and related indicators for each and every directorate user. It should also allows Department Users to act on pending processes and to check the status of the process in various levels

News and Updates:

This section of portal will provide the latest information with reference to the developments in the departments / Information regarding Meetings and Other Department programs / Notifications & Circulars of departments and also News articles on services provided by Departments. This service can bring the awareness to the Directorate users by providing the regular updates of the activities on a timely basis.

Frequently Asked Questions: The Portal should have a FAQ section where frequently asked questions should be displayed in a Question and Answer format.

8.2.2. Labour Directorate Services

1. Orissa Shops & Commercial Establishments Act, 1956

- i. New of RC
- ii. Amendment or Transfer or Cancellation or Closure of RC

Online system which will allow User /Applicant to submit the application in the e-form, make payment, tracking of the application and authentication for submission of the application.

Online workflow process system which shall allow directorate user to review and validate the documents submitted and also provide directorate user to approve or reject the application. Feature to issue **2D Bar Coded Digitally Signed** Registration Certificate.

Online system which will allow the User / Applicant to download the digitally signed New RC / Renewed RC / Amended RC copy or Cancellation letter.

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2. Services under Contract Labor (R & A) Act

- i. New RC
- ii. Amendment of RC
- iii. New License / Renewal of License to Contractor
- iv. Amendment of License
- v. Appeal

Online system which will allow User /Applicant to submit the application in the e-form, make payment, tracking of the application and authentication for submission of the application.

Online workflow process system which shall allow directorate user to review and validate the documents submitted and also provide directorate user to approve or reject the application. Feature to issue **2D Bar Coded Digitally Signed Certificate**.

Online system which will allow the User / Applicant to download the digitally signed New RC / Amended RC / New License or Renewed License / Amended License copy or Cancellation letter.

In case of Licence, the system shall validate the bonafide of the Registration / Licence of Principal Employer.

*Appeal would follow a similar workflow.

3. Services under The Interstate Migrant Workmen Act

- i. New Certificate of Registration
- ii. Amendment of Certification of Registration
- iii. New License / Renewal of License to Contractor/ Agent for Recruitment/ Employment
- iv. Amendments of License to Agent / Contractor
- v. New License / Renewal of License to Agent for Recruitment
- vi. Amendment / Cancellation of License to Agent
- vii. Amendment / Cancellation of License to Contractor/Agent
- viii. Appeal for Registration Certificate / License

Online system which will allow User /Applicant to submit the application in the e-form, make payment, tracking of the application and authentication for submission of the application.

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Online workflow process system which shall allow directorate user to review and validate the documents submitted and also provide directorate user to approve or reject the application. Feature to issue **2D Bar Coded Digitally Signed Certificate.**

Online system which will allow the User / Applicant to download the digitally signed New RC / Amended RC / New License or Renewed License / Amended License copy or Cancellation letter.

In case of License, the system shall validate the bonafide of the Registration / License of Principal Employer.

*Appeal would follow a similar workflow.

4. Services under Motor Transport Workers Act

- i. New Certificate of Registration or Renewal of Certificate of Registration
- ii. Amendment or Transfer or Cancellation of Certificate of Registration

Online system which will allow User /Applicant to submit the application in the e-form, make payment, tracking of the application and authentication for submission of the application.

Online workflow process system which shall allow directorate user to review and validate the documents submitted and also provide directorate user to approve or reject the application. Feature to issue **2D Bar Coded Digitally Signed Certificate.**

Online system which will allow the User / Applicant to download the digitally signed New RC / Amended RC / New License or Renewed License / Amended License copy or Cancellation letter.

5. Services under The Beedi And Cigar Workers Act

- i. New License / Renewal of License
- ii. Cancellation of License
- iii. Appeal

Online system which will allow User /Applicant to submit the application in the e-form, make payment, tracking of the application and authentication for submission of the application.

Online workflow process system which shall allow directorate user to review and validate the documents submitted and also provide directorate user to approve or reject the application. Feature to issue **2D Bar Coded Digitally Signed Certificate.**

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Online system which will allow the User / Applicant to download the digitally signed New RC / Amended RC / New License or Renewed License / Amended License copy or Cancellation letter.

6. Services under The Building & Other Workers Act

- i. Certificate of Registration
- ii. Amendment of Certification of Registration
- iii. Appeal

Online system which will allow User /Applicant to submit the application in the e-form, make payment, tracking of the application and authentication for submission of the application.

Online workflow process system which shall allow directorate user to review and validate the documents submitted and also provide directorate user to approve or reject the application. Feature to issue **2D Bar Coded Digitally Signed Certificate**.

Online system which will allow the User / Applicant to download the digitally signed New RC / Amended RC / New License or Renewed License / Amended License copy or Cancellation letter.

*Appeal would follow a similar workflow.

7. Services under The Trade Unions Act

- i. Granting Certificate of Registration
- ii. Amendment of Certification of Registration

Online system which will allow User /Applicant to submit the application in the e-form, make payment, tracking of the application and authentication for submission of the application.

The system would check the uniqueness of the proposed Trade Union name, perform Aadhar based Identification of the office bearer of the Union.

Online workflow process system which shall allow directorate user to review and validate the documents submitted and also provide directorate user to approve or reject the application. Feature to issue **2D Bar Coded Digitally Signed Certificate**.

8. Services under The Certified Standing Order Act:

- i. Certified Standing Order
- ii. Modification of Certified Standing Order

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Online system which will allow User /Applicant to submit the application in the e-form, make payment, tracking of the application and authentication for submission of the application.

Online workflow process system which shall allow directorate user to review and validate the documents submitted, to verify the trade union details, to schedule date for hearing and also provide directorate user to approve or reject the application along with the digital signature based on the scrutiny done.

Online workflow process system which shall allow directorate user to review and validate the documents submitted and also provide directorate user to approve or reject the application. Feature to issue **2D Bar Coded Digitally Signed Certificate**.

9. Services under The Odisha Industrial Establishment Act:

i. Approval of Holidays

Online interface having the workflow to allow the User /Applicant to submit the application; tracking of the application and authentication for submission of the application and also to capture the suggestions or objections when notified by Department User.

Online workflow process system which shall allow directorate user to verify the trade union details, to notify the trade union for suggestions & objections and also ability to approve the list of holidays.

Online system which will allow the User / Applicant / Employer to download the approved list of holidays.

10. Services under State Action Plan

i. Voluntary Registration of Migrant Workers

The Gram Panchayat User can capture details of the Migrant Worker, family member details, along with the Agent / Employer Name etc. The Gram Panchayat User shall also capture the Government Issued ID Card, Bank Details etc. On successful registration of the Migrant Worker, the Card shall be printed in a pre-printed format which will have the address and contact details of Helpdesk/Odisha Association/ Labour Commissioner office of the destination state.

This service can be delivered from the Gram Panchayat Office in both Online and Offline mode subject to availability to internet connection

It will have provisions to capture the grievance of the Migrant Worker on return to Odisha.

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ii. MIS Data of Rescued Migrant Worker

Service which allows capture the information about any Migrant Worker who is in distress or / not traceable. System would allow searching the existing database about the Migrant Worker in distress. Else system would have the workflow to allow the user to request for enquiry at the district level. Online feature to inform the relevant Helpdesk / Odisha Association / Labour Commissioner office about the Migrant worker in distress. Online feature to capture the repatriation details and transparently organizing the rehabilitation benefits for the rescued Migrant Worker

iii. Rescue of Child Worker and Follow Up Action

As above, with additional feature to capture the details of delinquent employer and capture details of action taken thereof.

11. Inspection

i. Uploading of Inspection Report by the Inspector and Online Approval of Draft Prosecution Report

Scheduling of Inspection under CICG / Composite Inspection or on complain can be done online by the Directorate User. Additionally, based on predefine business logic system shall also have the prowess to schedule Inspections. Notification to relevant stakeholders about the Inspection schedule shall be sent through SMS / Portal. System shall allow capturing data at the Inspection site and generation of Inspection Report.

In case of Violations / Non Violations the Establishments shall make necessary rectifications and upload compliance report. For non-compliance Show Cause can be issued and on further non- compliance Draft Prosecution can be generated, approved online.

ii. Submission of Monthly Reports/ Returns on implementation of various labour laws in the prescribed forms by DLOs/ DLCs for MIS data.

12. Search Records / Document of Businesses

Digitized data and the scanned supporting documents of each Registration/ License for the last Calendar shall reside in the system.

System will allow the Directorate to search such records on parameters such as Registration Number / License Number or combinations thereof and retrieve the record. The Metadata of the Registration /

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License shall be digitized and the supporting document shall get linked and tagged to such records. Directorate official can click – view – download – print such records.

Note: For all the services, the system shall provide access to the Users to “CLICK – VIEW – DOWNLOAD – SAVE – PRINT” the relevant supporting documents within the respective SERVICE Workflow

8.2.3. Factories and Boilers Directorate Services

1. Enrolment of External Entities

Enrolment of Competent Person / Agency / Erector / Repairer

Online mechanism to enroll Competent Person / Agency / Erector / Repairer in the system. Application, supporting document along with fee, as applicable, can be made. Directorate officials can review and scrutinize the application and on being satisfied issue Certificate in the relevant category.

Thereafter, credentials for Portal shall be created, using which, these enrolled entities can transact with the Directorate.

Enrolment of CIF / CIB of other States / UTs

CIF / CIB of other States / UTs would also get enrolled in similar manner and transact business with the Directorate in rendering services such as endorsement of certificates etc.

Certificate / Document / Report Submission by Enrolled Entities

Online feature to submit documents / certificates such as Stability Certificate/ Safety Policy by the enrolled external entities in the envisioned system. These documents shall be digitally signed by the external entities. System would assign a unique number to each document submitted by the external entities.

2. Statutory Return

Online feature/functionality to submit Combined Annual Return (CAR) by the businesses / Factories. System should have control to ensure that the mandatory data is filled by the Factory user. Some data like Registration / License details shall get auto – populated .

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Provision would be there for Directorate users to assess submitted CAR and check the veracity of the data. System should have inbuilt feature to identify CAR which has variance to the data submitted vis a vis empirical data. System features would enable Directorate Users to ask for clarifications and resubmission of CAR.

Reminders and alerts shall be there to prompt the Factory User to file CAR.

3. Statutory Inspection

Inspection Management Reporting System

Scheduling of Inspection (Regular Inspection) can be done online by the Directorate User. Additionally, based on predefine business logic, system shall also have the prowess to schedule Inspections. Notification to relevant stakeholders about the Inspection schedule shall be sent through SMS / Portal.

The Inspection Process shall be carried out with the help of Mobile Application having functional feature to capture data for the parameters as required under the Act. It will have features to capture pictures of violations (geo and time tagged). Mandatory data columns would be defined in the system.

The System shall generate the Inspection Report with details of Violations and Non Compliance. The System shall allow the Inspecting Official to Digitally Sign the Inspection Report and Upload in the System (Central Server). Factory / Business can download the Report.

Upon action taken on Violations and Non Compliances, Factory/ Business can upload such actions in the form of Compliance Report along with images with geo tagged for the Directorate to review and approve.

Timelines (with grace time) would be entered in the report and the System based on such timelines shall send reminders and alerts for compliance. Lack of Compliance within the defined timelines shall lead towards initiate action.

Mock Drills

Scheduling of Inspection can be done by Directorate User / Factory user using the Online mechanism. Notification to relevant stakeholders about the Inspection schedule shall be sent through SMS / Portal.

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The Mock Drill shall be carried out with the help of Field Going Device with Mobile Application installed having functional feature to capture data for the parameters as required under the Act. It will have features to capture pictures of violations (geo and time tagged). Mandatory data columns would be defined in the system.

The System shall generate the Report with details of Violations and Non Compliance. The System shall allow the Inspecting / Factory Users to Digitally Sign the Report and Upload in the System (Central Server). Factory / Business can download the Report.

Accident Investigations

System would allow the factory to intimate the Directorate in case of any Accident. Otherwise, also, Directorate officials can also log in to the system and put information about any accident. System would notify the concerned officials.

Accident Investigation would be carried out with the help of Field Going Device having Mobile app installed in it. The Mobile App would have the functional feature to capture the data as stipulated within the act.

Accident Investigation Report would be generated and the same shall get uploaded in the System (Central System).

Inspection of Boilers and Issue of Provisional Order / Certificate

The system would allow the Factory Users to apply online for Inspection of Boilers (New and Operating). The system would allow the User to select either the Directorate / enrolled Competent Person to conduct the Inspection of Boilers. Notification to both Directorate / Competent person shall be made through SMS and Portal.

System shall also have the features to allow the Directorate Users to schedule surprise Inspections. The Inspection would be carried out using a Field Going Device which has Mobile app installed which would functionally define the data that mandatorily needs to be captured as stipulated in the Act. Data for Thorough Testing and Hydraulic Testing shall be captured as stipulated by the Act.

Inspection whether carried by Directorate Officials or Competent Person shall use the same Mobile App to conduct the Inspection. The data / image captured during Inspection process shall be geo and time tagged.

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Provisional Orders / Certificates shall be generated by the System following the workflow as per Directorate norms.

In case of negative Inspection Outcome, Repair Order would be generated and submitted to the Directorate officials for approval

4. Statutory Approvals

Approval of New Plan of Factories

Online application along with supporting documents and payment. Provision for checking the completeness and correctness of the document supplied. In case of insufficient document, the system has features to request additional submission of documents. Provisions to schedule date and time for Technical Discussion for the plan submitted by the Factory User.

Workflow based approach to capture the remarks / observations of the Directorate Official. On being satisfied another Directorate Official can approve and issue a Letter of Approval. Otherwise, system shall have features to ask for compliance documents

Letter of Approval shall be generated by the system and communicated to the Factory via email and Portal.

Approval of Extension Plan of Factories

Functionally, as above, with additional capability to refer earlier documents / plans submitted by the Factory.

Approval of Repair Order (In continuation to service 3d)

Online mechanism to approve the Draft Repair Order generated by the Directorate Officials. Workflow based approach to scrutinize the Repair Order generated in Service 3d. On being satisfied, approve the same and issue it to the Factory email / Portal. Also have features to allow the Directorate Officials to modify, seek more information and thereafter finalize the Repair Order.

5. Endorsements and Validations

Endorsement of certificates of Boiler Operation Engineers issued by other States / UT

Online application along with supporting documents and payment to the Directorate for endorsement of Certificate issued by Other States/ UT.

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System should have the feature to enroll the CIF / CIB of other States and UTs. CIB / CIF can log in and provide comments on the veracity of the certificate submitted for endorsement. Directorate Official can also email the submitted certificate to the issuing State / UT. Physical posting of certificates is also catered for.

On receiving the comment of the issuing State / UT through either of the mechanism (email / portal / post) the same shall be stored in the system. Directorate Official can instruct the concerned employee to endorse and post it.

Tracking of application at any stage of application would be feature of the system.

Endorsement of certificates of Boiler Attendants issued by Other States / UTs

As above

Revalidation of Welders Certificate

As above, with additional feature to suggest the applicant to appear in an Requalification Test

6. Registration and License

New Registration and License

Online application along with supporting documents and applicable fee for obtaining Registration and License. Directorate official shall review the application and seek clarification / additional document, if required.

Field Verification shall be scheduled and the notification shall be sent to the Factory applicant. Field Verification shall be carried out using Field Going devices which will have the mobile app to capture the data as stipulated in the Act. Images shall be time and geo tagged for the Field Verification process.

Report shall be generated and stored in the System (Central Server). The same can be downloaded, reviewed by Directorate Officials.

On being satisfied, Directorate Official would issue the Registration and License document. These documents would be delivered in the email and Portal of the Applicant.

Renewal of Factory License

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As above. The Directorate official may exercise to conduct Field Verification depending on duration of License sought, Industry category etc.

Amendment of Factory License

As above, with additional facility to refer past documents / records of the applicant. System should also check completion of dependent services such as approval of Extension of Plan etc. The Directorate official may exercise to conduct Field Verification depending on duration of License sought, Industry category etc.

Transfer of Factory License

As above, with the ability to seek additional mandatory document; feature to schedule management discussion before the transfer is executed.

7. Examinations

Online advertisement of examinations, receiving application along with supporting documents and payments; issue of Admit Card and notifying the applicant about examination date and venue. Conduct Computer Based Tests and online correction of Tests. Deciding the success or failure of a candidate on selecting the top candidate on marks relevant social category such as SC/ ST/ OBC/ Women/ Handicapped etc.

Publishing list of successful candidates in the system and notifying the candidate about the interview schedule. Capturing the marks of the candidate in interview and putting that in the system and selecting the top candidates as per marks and social category such as SC/ ST/ OBC/ Women/ Handicapped etc.

8. Search Records / Document of Factories

Digitized data and the scanned supporting documents of each factory shall reside in the system. Each Registration / License / Approval application would have supporting documents. The system should have the ability to tag the document of each Factory against each parameter such as Stability Certificate /Agreement / Health and Safety Policy etc.

System should allow the Directorate to search such records on parameters such as Registration Number / License Number / Name of the Factory / Occupier / Factory Manager and Pin code / District / Industrial Estate / NIC etc. or combinations thereof and retrieve the record. The Metadata of the Factory shall be digitized and the supporting document shall get linked and tagged to such records. Directorate official can click – view – download – prints such records.

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Note: For all the services, the system shall provide access to the Users to “CLICK – VIEW – DOWNLOAD – SAVE – PRINT” the relevant supporting documents within the respective SERVICE Workflow

It is reiterated, for detailed FRS, the bidder is instructed to read the FRS document labeled as Annexure : FRS Labour and Annexure: FRS F&B.

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9. Technical Requirements

9.1. Solution and Application Architecture

A centralized architecture (servers and processing at single and central location) has been proposed for the envisioned project. All requests from internal and external users will be sent to this system, located in a central place for processing. All users will access the application through local or remote terminals using a browser (through internet for external users and through internet or VPN for internal users).

The overall technology solution shall be based upon the most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML services & necessary protocols for internet applications.

Application developed should be integrated with SMS Gateway, Payment Gateway (Integrated Financial Management System) / Instruments etc.

It is also suggested that the application proposed for design and development for the project must follow best practices and industry standards. In order to achieve the high level of stability and robustness of the application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. The various modules / application should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors.

The modules of the application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/ create the log of activities happening within the system / application to avoid any kind of irregularities within the system by any User / Application.

Application Architecture to be proposed by the bidder should be of N-tier architecture.

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9.2. Envisioned Technical Architecture

The Technical Architecture of the System would be multi layered. The architecture is scalable both vertically and horizontally with security features.

The salient features of the layers are as follows:

Presentation Layer: The user shall interact and transact business with this layer. The layer shall provide the following features to users such as personalization, enterprise search, analytics etc.

All services either requested or delivered would be orchestrated through this layer.

Web Experience and Content Management Layer: This layer of the system provides for content targeting, content authoring, Web Content Personalization, Multi-Channel Delivery, Information Rights Management etc.

Process and Service Integration Layer: This layer facilitates integration of multiple business processes with the help of defined business rules. It also facilitates real time dashboard and data exchange

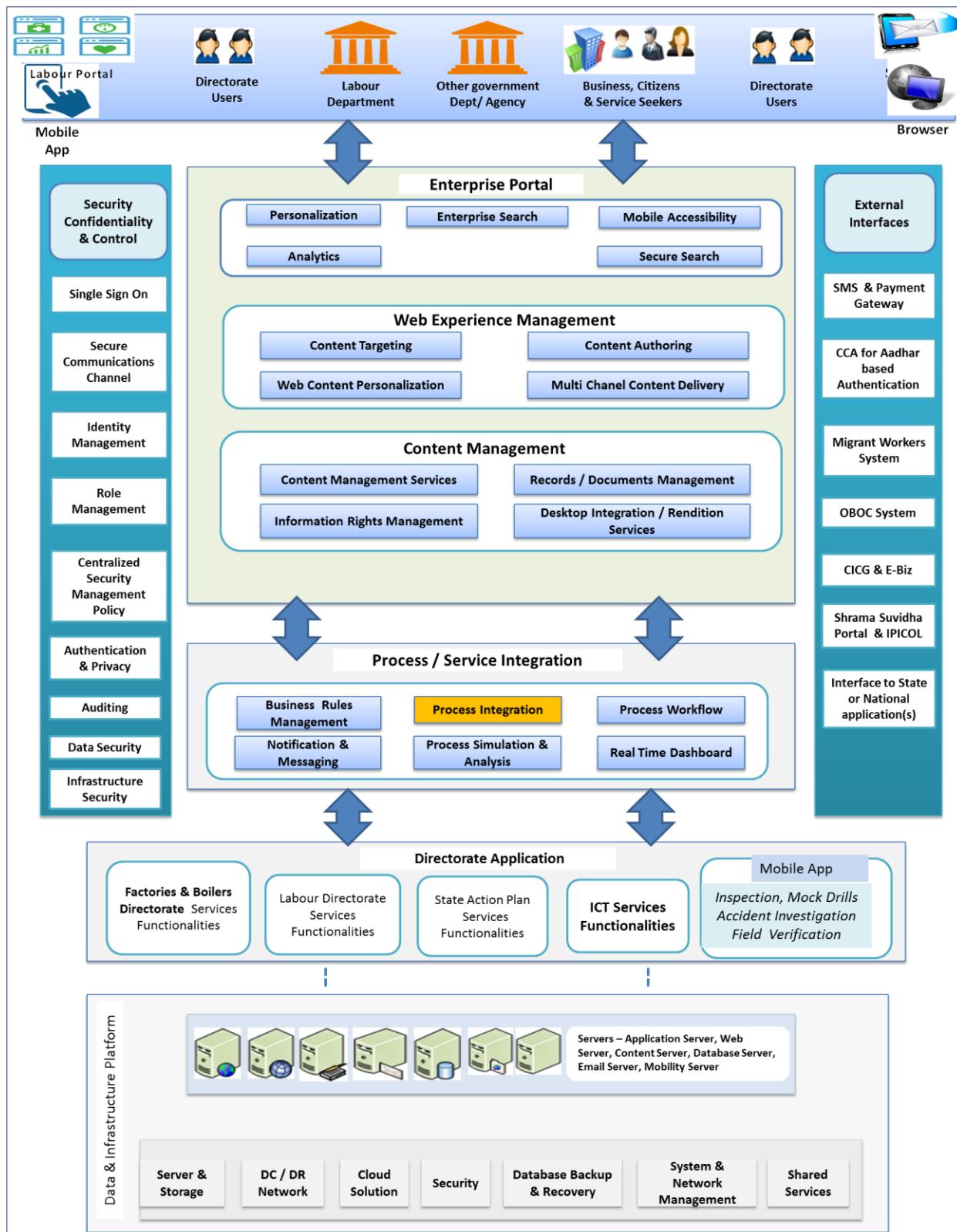
Application Layer: This layer of the System would have the various software applications which serve the business functionalities of the directorates/ department. Additional services shall be added, modified at this layer. The layer on top of this integrates the various business processes.

Infrastructure and Data Layer: This layer contains the host of hardware, software, Network, used for storing data, exchanging data, system software, business software etc.

Security Confidentiality and Control Services: This runs vertically across the entire architecture providing security services to the various services. The architecture provides security services such as Single Sign On, Authorization and Privacy (e-Sign), Secure Communications, Identity Management, Role Management etc.

External Interface: This layer facilitates in providing access to external stakeholders in pushing and pulling data with the Systems

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9.2.1. Enterprise Portal for Labour – Gateway to All Services

Personalization

The Enterprise Portal and its web pages should have the feature to be personalized based on the characteristics (interests, category, and context) of the logged in user.

Personalization of portal includes the following:

- Remembering user preferences in the applications.
- Option to change skins based on the theme for better user experience.

Enterprise Search

Enterprise search is the practice of making content from multiple enterprise-type sources, such as databases and intranets, searchable to a defined audience. Enterprise search systems index data and documents from a variety of sources such as: file systems, intranets, document management systems, e-mail, and databases.

Mobile Accessibility

Mobile accessibility will enable dissemination of information from the applications through wide range of mobile devices and gadgets. This will make the PARESHRAM portal both portable and accessible. Mobile accessibility guidelines should be according to the Mobile Web Best Practices Guidelines (MWBP).

Analytics

Analytics is the process of obtaining an optimal or realistic decision based on existing data. It is typically carried out within an information system. Common applications of analytics include the study of data using statistical analysis in order to discover and understand historical patterns in order to predict and improve business performance in the future. From the portal interface, various audits, analytical and statistical data and real time dash board, relevant notifications should be available for business users, portal managers and administrators.

Secure Search

Secure search in the application will be an encrypted end-to-end encrypted search solution between the user's computer and server. This secured channel will help protect search terms and search results pages from being intercepted by a third party and provide a more secure and private search experience.

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9.2.2. Web Experience Management

Department / Directorate would need to provide a strategy for delivering a seamless online experience for its external stakeholders like Businesses / Citizens / Department Officials etc. In order to do that, Department / Directorate would need to do more than just streamline the online experience; they need to connect the external user experience across the multi-channel online and offline user experience.

Content Targeting

Content targeting capability will allow Department / Directorate display relevant content with high probability to be consumed, to specific groups of users in the enterprise portal.

Content Authoring

The content authoring environment of the Portal will be the most important aspect of the underlying content management system. There are a wide range of possible authoring environments that can be used with a content management system, including:

- WYSIWYG authoring
- Markup-based authoring
- Template-based authoring
- Authoring using a desktop application
- XML-based authoring
- Importing from data sources

Content authors can create Web site information using intuitive Web-based forms or standard business applications they already know, such as Office tools. This content authoring could also be provided for by from editing relevant section on the website by authorized users and associated workflows to approve the same.

Web Content Personalization

Web Content Personalization is defined as software and data analysis techniques that deliver content, in real-time, specific to the individual visiting a website. Web personalization models include rules-based filtering and collaborative filtering, which serves relevant material to users by combining their own personal preferences with the preferences of others in the same user category. There are three categories of personalization:

- Profile / Group based such as Competent Person / Businesses etc.

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- Behavior based
- Collaboration based

The web pages as well as content and maps will be served based on roles, departments and verticals.

Multi-channel content delivery

The application should be capable to provide a strong platform to promote content through multiple channels like mobile apps, email, RSS, alerts etc. Provision for multi-device channel support for performing various actions related to all business process of Department / Directorate.

9.2.3. Content Management

Some of the key issues are to streamline the activity of searching, retrieving and tracking documents when needed. The storage of the documents is another business requirement to improve internal efficiency, both in terms of space and secure preservation. Keeping the above issues in mind, the Document Management System (DMS) application, to be implemented, should be equipped with the following key features:

Content Management Services

Content Management is the set of processes and technologies that support the collection, managing and publishing of information in digital format, which may be in the form of text, such as documents, multimedia files, such as audio or video files, or any other file type which follows a content lifecycle which requires management.

Records / Documents Management

Records management is the practice of maintaining the records of an organization from the time they are created up to their eventual disposal. This may include classifying, storing, securing, and destruction (or in some cases, archival preservation) of records. Digital information which can be covered in record management can include office documents, databases, application data, and e-mail. Records management is primarily concerned with the evidence of an organization's activities, and is usually applied according to the value of the records rather than their physical format. The Records Management platform should adhere to the relevant industry standards like DoD 5015.02-STD and ISO 15489-1: 2001. The features should comprise the following

- Records identification
- Storing records

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- Retrieval of records
- Circulation of records
- Definition of retention policy
- Disposal of records

Rendition Services

Rendition Services generate copies of documents in commonly accessible file formats such PDF or TIFF etc. for distribution throughout an organization. These copies are called renditions. Because users cannot edit most rendition formats, Department can publish and distribute renditions of important documents without losing control over the content. Renditions provide other benefits too. Users can open renditions with free viewer software, so the renditions are accessible to a wider audience.

Capture and Indexing

Scanning and Capture solution that come with an ECM solution has provisions for single as well as bulk document import into the DMS repository along with the metadata. It supports direct upload of Scanned Document to DMS repository. Scanning solution should support ISO standardize PDF/A format for long term archival. It should support centralized deployment of scanning templates so that the central user can deploy the scanning templates at multiple locations. Support for major scanning standards including but not limited to TWAIN and ISIS scanning.

Metadata Management

The file metadata should be browsed any user who has at least a “browse” permission level on the file. The metadata can be very detailed containing the categories, keywords (for searching or indexing), multiple author names, date of processing (or creation). But more importantly, metadata should be in searchable format.

Integration and Interoperability

The prime idea behind the integration functionality is that the user should be able to retrieve existing documents directly from the document management system repository, make changes, and save the changed document back to the repository as a new version, all without leaving the application. The DMS software should co-operate with other software packages in several ways. The integration on a number of occasions uses open standards like ODMA, LDAP, WebDAV and SOAP. The DMS should be CMIS (Content Management Interoperability Services) compliant.

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9.2.4. Process / Service Integration

Service Oriented Architecture:

Service Oriented Architecture (SOA) strategy at the enterprise level is a fundamental requirement for the envisaged application, as this will help Department enhance the flexibility of the / administrative / regulatory/ technical processes along with reducing IT costs. Despite being an IT architectural approach, the architecture will combine people, process and technology to establish a technology framework which will serve the day-to-day operations across Department / Directorate and also re-use components to accommodate ongoing needs, change and growth of Department.

Following are some of the characteristics of the architecture designed:

- Requires being built on Open Standards
- Align Department / Directorate processes with IT
- Integrate functions and processes across Department / Directorate
- Enables agility, flexibility and responsiveness
- Sets framework for integrating external and legacy applications

At its core, SOA will allow the various Department application functionalities to be exposed as services to other applications (and vice versa), providing exchange of information using a standards-based approach.

Process integration

Process Integration layer of the Department / Directorate application will automate complex business processes or provide unified access to information that may be scattered across many systems. Process Integration will provide a clean separation between the definition of the process in the process model, the execution of the process in the process manager, and the implementation of the individual functions in the applications. This separation will allow the application functions to be reused in many different processes.

Service Integration

Service Integration requires the various applications of Department / Directorate to be defined as reusable, easily changeable components of business functionality and interrelation of these various components.

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Process / Human Workflow

A workflow management system is a computer system that manages and defines a series of tasks within an organization to produce a final outcome or outcomes. Workflow Management Systems allow users to define different workflows for different types of jobs or processes. At each stage in the workflow, one individual or group is responsible for a specific task. Once the task is complete, the workflow software ensures that the individuals responsible for the next task are notified and receive the data they need to execute their stage of the process. Workflow management systems also automate redundant tasks and ensure uncompleted tasks are followed up. Workflow management systems may control automated processes in addition to replacing paper work. A workflow management system also reflects the dependencies required for the completion of each task.

Process Simulation & Analysis

Process simulation is used for the design, development, analysis, and optimization of technical processes. Process simulation is a model-based representation of technical processes and unit operations in software.

9.2.5. Security, Confidentiality and Control

Single Sign-On

Single Sign-On (SSO) is a property of access control of multiple related, but independent software systems. With this property a user will log in once to the System and gain access to all systems without being prompted to log in again at each of them. Single sign-Off is the reverse property whereby a single action of signing out terminates access to multiple software systems.

As different applications and resources support different authentication mechanisms, single sign-on has to internally translate to and store different credentials compared to what is used for initial authentication.

Secure Communication Channels

Secure communication channels ensure that data is protected from accidental or deliberate (malicious) modification while in transit. Hypertext Transfer Protocol Secure (HTTPS) is a combination of the Hypertext Transfer Protocol (HTTP) with SSL/TLS protocol to provide encrypted communication and

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secure identification of a network web server – the main idea of which is to create a secure channel over an insecure network.

Identity Management

Identity Management refers to the processes and technologies involved in managing and maintaining digital identities for the purpose of administering physical and logical access. Identity Management and Single Sign-On (SSO) would provide the capability to use the single credentials per user to access all features/modules/components of envisioned system. This would also be responsible for disallowing multiple logins to the system from different machines.

Role Management

Role management deals with managing authorization, which enables administrators to specify the resources that users in your application are allowed to access. Role management treats groups of users as a unit by assigning users to roles such as Competent Person / Inspecting Official, Chief Inspector of Factories, and so on. Users can belong to more than one role. Roles give the flexibility to change permissions and add and remove users without having to make changes throughout the site. Access rules can be defined in ICT system based on role management – such rules can be made independent from individual applications.

Authorization & Privacy

Authorization refers to determining the roles, responsibilities and level of access to be granted to the user based on his profile. As heterogeneous information systems with differing privacy rules are interconnected and information is shared, policy appliances will be required to reconcile, enforce and monitor an increasing amount of privacy policy rules. There are two categories of technology to address privacy protection in commercial IT systems:

- Privacy Policy Communication

P3P - The Platform for Privacy Preferences is a standard for communicating privacy practices and comparing them to the preferences of individuals.

- Privacy Policy Enforcement

XACML - The Extensible Access Control Markup Language together with its Privacy Profile is a standard for expressing privacy policies in a machine-readable language which a software system can use to enforce the policy in enterprise IT systems.

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WS-Privacy - "Web Service Privacy" will be a specification for communicating privacy policy in web services. For example, it may specify how privacy policy information can be embedded in the SOAP envelope of a web service message.

Auditing

An information technology audit, or information systems audit, is an examination of the management controls within an Information technology (IT) infrastructure. The evaluation of obtained evidence determines if the information systems are safeguarding assets, maintaining data integrity, and operating effectively to achieve the organization's goals or objectives. These reviews may be performed in conjunction with a financial statement audit, internal audit, or other form of attestation engagement. Protecting the valuable IT assets of Department / Directorate such as computers, networks, and data requires Department/ Directorate has their own IT security audits in order to get a clear picture of the security risks they face and how to best deal with those threats.

Data Security

Data Security measures is intended to ensure that data and data systems are protected against a variety of threats such as sabotage, unauthorized disclosure, fraud, service interruption, misuse and natural disaster. Adequate protection against such threats will ensure availability, confidentiality and integrity of data. Data security technologies include disk encryption, hardware based mechanisms for protecting data, backups, data masking, data erasure, etc.

Leverage ICT pillars / infrastructure created by GoI

Government of India has created institutions and infrastructure for authentication of users. One such institution is Controller of Certifying Agencies. Agencies empanelled provide e-Sign services. Such services should be leveraged to authenticate user credentials to ensure bonafide of service request and non-repudiation.

9.3. Integration & Interfacing Requirements

9.3.1. Applications

The envisioned portal and application shall be open for integration, interfacing and data exchange with other Government Applications with platform and technology independent facility in it. Further the proposed application should have integration facility with MSDG/Payment Gateway (Integrated Financial Management System)

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Go-Swift, Go-Smile, IPICOL, Shrama Suvidha, ORTPS, OSWAS, e-Biz and CICG application is an illustrative list of such applications which would exchange data with the envisioned system.

9.3.2. SMS & Integrated Financial Management System

National Payment Gateway (Integrated Financial Management System) and SMS Gateway is envisaged to be used for this project and proposed solution should have the facility to integrate with these gateways. The Selected Bidder shall integrate the system with the SMS and Payment Gateway/Instrument

9.3.3. e-Sign

The envisioned system hinges substantially on authenticating users through Aadhaar Based Authentication and e-Sign services provided by Controller of Certifying Agency empanelled agencies. The System should interface and integrate with such Third Party Service Providers

9.4. Mobile App: Design Considerations

- i. Mobile application should be compatible and accessible on major mobile device OS such as (Android, iOS and Windows etc.)
- ii. Feature to Call Helpdesk Support which can be invoked from the App
- iii. Application should be built with open standards and open APIs
- iv. Should provide multilingual support and user interface should be available in Odia, English and Hindi.
- v. The App should provide an update feature in case of newly published version
- vi. Mobile should have functionalities like:
 - a. Able to access Phone Camera, Phonebook, GPS etc.
 - b. Auto read OTP
- vii. App should be resolution independent that will automatically expand / compress itself as per the screen resolution
- viii. Selected SI should be hosting the app in the Play store, App store, Microsoft App Store
- ix. Application should be capable to plug-in new technologies and components in a seamless manner
- x. Application should have capability to connect to the network in batches , in order to overcome the no network scenarios

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- xi. Application design should have capability to minimize its power and memory footprint during low memory scenario
- xii. The App should work in both offline / online mode

A detailed narrative of the Proposed Solution should be articulated in Form 6 of Technical Bid Format, RFP Vol II.

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10. System Sizing and Deployment Requirements

10.1. Sizing Application Requirements

There are about 250 User from Labour Directorate, 100 Users in Factories and Boilers Directorate and another 25 (approx) users at the Department level. These users would be accessing the envisioned application through VPN over Broadband or OSWAN/ NICNET connections. The Directorate level users would be accessing the envisioned system to perform business functions to receive and deliver services. The department level users would be accessing the system to view MIS reports to govern the overall functioning of the two directorates.

Approximately, 100,000 (One lakh records viz., Registrations and License documents (single page document)) issued to business users under various acts governed by Labour Directorate would be stored in the system. Approximately, 5000 – 7000 Business users apply for Registrations/ Licenses under different acts per annum. Such Business Users transact with the Labour Directorate couple of times in a year requesting for such services. There would another 10% of such business users who may request the department for amendment / cancellation of Registration / License documents once in a year. In addition to the above, there may be other 5% business users who may prefer to file an appeal against any adverse order in their request for Registration / License under different acts.

An increase of 20% p.a. may be expected of such business users requesting for Registration / Licenses under various acts.

Within the Labour Directorate, another 30 users would access the system to deliver services under State Action Plan.

Factories and Boiler Directorate have around records of 4000 Factories (approximately) operating in state of Odisha. Records of these Factories such as Registration/ License / Approval document shall be stored in the System.

It is envisaged that each Factory user shall be provided a login credential to interact and transact business with the Factories and Boilers Directorate. As a rule of thumb, Factory may interact once or twice in a year to transact business with the Directorate. We may expect an increase of 5% p.a. of such business users who would transact business with Factories and Boilers department services such as

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Approval of New Plan, Registration of Factories, Registration of Boilers, New Licenses etc. Approximately, 29,000 pages (A4) of record would be digitized and scanned in the system

A new paradigm has been envisioned in this reforms project. It is envisaged that Directorate Inspectors and empaneled Competent Persons would undertake Inspection of Factories and Boilers. These would be performed using a mobile app. It is expected that about 25% factories would be undergo Inspection p.a. The data generated in the Inspection Process shall also reside in the enterprise hardware.

This data and information may be referred while doing the sizing of the application, eliciting requirements for virtual machines for hosting the applications, servers and storage. The functional requirements of the various services may also provide reference for the sizing activity

10.2. System Deployment Requirements

10.2.1. Deployment in Odisha State Data Center

The envisioned system shall be hosted in the State Data Center of Odisha. The State Data Center would provide the necessary Virtual Machines required to the department.

- a) The selected bidder shall deploy the new application over the hardware infrastructure (Virtual machines) provided by the Odisha State Data Centre (OSDC)
- b) The selected bidder shall be responsible to coordinate with OCAC & OSDC official to host the application and comply with all the policies of OSDC.
- c) The selected bidder, after deployment of application, shall request for sign-off by OCAC. User Departments may advise for improvement of newly developed application. The bidder shall follow the improvement process till the final sign off by OCAC / User Departments.

Remote Access with single Credential would be provided to the SI for amongst others Administration of Application, System and Database.

Note: The development environment will not be provided by Department / State Data Center. Only the staging & production environment will be provided by SDC.

As part of the proposal the bidder shall state the minimum requirements for virtual machines for web, application and database layers with the configuration for Processor- cores, RAM and Hard disk. The

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requirements for virtual machine should be stated with High Availability and failover mechanism. The requirements for Software Load Balancers should also be clearly stated in the technical proposal

VERY IMPORTANT: Source Code

It is made clear that the SI shall submit Source Code to the department or its nominated agency by last working day of every week in the server/ storage device provided by the Department.

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11. Adherence to Standards, Policies and Guidelines

11.1. Portal Design Guidelines

1. The portal should have multilingual support. The user can exercise choice to browse the portal at least in three languages Odia, Hindi and English. The system should support Unicode UTF-8 encoding facility.
2. All the forms / screens should be in Odia, Hindi and English
3. Support multiple dates and time formats (especially dd-mm-yyyy which is the most prevalent in India). The user on the web portal should be able to change the date format as required.
4. The portal must comply with guidelines as specified by Government of India and available at www.web.guidelines.gov.in
5. Documents may be stored in the portal document repository using many formats, such as Word, Excel, Pdf etc. It should also have the capability to convert documents to other desired format. The portal must maintain the capability to read all the formats of all the documents that it manages, or has links to, irrespective of the age and version of the original native format of the document.
6. All data and applications delivered through the portal must be fully usable with all common web browsers, including at minimum Microsoft Internet Explorer, Netscape Browser, Safari, Chrome and Firefox.
7. No special client software shall be required to use any aspect of the data or applications delivered through the website.
8. The system must be “device aware” and vary content and access based on which device a user is utilizing i.e. users can securely access the portal via alternate devices, such as handheld PDAs and mobile phones.

11.2. Conformance to Technology & Standards

During the implementation following standards & guidelines of MEITY would be referred/ used:

- The solutions would be made centralized, multi-tenant, Integratable and support open APIs

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- The application would be built on open source software and open standard platform and adhere to policies set out by MEITY on Open Source, Open APIs, Principle of e-Kranti, Software development and Reengineering guidelines, GoI cloud policy
- The solution would leverage use of Controller of Certifying Agency empaneled agencies for authentication (Aadhaar based authentication), Digital-Locker, Digitize India, e-sign, PayGov India, National Payment Gateway platform, Mobile-Seva etc.
- The solution would be cloud based or cloud compliant
- The solution would be scalable and replicable with minimum changes, for similar kind of operations

Interoperability is defined as the ability of two or more systems or components to exchange information and use the information that has been exchanged. Data standardization and interoperability are prerequisites for sharing and interfacing Department / Directorate systems/ Data with other National Agencies / State Agencies and businesses. To this end the Solution should be based on Open standards. Interoperability related projects should be compliant to CMIS standards for Content and Document management, HTTP/HTTPS/SOAP standards for SOA, BPEL 2.0 and BPMN 2.0 for Integration and Workflow. The Web portal should follow the GIGW guidelines.

The list of standards is indicated for reference but may not to be treated as exhaustive:

- Portal (Web pages) development W3C standards
- Information access / transfer protocol SOAP, HTTP/HTTPS
- Interoperability Web services open standards
- Digital Signature RSA standards
- Document Encryption PKCS specifications
- Secure Communication SSL protocol
- PDF 417 as 2D Bar Code standard
- Information Security ISO 27001 Standards
- 2-Factor RBAC Authentication and Authorization (user ID, password, and a digital certificate or Aadhaar Based Authentication)
- Documentation IEEE/ ISO/ CMMi specification

e-Governance standards and certifications like Promotion of Open Source usage, GIGW, CERT-IN, ITIL, MDDS, IFEG

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11.3. Compliance to NeGP Framework

The solution architecture for the applications should be based on the layered architecture approach, allocated with a different set of service components like presentation, business, security, data access and data storage components. Each layer would be loosely coupled with the adjacent layers providing demarcation of functionalities. Components in each layer will interact with components of neighboring layers only. The layered approach ensures a clean division of responsibility and makes the system more scalable, flexible, maintainable and extensible with a high level of cohesion between components. Proposed solution should be exposing the services in a Service Oriented Architecture (SOA)

11.4. Compliance with Open Standards

Open standards are of major importance for the success of all such ICT based governance projects in both the short and long term duration. By adopting open standards, the vendor lock-in and technology lock-in can be avoided. Open Standards provide standard interfaces and models for the data to be exchanged and are the key enablers for establishing well-functioning service oriented architecture.

11.5. Compliance with OSS Policy of GoI

- The solutions would be made centralized, multi-tenant, integratable and support open APIs
- The application would be built on **open source software** and **open standard platform** and adhere to policies set out by Meity on Open Source, Open APIs, Principle of e-Kranti, Software development and Reengineering guidelines, GoI cloud policy
- The solution would leverage use of Controller of Certifying Agency empanelled agencies for authentication (Aadhaar based authentication), Digital-Locker, Digitize India, e-sign, PayGov India, National Payment Gateway platform, Mobile-Seva etc.
- The solution would be scalable and replicable with minimum changes, for similar kind of operations

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11.6. Technology Standards

Table 1: Technology Standards

S No	Technology Standards
■	Architecture - The application architecture should be n-tiered and must include all necessary software components. Architecture shall allow for future scalability and scope addition by way of defining new services.
■	Interoperability - SI shall propose the solution and technology platform that is based on the open standards, provide interoperability with other operating systems and application servers, guarantee portability of data and content and that the best meets the functional, non-functional and technical specifications provided in the RFP. SI must follow the Deity guidelines on open standards available at http://egovstandards.gov.in/
■	Integration with Existing IT Applications: SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.
■	Web Services - SI should ensure that the solutions proposed be integrated based on open standards supporting Web Services principles
■	Multilingual interface - The system should provide multilingual interface/labels in languages of English, Hindi and Odia.
■	Compatibility -The system should run on multiple browsers (IE 6.0 and above, Firefox 2.0v and above, Safari and Google Chrome).
■	The solution architecture should be platform, database and vendor independent.
■	The solution is required to provide modularity (business function and process) that should support addition / removal of one more modules as and when required.
■	The solution should ensure data safety and integrity in the event of communication channels operation failures, software and hardware operability failures.
■	The solution should have the ability to scale up as and when the new business applications

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	<p>and services are added without compromising the performance of the overall solution. The architecture should be proven to be highly scalable and capable of delivering high performance as and when the transaction volumes increase.</p>
▪	<p>System should employ a common user access and authentication service to ensure Single-Sign on for the end-user.</p>
▪	<p>The system should be developed to be deployed in n-tier data center Architecture.</p>
▪	<p>System should be extensible to provide access to the interfaces through mobile data terminals.</p>
▪	<p>System should support secure transmission of data over the network and support Secured Socket Layer (SSL).</p>
▪	<p>Any access to the solution database shall only be via application after appropriate authentication</p>
▪	<p>System should support requirement of OTP and digital certificates for authentication and non-repudiation.</p>
▪	<p>As part of their Technical Bid Response, the SI shall provide the detailed architecture and comprehensive Bill of Materials for all components of the proposed solution.</p>
▪	<p>Offline – Online Mode:</p> <ul style="list-style-type: none">▪ The Mobile Application should work in both online and offline mode and have the capability to synchronize with the central application once the data generated in offline mode gets the required connectivity.▪ One Service of State Action Plan shall (Voluntary Registration of Migrant workers" should also work in Offline and Online Mode

11.7. Snapshot of e-Governance Standards and Guidelines

The solution shall be compliant with Industry Standards (the latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development,

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security, installation and testing. The list below is just for reference and is not to be treated as exhaustive.

Table 2: e-Governance Standards, Policies & Guidelines

Technology	Compliance With
Portal development	MeitY guidelines available on http://web.guidelines.gov.in
Information access/transfer protocols	SOAP, HTTP/HTTPS
System Software	The database should be Open Source Software as a mandatory requirement with Technical Support, as applicable. This is as per MeitY Guidelines on adoption of Open Source in the government organization.
Interoperability	Web Services, Open standards, XML etc.
Usability	ISO 9241
Technology standards	OWASP
Digital signature	RSA standards
Document encryption	PKCS specifications
Information Security	ISO 27001
Operational integrity & security Management	ISO 17799
IT Infrastructure management	ITIL / EITM
Service Management	ISO 20000
Project Documentation	IEEE/ISO/CMMi
e-Governance Application Standards	MeitY guidelines available on http://egovstandards.gov.in
MeitY Guidelines on Open Standards	http://egovstandards.gov.in/

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12. Data Digitization & Migration Requirements

Data Digitization, Scanning and Migration would be an important pillar on which the success of the envisioned system would depend as the Identified Services hinges on it to efficiently deliver the services. This activity deserves high attention and care in order to fructify and bring to reality the identified redesigned services.

The base Master Data such as Registration and Licenses under various Acts, Approvals etc., for the various businesses require to be digitized (key board data entry) and brought into the envisioned system. It is also equally important to scan and link the various supporting documents to the data entered about Master Data such as Registration / License document etc.

As a preliminary first step, the two Directorates are scanning the documents such as Registration / Licenses / approval etc. of the last two years.

High level details of such scanning activity of the two directorates are provided in the subsequent sections

VERY IMPORTANT: Data Digitization

It is made clear that the SI shall submit the data digitized to the department or its nominated agency by EOD IN EVERY BUSINESS DAY in the server/ storage device provided by the Department.

It is very important for SI to ensure that records should not be tempered while scanning. The bidder shall use handheld scanner.

12.1. Labour Directorate

12.1.1. Data Digitization and Master Data Creation

Minimum following Documents should be digitized for the Labour Directorate.

S No	Particulars	Act name	Data Volumes
1	Registration Certificate (RC)	Orissa Shops & Commercial Establishments Act, 1956 and	46845
2	Amended Certificate of		4685

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S No	Particulars	Act name	Data Volumes
	Registration	Orissa Rules 1958	
3	Renewed certificate		46845
4	Sub Total		51530
1	RC	Contract Labour (R&A) Act, 1970 And Orissa Rules, 1975	3067
2	Amended RC		613
3	New License		38356
4	Renewed License		38356
5	Amended License		3836
6	Sub Total		45872
1	Registration Certificate	The Inter State Migrant Workmen (RE&CS) Act, 1979 And Orissa Rules 1980	163
2	Amended Certificate		16
3	New License		2751
4	Renewed License		49
5	Amended License		3
6	Sub Total		2982
1	Registration Certificate	The Motor Transport Workers Act, 1961 And Orissa Rules, 1966	3021
2	Amended Certificate		30
3	Transferred Certificate		15
4	Sub Total		3066
1	License	The Beedi and Cigar Workers (CE) Act, 1966 And Orissa Rules, 1969	538
2	Renewed License		538
3	Sub Total		538
1	Registration Certificate	The Building And Other Construction Workers (RE&CS), 1996 And Orissa Rules 2002	23000
2	Amended Certificate		230
3	Sub Total		23230
1	Registration Certificate	The Trade Unions Act, 1926 And	2855

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S No	Particulars	Act name	Data Volumes
2	Amended Certificate	Regulation, 1941	16
3	Trade Union Lists		2855
4	Sub Total		2871
1	Standing Order	Industrial Employment (Standing Orders) Act, 1946 And Orissa Rules 1946	307
2	Modified Standing Order		3
3	Sub Total		310
	Total		130399

Note : For various acts, records to be scanned and digitized as prescribed under different acts.

12.1.2. Data Digitization (Data Entry into the System)

It is important that the Master Data, such as details of Registration / License details are digitized in the system. The Master Data so created should also be linked to the respective scanned Registration / License document.

The Selected Bidder has to digitize the documents (registration / license etc.) enter the data in each of such documents. The Selected Bidder has to scan each such document and link it to the data entered in the system.

12.2. Factories and Boilers Directorate

The table below provides a snapshot of the number of Factories and Boilers registered with the Factories and Boilers Directorate. The Registration / License / Approval documents are currently in paper format.

S No	Details of Factories and Boilers	Number
1.	Registered Factories	4376
2.	Approval of New Plan of Factory	4376
3.	Registration of Boilers	2500

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12.2.1. Data Migration

In addition to the paper based document, some data reside in external systems such as Go-Swift and Go-Smile System. The Go-Swift and Go-Smile system stores the details of Factories and Boilers, and inspection schedule and reports. It is within the scope of the Selected Bidder to migrate such data in the envisioned system

12.2.2. Data Digitization

Factories and Boilers Directorate issue New Registration and License; Amendment, Transfer of Factory License; Registration of Boilers, Approval of New and Extension Plans. The applications are made in a pre-prescribed form along with supporting documents. It is critical to digitize these applications and store the data in the envisioned system. Such digitization would store the Registration & License details such as Name of the factory, duration of license, approved manpower, approved installed power etc. It would also have the name of the Occupier / Factory Manager etc.

Moreover, Master Data such as **National Industrial Classification, Central Statistical Organization, Government of India** should also be digitized and the for each Factory Registration should be linked with the National Industrial Classification code.

The table below provides an indication of amount of Data Entry / Scanning that needs to be undertaken.

S No	Details of Factories and Boilers	Count	Pages for Digitization	Forms to Digitize
1	Registered Factories	4376	50000	<ul style="list-style-type: none">1. Last Form 12. Last Form 23. Last Licence Copy4. Last Plan approval Letter5. Last List of Machineries6. Letter of Last renewal Licence7. Last Inspection Report8. List of Directors/Partners9. Registration Certificate (Form 4)10. Resolution nominating occupier11. Last Form 21 (Statutory Return)

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S No	Details of Factories and Boilers	Count	Pages for Digitization	Forms to Digitize
2	Registration of Boilers	2500	15000	<ol style="list-style-type: none">1. Last Steam Pipeline approval Letter2. Last form B13. Last form B24. Boiler erection permission letter (if applicable)5. Last field Inspection report6. Last Form V/ VI of Boiler
TOTAL			65000	

The Selected Bidder has to digitize the data from such documents and scan it as well.

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12.3. Master Data Creation

It is proposed that a structured methodology be followed in the Data Digitization, Scanning and Linking of Supporting document to Master Data. A well-defined process with defined quality assurance mechanism shall ensure that correct data is entered in the envisioned system and linked to appropriate supporting documents.

It is imperative that a User Interface is created through which Data shall be digitized and the related document shall be scanned and linked with the Master Data.

The Bidder in the bid response shall propose a methodology to digitize, scan and link the data with the documents. The bidder in the methodology shall also propose mechanism to ensure quality for the data digitization, scanning and linking process. The bidder shall also propose the expected support from the Directorate.

It is made clear that the bidder has to perform this activity in the Directorate premises. Space shall be provided by the Directorate; however, the Selected Bidder has to bring all the necessary computing device and tools. Directorate would not pay the Selected Bidder for the Computing Devices such as Scanner, Computers etc. used for the purpose of this activity.

A High Level indicative narration of the roles and responsibilities are provided in the table below:

S No	Activity Name	Responsibility
1.	Creation of User Interface for Master Data Entry	Selected Bidder
2.	Creation of User Interface for Scanning and Linking with Master Data Entered	Selected Bidder
3.	Digitization of Data	Selected Bidder
4.	Scanning of Certificate / Letter Issued by the Directorate	Selected Bidder
5.	Linking of Certificate / Letter with the Master Data	Selected Bidder
6.	First Level Review of the Data Entered and linked the Document	Selected Bidder
7.	Second Level Review of the Data Entered and linked Certificate / Letter Document	Selected Bidder
8.	Validation of Data by Directorate	Selected Bidder

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13. Project Management Requirements

13.1. Project Management

The envisioned project is a multi-disciplinary initiative. An effective Project Management Plan and commitment to adhere to it is a mandatory requirement. The project plan should also include the resource, task and time plan for the entire duration of the project.

The SI must employ best practises in project management methodology to ensure that the envisioned project components are developed and implemented within the defined time period. A copy of the project management Plan (both soft and hard copy) shall be handed over DPIT and PMU to keep track of the progress of the project.

SI would be required to deploy a full time Project Manager for the entire duration of project and a dedicated project team to deliver the project. The project manager shall act as the single point of contact for Department / Directorate. The SI is required to propose a project team for Implementation phase.

Important: The SI is expected to propose the names of those only lead members who would work in this project. Only those proposed lead members should be present during the Technical Presentation. The format for the profiles of the proposed team for both Implementation and O&M phase is present in RFP Volume II, Format 7, 8A, 8B & 9. The lead members proposed by the SI shall be retained members till the end of the project.

The SI would be required to provide periodic reports on the project progress. The formats of the reports would be finalized after commencement of the project. SI would provide adhoc report as per need basis. The Project Manager would also be responsible for escalating all issues in a timely manner.

An indicative list of document required is provided below:

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Plan	Frequency
<p style="text-align: center;"><u>Project Management</u></p> <ul style="list-style-type: none"> • Project Organization and Management Plan • System Development Plan with milestones and timelines • Testing Plan and Methodology • Training Plan, Methodology and Training Details • Training Plan • Data Digitization Strategy • Data Migration Plan • Project Roll Out Plan (Dry Run and Parallel Run) • Any other relevant items related to the project 	
<p style="text-align: center;"><u>Project Monitoring</u></p> <p><i>Update on progress – This report should provide the following details:</i></p> <ul style="list-style-type: none"> • <i>Tasks completed during the week</i> • <i>Project progress vis-à-vis planned</i> • <i>Cumulative deviations to date from schedule of progress on milestones as specified in the agreed and finalized Project Plan</i> • <i>Pending actions items from previous reporting period</i> • <i>Forecast for the next reporting period</i> • <i>Risk Reporting and Mitigation steps</i> • <i>Corrective actions to be taken to return to planned schedule of progress, if any</i> • <i>Proposed revisions to planned schedule</i> • <i>Interventions which the SI expects to be made by the DPIT and PMU</i> • <i>Other issues and outstanding problems, and actions proposed to be taken</i> • <i>Test results of training</i> • <i>Any other report requested by Department / Directorate</i> 	<ul style="list-style-type: none"> • <i>Weekly/Monthly status report</i> • <i>As per need basis</i> <p><i>The SI provide all the reports requested by Department to assist in Project Monitoring</i></p>

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13.2. Project Team Structure

The Project is a multi-discipline initiative which would require the SI to deploy resources having specialized skills, education and relevant experience for successfully implementing the project within time meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different. Continuity of deployed resources in both the phases shall play a key role in meeting the project objectives.

In the above context, the SI is instructed to propose a Team for Implementation Phase and Operations and Maintenance phase.

The SI shall deploy the project team members at project location during Implementation Phase and Operation and Maintenance phase.

The following points are stated in objective manner:

S No	Proposed Resource	Qualification	Experience
1.	Project Manager	BE/MCA and MBA	<ul style="list-style-type: none">• Minimum 2 application implementation with all as Project Manager• More than 10 years of IT experience
2.	Solution Architect	BE/MCA + MBA	<ul style="list-style-type: none">• 2 application implementation experience on the different• Min 5 years of IT experience
3.	Business Functional Lead	BE/MCA + MBA	<ul style="list-style-type: none">• 2 relevant application implementation experience• 5 years of experience in relevant business function
4.	Database Administrator	For DBA - BE / B.Tech/ MCA	More than or equal to 5 Years' Experience as a DBA
5.	QA Lead	BE/MCA	<ul style="list-style-type: none">• Experience in Functional Testing (Web, Mobile) <p>Min 5 years of IT experience</p>

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Operations and Maintenance Phase

- The SI would deploy project team in the Directorate Premises and a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the Department.
- The SI would maintain the continuity of the SPOC, however, in case of replacement of any team member, it would be the responsibility of SI to inform the DPIT and PMU in advance and propose a replacement member who shall be equally qualified having similar experience. The SI shall deploy the replacement resource only on the approval given by the DPIT.

In case, Department / Directorate, requests for replacement of any particular team member then the SI shall mandatorily replace with another team member having appropriate education and experience. The replacement team member proposed by the SI shall be deployed only on the approval of the DPIT and PMU.

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14. Training Requirements

For training the space would be provided by the Directorate whereas the training, training content and material shall and be provided by the SI.

It is estimated that 132 officials from Labour Directorate, another 70 officers from Factories and Boilers would require training. Another 10 officials from the Directorate would require training.

A batch of 20 each shall be formed for the purpose of training.

The selected bidder in consultation with Dept. will plan up a systematic training schedule. The training would be delivered in both English and Odia language.

The selected bidder should ensure a proper hands-on training to the end users designated by the Dept. so as to make them well conversant with all the functionalities, features and processes of the application.

14.1. Capacity Building on Digital Signatures

Training on use of Digital Signatures: As the envisioned project would entail significant amount of issuance of Certificates/ Licenses / Approvals, Inspection and field verification and relevant updating of records, digital signatures have to be used by various levels of officials. These officials may also keep on changing due to transfers / superannuation, etc. Hence the Selected Bidder should ensure the following:

- A one-time training to all the concerned officials in the usage of digital signatures
- As and when required, training / on-demand web based training for the new officials taking charge for service provisioning.

14.2. UAT Training

UAT Training: For acceptance test, DPIT and PMU shall select Officials of the Directorate from various functions for performing User Acceptance Test (UAT) of the system at the time of delivery.

14.3. Application Training

- i. Imparting training in Information Technology (IT) and Change Management.
 - A. Such trainings and skills will be imparted to all levels of employees involved in the processes pertaining to the services.
 - B. These would range from senior officers up to the officials working in the field offices

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- ii. Prepare and organize training programs to facilitate the user departments in the efficient usage of the new system training will be provided to department's / Directorate employees whose Information & services will be provided through the envisioned system.
- iii. Training shall encompass the knowledge of basic functionalities of Application, Guidelines and other backend processes required during the maintenance phase.
- iv. Training shall also be provided for teaching the basic trouble shooting activities in case of problems.

14.4. Mobile App Training

A batch of 100 officers shall be provided training. The training would comprise of

- i. Installation of the Mobile App in the Device
- ii. Complete walk through to the features of the Mobile App

The SI is expected to create a simulated condition for providing this training.

14.5. Super User Training

Department / Directorate shall nominate 4 officers from the Directorate and 2 from the PMU whom the SI shall train on Super User Training. The SI shall train these officers on Application Administration, System Administration and on SLA monitoring. The SI shall also train these officers as Champion Trainers who could train the other Directorate Users on usage of the application.

The bidder shall propose a detailed training plan as part of their proposal.

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15. Exit Management Plan and Handover Mechanism

The SI shall prepare and provide the Labour & ESI Department an Exit Management Plan. Details of the Exit Management are furnished in volume-III of this RFP.

The Exit Management Plan shall contain the details thereof including the following:

- (i) A detailed program of the transfer process that could be used in conjunction with Department or the Replacement Vendor, including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure during the transfer;
- (ii) Modalities for communication with SI's sub-contractors, staff, suppliers, service providers and any related third party as are necessary to avoid any detrimental impact on the Systems operations as a result of the transfer;
- (iii) Plans for provision of contingent support to the project and Department or the Replacement Vendor for a reasonable period after the transfer.

Handover Mechanism:

- (i) At the end of the specified O&M services period, the Labour & ESI Department may exercise its option to renew the O&M services with the existing SI or decide to undertake these activities on its own or to a third-party
- (ii) If Handover is required to Labour & ESI Department / any other vendor at the end of the existing O&M or otherwise, SI would be responsible for handing over the complete know-how, documentation records, software logs and all such relevant items that may be necessary for the transition process

In this regard bidder is instructed to provide an Exit management plan in their bid response

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16. Software Development, Testing, Quality Assurance and Acceptance Requirements

16.1. Software Development, Testing & Quality Assurance Criteria

Selected bidder is required to adopt iterative and incremental approach while developing the web application. Selected bidder is also required to develop and implement quality assurance processes and procedures to ensure that the system development and operations are performed to meet the quality standards that are relevant to each area in all project phases.

Selected bidder is required to use various tools and techniques that can make tests run easily and the results are automatically measured. In this way, testing tools provide a more cost-effective and efficient solution than their manual counterparts. Plus, they minimize the risk of human error during testing.

In order to ensure that such a QA mechanism is effective and acceptance of system, the following tests are required for acceptance:

- Unit Testing: Basic validation of developed components
- Functional / Internal Integration Testing: Validation of developed components against functional requirement and design specifications.
- System Testing: Validation of both functional and technical requirements for the entire system. This could include external integration if required or it can be separated into testing phases.
- UAT: User Acceptance Testing (UAT) validation of the entire solution and assurance that it meets both functional and technical requirements
- Stress and Performance Testing: Load testing enabling understanding of performance and behavior of entire solution under large number of users and high-load conditions.
- Security Testing: Security testing to ensure that the system is secured from external and internal threat

Selected bidder is required to describe their QA and testing approaches and procedures as well as testing tools for conducting various tests in support of the acceptance of the Portal Solution. Selected bidder is expected to follow CMMI level 3 and above processes.

The SI will support the certification phase in every possible way and ensure that the system obtains all necessary certifications

Furthermore, the bidder shall describe their documentation standards e.g. Documentation description, documentation identification, content, nomenclature etc. as well.

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16.2. Acceptance Criteria

The primary goal of Acceptance Testing, Audit & Certification is to ensure that the system meets requirements, standards, and specifications as set out in this RFP and as needed to achieve the desired outcomes. The basic approach for this will be ensuring that the following are associated with clear and quantifiable metrics for accountability:

1. Functional requirements
2. Infrastructure Compliance Review
3. Availability of the Services in the defined locations
4. Performance
5. Security
6. Manageability
7. SLA Reporting System
8. Project Documentation
9. Data Quality Review

As part of Acceptance testing, audit and certification, Department may appoint a third party agency to review all aspects of project development and implementation including the processes relating to the design of solution architecture with all the technical and functional requirements of the RFP and the agreement.

Department will establish appropriate processes for notifying the SI of any deviations from defined requirements at the earliest instance after noticing the same to enable the SI to take corrective action. Such an involvement of the Acceptance Testing & Certification by the Third Party nominated by Department, will not, however, absolve the operator of the fundamental responsibility of designing, developing, installing, testing and commissioning the various components of the project to deliver the services in perfect conformity with the SLAs. Following are the acceptance criteria to be adopted for PAReSHRAM Project mentioned above.

- **Functional Requirements Review**

The system developed by SI shall be reviewed and verified by the SI against the Functional Requirements signed-off between Labour & ESI Department and SI. Any gaps, identified as a severe or critical in

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nature, shall be addressed by SI immediately prior to Go-live (Phase 1, Phase 2, Phase 3, Phase 4 and Phase 5) of the system. One of the key inputs for this testing shall be the traceability matrix to be developed by the SI for the system. Apart from Traceability Matrix, SI may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing w.r.t. the functional requirements shall be performed by the SI as well as the PMU and DPIT for User Acceptance Testing.

- **Infrastructure Compliance Review**

Third party SI shall perform the Infrastructure Compliance Review to verify the conformity of the Infrastructure supplied by the SI against the requirements and specifications provided in the RFP and/or as proposed in the proposal submitted by SI. Compliance review shall not absolve SI from ensuring that proposed infrastructure meets the SLA requirements.

- **Security Review**

The software developed for PAReSHRAM Project shall be audited by the SI from a security & controls perspective. Following are the broad activities to be performed by the SI as part of Security Review. The security review shall include amongst others the following activities:

1. Audit of Application security mechanisms
2. Assessment of authentication mechanism provided in the application /components/ modules
3. Assessment of data encryption mechanisms implemented for the solution
4. Assessment of data access privileges, retention periods and archival mechanisms
5. Application security features incorporated etc.

- **Performance**

Performance is another key requirement for the system and SI shall review the performance of the deployed solution against certain key parameters defined in SLA described in this RFP and/or in the agreement between the Labour & ESI Department and the SI. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in future.

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- **Availability**

The system should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The SI shall perform various tests including server, and security tests to verify the availability of the services in case of component/location failures. The SI shall also verify the availability of services to all the users in the defined locations.

- **Manageability Review**

The SI shall verify the manageability of the system and its supporting infrastructure deployed. The manageability requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc. shall have to be tested out.

- **Data Quality**

The SI shall perform the Data Quality Assessment for the Data digitized/ migrated by SI to the system. The errors/gaps identified during the Data Quality Assessment shall be addressed by SI before moving the data into production environment.

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17. Operations and Maintenance Phase Requirements

The selected Bidder is responsible for the day to day maintenance of the system for the entire period of Contract. For the ICT components procured as part of this RFP, the selected Bidder will be responsible for Operations and Maintenance Services for the period of 5 years (with further extension of 2 years upon satisfactory performance of SI) of onsite warranty/ AMC support from the date of Go-Live date of the project covering the following:

- I. Onsite Warranty support for complete system
- II. Annual Technical Support (ATS) for all the licensed / subscription based software provided by the selected Bidder (For 3 years)

Providing Help desk support with Escalation matrix for registration of complaints related to the ICT components, software and application procured/developed through this RFP at the Centralized Helpdesk designated premises.

The SI shall be provided a Single Remote Login Credential for the administration of the Application, System and Database etc. The SI shall deploy a full time Resource for the Operations and Management of the PArEShRAM in Department / Directorate at Bhubaneswar for the entire engagement period

17.1. Overview of Post Implementation Support

An indicative list of activities and nature of support to be provided are mentioned below:

17.1.1. Application Administration and Patches and Upgrades

- a. Overall monitoring and management of envisaged PArEShRAM, modules, sub-modules and services.
- b. Performance Tuning of the envisaged PArEShRAM, modules, sub-modules and services in order to meet the SLAs.
- c. Applying upgrades and patches to improve the performance PArEShRAM, modules, sub-modules, services and MIS reports to meet the SLAs.

Note: It is made clear that amongst others such task shall not qualify as change request

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17.1.2. System Administration and Trouble Shooting

- d. Overall monitoring and management of all ICT components deployed by the selected Bidder for the Project including mobile application, utility software, system software, application, database, and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP are met.
- e. Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.
- f. Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.
- g. Maintenance of envisioned system developed by the Selected Bidder
- h. Management of envisioned application and up-gradation as when required along with troubleshooting

17.1.3. Database Administration and Trouble Shooting

Undertake end-to-end management of System and database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing schemes to database schema, disk space, user roles, and storage.

17.1.4. Back Up Management

- a. SI should evolve a backup and archival strategy
- b. Regular backups of project related data
- c. Handling service requests on backup and restoration
- d. Generation of monthly report on the backup/restoration performance

17.1.5. Security Management

- a. Reporting and resolution of security incidents
- b. Vendor management
- c. Escalation and co-ordination with other vendors for problem resolution

17.1.6. General Administration

- a. Providing suitable access to PMU, to tools implemented for monitoring the application
- b. Creation/deletion/modification of user accounts at the OS level

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- c. Periodic review of user privileges at the OS level
- d. Password management
- e. Any other day-to-day administration and support activities required

17.1.7. Overall

Undertake regular and preventive maintenance (any maintenance activity that is required before the occurrence of an incident with an attempt to prevent any incidents) and carry out the necessary fixing of ICT components wherever needed to keep the performance levels of the ICT components in tune with the requirements of the SLA. Such preventive maintenance shall not be attended during working hours of the Directorate, unless inevitable and approved by the Directorate.

Undertake reactive maintenance (any corrective action, maintenance activity that is required post the occurrence of an incident) that is intended to troubleshoot the system with sufficient teams.

Escalate and co-ordinate with its OEMs/ OEM's subscribers for problem resolution wherever required

17.1.8. Warranty

As part of the warranty services Selected Bidder shall provide:

- a. Selected Bidder should provide comprehensive support & warranty for 5 years from the date of Go Live for all artifacts which would be provided by the Selected Bidder.
- b. Selected Bidder is responsible for sizing and procuring the necessary software/tools etc. licenses as per the performance requirements provided in the RFP. During the warranty period Selected Bidder shall replace or augment or procure higher-level new licenses/tools at no additional cost to the Directorate in case the procured artifacts supplied by the Selected Bidder is not adequate to meet the service levels.
- c. The Selected Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- d. The Selected Bidder shall develop and maintain an inventory database to include the warranties of the supplied artifacts by the Selected Bidder.

In this respect the bidder shall provide O&M roadmap for the proposed solution as part of their bid response

17.2. PArReSHRAM Change Request

The department may want to add new services or add new functionalities in the envisaged PArReSHRAM.

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The selected bidder shall also perform change request in the envisaged application. The following may constitute a valid Change Request

- a. Development and rollout of a new service
- b. Deletion of an existing service
- c. Addition of any new functionality not included in the original project scope

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18. Operational Support Requirements

18.1. Centralized Help Desk

SI shall setup a Centralized Helpdesk. It would be of 4 seats (working hours and days of the Directorate) capacity for first Twelve Months and of 2 seats for the remaining period of four Years. However, the actual number of seat capacity of the Helpdesk may have to be revised as per requirement assessed through quantum of calls received per month and/or progress of the project. The first such assessment shall be made after 3 months from establishments of the Helpdesk. The Helpdesk shall be made operational from the Go-Live of services.

- The Centralized Helpdesk at Directorate premises, Bhubanesware will serve as a single point of contact which shall be providing support on both technical and domain (business process) related information to Department Users and End Users.
- The service will serve as a single point of contact for reporting / resolution of all tickets queries, errors, incidents, issues either business or application or operations.
- Any citizen/applicant should be able to contact the Helpdesk through a (toll-free) number of 10 digits.
- The service will be provided in English, Hindi and Odia.

The members of this team would be deployed at a central location (Directorate Premises, Bhubaneswar) with the necessary infrastructure (viz., Telephone and audio / video collaborative software with call logging and ticketing system) for receiving and resolving technical & domain issue and software.

Note: The selected Bidder shall deploy Help Desk Executives, arrange the Toll Free Number, and arrange the computers. Internet connectivity would be provided by the Directorate.

It is suggested that the Help Desk tool should be free ware

18.2. Data Entry Operator aka User Support Executives

SI, in addition to the Help Desk, would also deploy a team Data Entry Operators aka User Support. This will assist in making the user community familiar with the envisaged system. These DEOs should be fully conversant with all the functional features and business processes in the envisaged system.

The table below provides the list of DEOs required by the Department / Directorate for their different offices.

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S No	Office Type	Number of Offices	Number of DEOs per office	Total Number of Hand Holding Officers	Duration (months)
Labour Directorate					
1.	Labour Commissioner Office	1	1	1	6
2.	Joint Labour Commissioner Office	8	1	8	6
3.	Divisional Labour Commissioner's Office	24	1	24	6
4.	District Labour Office	2	1	2	6
5.	Assistant Labour Office (Ind)	14	1	14	6
	Total			49	
Directorate of Factories and Boilers					
1.	Directorate at Bhubaneswar	1	2	4	6
2.	Divisional Offices	7	1	7	6
3.	Zonal Offices	8	1	8	6
	Total			19	

- I. The Selected Bidder should ensure that the roster schedule of all deployed manpower for each day at the required locations has been communicated in advance to Directorate.
- II. Adherence to all laws pertaining to personnel, labour laws, etc. for any manpower deployed by the Selected Bidder on this Project shall be the responsibility of the Selected Bidder
- III. The Selected Bidder would issue Identity cards to each of the staff members deployed at the Directorate offices.
- IV. The Selected Bidder will maintain adequate leave reserve for the staff, so that the work in the respective offices remains unaffected in all cases.
- V. The Selected Bidder should hire Data Entry Operators for 6 months which may be extended up to one year.

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- VI. The deployment of number of Data Entry Operator and their office locations would be decided by the Department at any given point of time.

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19. Intellectual Property Rights

The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The SI will not have any right to share, use or disclose above mentioned components/artifacts.

The IPR and Source code generated as a part of the project will be submitted to the Department in 2 sets in DVDs before each and every phase (Phase 1 to 5) of System Go-live.

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20. Strategic Control of Labour & ESI Department

20.1. Strategic Control Defined

The Project deals with provision of services to the stakeholders in a secure and reliable environment. To this end, Department requires that it retains a Strategic Control over such systems so as to ensure the following:

- a) That the system has been designed, developed and maintained in exact conformance to the rules and regulations in force.
- b) That any changes to the system are made under due authority of the Department
- c) That the database is administered with utmost care and caution
- d) That the security of the database and application systems is of the highest order following international standards
- e) That all the applications and the database are owned by the Directorate / Department

20.2. Mandatory Scheme of Strategic Control by Department

The operational and Maintenance is in the hands of the SI. SI has to ensure exact compliance for ensuring provision of services in an uninterrupted manner. Against this scenario, it is required to design and enforce a mandatory Scheme of Strategic Control by Directorate / Department over the project.

In operational terms, Strategic Control over an IT-based system translates to the possession and exercise of appropriate privileges to ensure that (i) the system has been designed and established in exact conformance to the requirements , **by the technical team of Directorate / Department associating itself with the beginning of the project** and (ii) any changes to the system are authorized by a set of Department Officials, specially empowered to exercise those privileges (iii) Granting full and unlimited access to Data, applications and transactional logs to Department and its designated officers and agencies at any point of time.

Strategic Control basically addresses the requirements of distinct areas of the system, stated below.

- a. Portal
- b. Application Systems
- c. Database Systems
- d. Other System components

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It is important to note that all the aspects of Strategic Control with respect to each of the above areas shall be applicable to the entire System.

20.3. Requirements of Strategic Control over the Application & Portal

The high level requirements of Strategic Control over the Application systems including the portal are specified below

Retention of ownership and control over Applications (including the portal)

- a) Department shall have exclusive ownership of the application. To this end, the system shall be designed to ensure that
 - i. The personnel of Department are associated with the design and development phases of the Project. Specifically, the SI shall obtain the sign-off of Department on the design documents.
 - ii. The Application System and the Source Code are submitted to the Directorate / Department initially before the 'System Go Live' of every phase (from Phase 1 to Phase 5) and finally after the 3rd Party Audit certification. These shall also be submitted every year to Directorate / Department after system go - live
- b) Any changes to the application, required to enhance the functionality, or to improve performance or to cover security gaps, shall first be hosted in an application staging environment, tested for consistency, integrity and performance by the Application Administrator of the SI.
- c) To this end, all the actions of the Application Administrator shall be logged.

Application Audit

The following requirements shall be met in regard to application audit.

- a) The system shall allow conducting post-implementation review and audit of the System. Department may undertake comprehensive application audits at regular intervals through a 3rd party to ensure application functionality and integrity.

Version Control

- a. The System shall permit the latest versions of the application and source code to be submitted with the Department with appropriate logs maintained for each change.

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20.4. Requirements of Strategic Control over the Database

The high level requirements of Strategic Control over the Database systems are specified below.

Retention of ownership and control over the Database

Department shall exercise complete ownership of the database. To this end, the system shall be designed to ensure that

- i. The entire database, including the table structures, schemas and master data are handed over to Department initially before the ‘System Go Live of each Phase (from Phase1 to Phase 5)’ and finally after the 3rd Party Audit certification.
- ii. Any subsequent changes to the database system are incorporated in the Database Repository on an incremental basis, after the process of approval prescribed herein is undergone.
- iii. Any changes to the database structure, required to enhance the functionality, or to improve performance or to cover security gaps, and any changes to the master data, shall first be hosted in a staging environment, tested for consistency, integrity and performance by the Database Administrator of the SI. Thereupon a request shall be forwarded to Department, to permit the proposed changes, with clear reasons necessitating the change.
- iv. Any direct access to database must be avoided and the database administration activities (especially all those actions that result in modification of data, schema and master data) shall be executed through an application which verifies and audits users, code and actions done on the database.

Process controls on Database Administration

- a. Directorate / Department shall have the right to oversee the actions executed by the SI, by their physical presence, till the later logs out to ensure that the actions are as per the approved procedure

Audit of DBA Actions

- a. All DBA actions and any action on the database by any user must be logged automatically by the database server/ profiling tools and audit logs should be preserved securely
- b. Directorate / Department may conduct a comprehensive third party audit on the database audit logs from time to time to verify the set of actions performed within a given period.

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A. Annexure I: Indicative Bill of Material

S No	System Software Component	Quantity
1.	Portal Development Platform - Open Source – Subscription for 3 Years	As Required
2.	Middleware (Open Source)	As Required
3.	Enterprise Class Database(Open Source) with Subscription for 3 years	As Required
4.	SMS Gateway Integration	As Required
5.	Integrated Financial Management System -Payment Gateway Integration	As Required
6.	Digital Signature Integration	As Required
7.	e-Sign Integration	As Required

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B. Specifications & Compliance Sheet

The specifications elicited below for the various system software are indicative in nature. The bidder has the liberty to quote equivalent or higher specifications.

All products quoted must have a product road map by the manufacturer / OEM for at least next 7 years.

Bidders are encouraged to propose open source software which find place in Gartner's Magic Quadrant under Leaders or Challengers Box.

1.1. System Software Specifications

The System Software proposed by the bidder should be enterprise class, open source and comply to open standards and should come with ATS aka Subscription.

The Middleware and Document Management System should be enterprise class, open source and may or may not come with ATS aka Subscription.

1.1.1. Portal Specifications

In addition to the above criteria, the bidder should also ensure that the proposed software should have been successfully implemented in at least three government department, PSUs, Banks, Insurance etc.

#	Minimum Specifications or better		Compliance Yes / No
	The Portal should be enterprise class Open Source & Comply to Open Standards		
	Key functionality of the platform such as user administration, permissions/roles, user groups, security and search.		
1.	Web Experience	Fully featured CMS abilities such as content authoring and publishing, dynamic content targeting for different audiences, personalization and site management.	
2.	Forms & Workflow	Easy-to-create forms and process workflow features.	
3.	Collaboration	Essential tools for collaboration including blogs, wikis, document management, forums and social components.	
4.	Personalization		
	Portal should have features to improve engagement with user to raise the level of your customer service.		

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#	Minimum Specifications or better		Compliance Yes / No
a.	Segmentation	Create audience segments based on user behavior (e.g. page visited, device, last login date), user attributes (e.g. country, gender, language), social media profiles or custom fields.	
b.	Audience Targeting	Create and deliver content specially tailored for each of your segments based on rules and actions.	
c.	Campaigns	Create campaigns to present specific content for different user segments over fixed periods of time	
d.	Optimization	Measure the interaction of targeted user segments with your chosen content to optimize content delivery	
5.	Development		
	Portal Platform should aid the development of websites and applications through tools, methods and services based on industry standards, including:		
a.	Developer Tooling	Portal Platform should provide a native software developing toolkit or developer studio which includes a complete development/test environment for building modules and customizations.	
b.	Workspace	Should also support highly structured environment for modular development.	
c.	CLI	Portal Platform development projects should be completely controlled from the command-line using Blade CLI or similar. CLI should perform several development tasks such as creating new projects, installing and managing Portal Platform Servers, and creating Portal Platform Workspaces.	
d.	Visual Designer	Portal Platform should provide its users a set of guidelines and components that allow developers to create visually stunning applications with minimal effort.	Lexicon
e.	Frameworks Supported	JSF, Portal Platform Faces, MVC, OSGi, Spring, Vaadin and more.	
f.	Integration	Portal Platform should support most standards based ESB/MOM solutions and can integrate with standard ESB protocols such as SOAP, JSON, REST and JMS. Portal Platform contains not only local APIs for its services, but also remote APIs via SOAP, JSON and REST.	

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#	Minimum Specifications or better		Compliance Yes / No
g.	Security/Identity Management	Portal Platform should use industry standard, government-grade encryption technologies, including advanced algorithms such as AES, 3-DES and RSA. Portal should also offer single sign on (SSO) API that integrates with CAS, LDAP (e.g., Active Directory), NTLM, CA SiteMinder, Oracle Access Manager, Novell Identity Manager, Open SSO, SAML and more. It would be a plus if Portal Platform ships with robust user management and security features including password policies, user reminder settings and complete login security procedures.	
h.	Performance	Portal Platform have to be performance tested and benchmarked to be scalable in high availability deployments.	
i.	Multi-Tenancy	Portal Platform should give enterprises the ability to organize users by business-defined categories such as departments, geographies or offices, as well as by cross-departmental teams and workgroups. Each organization and site can inherit or define its own permissions and administer user, group and role management for the various applications it chooses to include.	
j.	Clustering & High Availability	With the capability to support a broad range of deployment sizes, Portal Platform should be able to scale to support multiple virtual hosts and load balancers, app server clustering and database clustering.	
k.	Cloud Support	On-premise and hosted cloud configurations should also be supported by Portal Platform with multiple hosting and managed hosting providers such as NIC, BSNL Cloud and Private ISPs	
l.	Staging	Portal should support staging either locally or remotely for features like Blogs, bookmarks, calendars, documents and media, Dynamic Data Lists, forms, message boards, mobile device families, polls, web content, wikis and site pages. It should allow content administrators to build up content ahead of time outside of the view of the site users and then publish everything at once when the content is ready.	

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#	Minimum Specifications or better		Compliance Yes / No
m.	Inbuilt Workflow Engine	Portal should have out-of-the-box workflow engine which should help define business processes that allow any content created in Portal Platform and to be included in an approval process that models the business requirements. Portal Platform should include a visual workflow designer and workflow-enabled forms that make it easy to capture and define business processes with the organization.	
n.	Upgrade Tools	Portal Platform should include Upgrade Tool that simplifies the upgrade process. The tool should run stand-alone from Portal Platform and allows system administrators to restart failed upgrades in order to reduce the amount of time involved in troubleshooting upgrades.	
o.	Elastic Search	Industry recognized search engines such as elastic or Solr should be the default search engine in Portal Platform to provide better search monitoring, tuning and scaling.	
6.	Developer Studio		
a.	<ul style="list-style-type: none"> — Portal should have native Developer studio which makes it easy to use project creation. — It should also include new tools for upgrading and migration tool to help migrate plugins to Latest version of Platform. 		
7.	Multichannel Experience		
	Create websites, apps and digital touch points that are connected, personal and contextual.		
	Mobile	Rapidly create native iOS and Android apps or responsive mobile sites. Mobile application development would be based on open source platform.	
	Web	Build modern web experiences with fast, usable interfaces. Built-in, full featured CMS allows easy editing by your content owners.	
8.	Mobile Experience		
a.	Creating native mobile applications has to be hassle free with all supporting powerful tools that:		

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#	Minimum Specifications or better		Compliance Yes / No
b.	Screens	Portal should have visual components that integrate directly with the development environments for Android and iOS. It should allow developers to create mobile applications with minimal effort by taking care of the back-end communication to Portal.	
c.	Push Notification	Support for push notifications should be there to mobile applications with Portal Platform	
d.	Mobile SDK	Portal Platform should have tools to create native mobile apps for iOS and Android that take advantage of Portal services.	
9.	Management of Portal Infrastructure		
	— Proposed technology should also have a cloud-based management solution for maintaining a Portal Platform infrastructure. Some of the features required:		
b.	— Collection of key metrics such as page load time, application load time and Garbage Collector and Memory JVM metrics.		
c.	— An environment-wide view of metrics and x pack levels which makes supporting multiple portal installations easier.		
d.	— Patch management features such as automatic downloads and patch management within clustered environments.		
e.	— Delegation of administration to others within the organization.		
f.	— Property analyzer, which tracks custom platform properties.		
#	Specifications		Compliance Yes / No
	The solution should be enterprise class Open Source & Comply to Open Standards. The DM may come as bundle with the Portal Solution		

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#	Minimum Specifications or better		Compliance Yes / No
	<p>Should support unified document repository that houses documents, video, audio, images, and other media types from one place. It can be leveraged across an enterprise, within a specific group, or for a single individual as a web repository.</p> <p>Document repositories should allow groups to store assets, tag them, lock them, search for and leverage them in web pages, or download them for use online.</p> <ol style="list-style-type: none"> 1. Open Office and Microsoft Office integration, backed by the Jackrabbit JSR-170 compliant Java content repository and includes check in / check out, meta data, and versioning. 2. Document file formats should be able to convert at the time of upload. Items saved should be displayed through the Document and Media Display, and Display portlets. 3. Multiple- file upload allowing users to upload and store a document in one file format while making it available for download in other formats (i.e., a .doc file can be available for download as a pdf with portal platform should provide the conversion at download time). 		
	Sync Feature	Solution should allow files to remain in perfect sync between Portal Platform, the native desktop environment and mobile environments via native file synchronization component for Portal Platform. Sync feature should be fully integrated with the documents and media in Portal Platform and should utilize all the features provided by the Document Library such as file versioning, workflow and permissions.	
	Document & Media Display	Should support provide a separate interface to preview documents stored in Document & Media repository.	
	3rd Party ECM Integration	Should also allow user to mount & browse documents from any 3rd party document repository such as Documentum, Sharepoint, Alfresco & NewGen in native Portals Document & Media Library.	

1.1.2. DMS Specifications

#	Minimum Specifications or better	Compliance (YES/NO)
	The solution should be enterprise class Open Source & Comply to Open Standards.	

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#	Minimum Specifications or better	Compliance (YES/NO)
1.	Simple capture of electronic documents and paper documents. Simple Upload and download of electronic documents	
2.	Automatic archiving of ERP-Documents, PPS-Systems and other document sources	
3.	Email Archiving through medium such as PDF or ODF, PDF-Archiving, Integration with MSOffice and Open-Office	
4.	Comprehensive document management system for many formats and data sources	
5.	Active document editing with check-in / checkout, versioning, history, reporting	
6.	Audit-proof archiving according to legal demand	
7.	Full-text search with previous automatic indexing, Optional: OCR solution, future needs	
8.	Exceptionally fast and accurate document retrieval	
9.	Version control, logging and evaluation	
10.	Automatic sorting and tagging for all kind of documents	
11.	Automatic generation of process and project records	
12.	Workflow system for all kind of documents with many possibilities with multi- level approval.	

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1.1.3. Middleware Specifications

#	Minimum Specifications or better	Compliance (YES/NO)
1.	The Middleware proposed should be an open source and enterprise class	
2.	Core services like concurrency, transactions, threading, messaging.	
3.	Security and enables high availability functionality to the enterprise.	
4.	Uniform, standard, high-level interfaces to the application developers and integrators, so that applications can be easily composed, reused, ported, and made to interoperate.	
5.	Information about members of the cluster.	
6.	A persistent store where applications can store their state	
7.	Persistent message queue service	
8.	A publish-subscribe mechanism	
9.	Cluster-wide locks	
10.	Provides a high-performance messaging infrastructure based on the Transparent Inter-process Communication (TIPC) TIPC / TCP / UDP / Multicast protocol.	
11.	Faster recovery from a hardware failure.	
	Facilitates debugging in a distributed environment.	
12.	Provides a single access point for all management operations and a structured mechanism to define hardware and software components and their relationship from a high-availability and fail-over perspective	

1.1.4. Enterprise Class Database Specifications

#	Specification	Compliance (YES/NO)
1.	The RDBMS should be an open source RDBMS or based on an open source RDBMS.	
	General Features	
2.	The RDBMS system should conform to the ANSI-SQL:200n standard.	
3.	The RDBMS should support all standard relational data types as well as native storage for: JSON, JSONB, XML, TEXT, Document, Images, Audio, Video, Location Data and Complex Spatial Data.	
4.	The RDBMS should have fundamental database features such as full ACID compliance, referential integrity, triggers, functions, procedures, UPSERT.	

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#	Specification	Compliance (YES/NO)
5.	The RDBMS should be available and function in Linux/Unix environment with 64 bit support.	
6.	The RDBMS Should provide connectivity using native connectivity, JDBC, ODBC and connectivity to various technologies like .NET, Java, PHP etc..	
7.	The RDBMS should be capable of storing UNICODE data formats for multi-lingual language support especially Indian Languages.	
8.	The RDBMS solution should provide solution for storing file content such as images, audio, video, PDFs, spreadsheets etc with high performance and compression. Should also be able to separate LOB objects in a different storage space which can be further changed into read only/read write mode.	
9.	The RDBMS should have full support for IPv6 network protocol.	
10.	The RDBMS should provide full support for Full Text Search System.	
11.	The RDBMS should be from the Gartner's Leader's Quadrant.	
	Performance	
12.	The RDBMS should have a cost based optimizer which should be able to choose the best path for queries, based on what it knows about the data. The cost based optimizer can be further tunable to perform optimally for certain workloads.	
13.	The RDBMS should be having a mechanism to minimize physical I/O. When a block is read by database, it should place this block into the buffer cache, so that next time when query looks for same block it should be available in primary memory, which is faster than physical Memory.	
14.	The RDBMS should have capability of examining a procedural language code to understand where the time is being spent in regard to execution.	
15.	The RDBMS should have capability of examining a database's activity through a GUI tool and help diagnosing the long running SQL commands and frequently running SQL commands	
16.	The RDBMS should have High performance tools to support bulk data loading and should have an option of loading data in parallel.	
17.	The RDBMS should be able to compress, on-the-fly, structured data and unstructured data such as normal large data, documents, images, and multimedia files. The compression should be automatic based on certain criteria such as size of data.	
18.	The RDBMS must have a Workload or a Resource manager to manage CPU and I/O resources efficiently.	
	Availability	

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#	Specification	Compliance (YES/NO)
19.	The RDBMS should be able to interface directly with High Availability Clustering Software on Proposed OS and should support Active-Passive clustering. Should also have provision for automatic failover between 2 database instance in Active(read-write)-Active(Read) configuration.	
20.	The RDBMS should have capability of replicating data Synchronously i.e. a transaction commit should wait at the primary database server/site till it is written on secondary database server/site.	
21.	Users should be able to take Complete Database Backup Online and in Parallel. The restoration of the Complete Database should also be possible in Parallel.	
22.	The RDBMS should have fault tolerance, linear scalability, mixed workload capability, recovery, real-time capability, manageability, query estimation time features.	
23.	RDBMS should support fault-tolerant, multi-master replication with the capabilities of inbuilt data conflict detection and resolution.	
24.	The RDBMS solution should have built-in Backup & Recovery feature, Disaster Recovery Feature, Queue Mechanism to transfer data across to other database on homogeneous or heterogeneous Operating Systems and platforms.	
25.	The RDBMS should support online-reorganization of tables and indexes.	
26.	The RDBMS should support native disaster recovery capability without any third party support using cost effective option of automatically synchronizing the transaction logs to disaster site, which in case of fail over the other node provides the availability of all data.	
Scalability		
27.	The RDBMS should provide horizontal scalability in such a manner that a new standby or replication database server node can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of primary production system such as without shutdown.	
28.	The RDBMS should provide a rich variety of partitioning schemes to address the business requirement of the application. Partitioning should be embedded tightly into the core database engine and supported by many administrative tools. From an application perspective, it should be completely transparent which means no or minimal changes should be needed to be made to the application or to the SQL statements in order to use it.	
29.	The RDBMS should support terabyte and petabyte scaling.	
30.	The RDBMS should have provision for automatic read load balancing.	
Security		

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#	Specification	Compliance (YES/NO)
31.	The RDBMS should provide controlled data access down to the row-level so that multiple users with varying access privileges can share the data within the same physical database or table.	
32.	The RDBMS should have native support for using SSL connections to encrypt client/server communications for increased security over a network.	
33.	The RDBMs should support an in-built mechanism to prevent from SQL Injection attacks and should not be dependent on application.	
34.	The RDBMS should have capabilities to obfuscate server side code, protecting proprietary algorithms, data handling procedures, or intellectual property.	
35.	The RDBMs should natively support LDAP, RADIUS and GSSAPI authentication methods.	
36.	The RDBMS should support user, group and role based security model for the database users.	
37.	The RDBMs should provide encryption at various levels such as: Stored Passwords, specific columns, Encrypting Passwords Across A Network, Data over network.	
Manageability and Interoperability		
38.	The RDBMS should support options of different partitioning schemes within the database (for ex. Range, List etc) to split large volumes of data into separate pieces or partitions, which can be managed independently. The partitioning should enhance the performance, manage huge volumes of data.	
39.	The RDBMS solution should provide single system management view for database / database cluster. Should be using centralized database management console over network for monitoring database resources.	
40.	The RDBMS should be having built-in provision to administer database / database clusters, Monitor performance, Maintain database, Backups etc.	
41.	The RDBMS should provide automatic patch and security updates mechanism for the database and associated components such as replication tools, database servers etc.	
42.	The RDBMS should have support to automatically extend storage as needed to a defined limit (or physical limit of the storage-partition) thereby reducing unplanned outages at the database and table space levels. The RDBMS should work closely in coherence with the underlying OS and File System.	
43.	The RDBMS solution should have role based user management mechanism.	

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#	Specification	Compliance (YES/NO)
44.	The RDBMS should have compatibility with other RDBMSes for ex. Oracle, MS SQL Server, Postgres etc. so that the data can be easily replicated between and among these RDBMSes easily and effectively.	
	Monitoring	
45.	The RDBMS should have tools to perform real-time monitoring at different levels such as databases, instances, CPUs, Disk Storages, Memory, Statements in application including dynamic SQL, tables, locks, connection, deadlock, transactions.	
46.	The RDBMS monitoring system should be able to generate alerts when a certain set threshold is crossed and should be able to generate notifications about alerts.	
47.	The RDBMS should support inbuilt auditing for allowing database administrators, security administrators, auditors, and operators to track and analyze database activities. These activities should include database access and usage along with data creation, change, or deletion.	
	Geo Spatial Capabilities	
48.	The RDBMS should provide support for spatial data formats within the database	
49.	The RDBMS Should support full 3D Data Model (3D Geometrics, surfaces, TINS, Point Clouds), all geospatial data including vector and raster data, topology, and network models.	
50.	The RDBMS Should support Linear referencing system, Topology data model, Spatial analytic functions, Geocoding engine, and Routing engine.	
51.	The RDBMS should be OGC compliant for Simple Features specification of SQL.	



Request for Proposal

Vol 2

Scope of Work, Commercial
Specifications and Bid Process

PAReSHRAM



19-Aug 2019

Labour & ESI Department

ODISHA SECRETARIAT,

SACHIVALAYA MARG, UNIT-2, BHUBANESWAR, ODISHA – 751001

Reference Number: Labour/2019-20/01

Request For Proposal

This Request for Proposal (RFP) for Selection of System Integrator (SI) is issued by Department of Labour & ESI, Government of Odisha.

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither Labour & ESI Department, nor any of its officers or employees, nor any of their advisors nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of Labour & ESI Department, Government of Odisha. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each bidder must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project, the regulatory regime which applies thereto and by and all matters pertinent to the Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the Project. Labour & ESI Department, Government of Odisha shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, estimates, projections, targets and forecasts with respect to the L&E e-Governance System Project. Such statements, estimates, projections, targets and forecasts reflect various assumptions made by the management, officers, employees and consultants which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

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Labour & ESI Department, Government of Odisha shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of Labour & ESI Department, Government of Odisha in selecting the System Integrator who qualifies through this RFP shall be final and Labour & ESI Department, Government of Odisha reserves the right to reject any or all the bids without assigning any reason thereof. Labour & ESI Department, Government of Odisha further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

Labour & ESI Department, Government of Odisha may terminate the RFP process at any time without assigning any reason and upon such termination Labour & ESI Department, Government of Odisha shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

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Glossary of Acronyms	
AUA	Authentication User Agency
BOM	Bill of Materials
CD	Compact Disc
CMMI	Capability Maturity Model Integration
CMS	Content Management System
CV	Curriculum Vitae
DFD	Data Flow Diagrams
DMS	Data Management System
EMD	Earnest Money Deposit
ER	Entity Relationship
FRS	Functional Requirement Specifications
G2B	Government to Business
G2C	Government to Citizens
GFR	General Financial Rules
GST	Goods and Service Tax
LoI	Letter Of Intent
MIS	Management Information System
MSA	Master Services Agreement
NIC	National Informatics Centre
OEM	Original Equipment Manufacturer

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PBG	Performance Bank Guarantee
PMU	Project Monitoring Unit
PO	Purchase Order
PSU	Public Sector Undertaking
QCBS	Quality and Cost Based Evaluation
QOS	Quality Of Service
RACI	Responsible, Accountable, Consulted & Informed
RFP	Request For Proposal
RTM	Requirement Traceability Matrix
SDC	State Data Center
SDD	System Design Document
SI	System Integrator
SLA	Service Level Agreement
SMS	Short Message Service
SOP	Standard Operating Procedures
SRS	Software Requirement Specification
UAT	User Acceptance Test
UIDAI	Unique Identification Authority of India
UT	Union Territory

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1. Purpose of the RFP

The purpose of this RFP is to solicit proposals from the bidders for selection of System Integrator (SI) for the L&E e-Governance System (PAReSHRAM) project through a competitive bidding process. The System Integrator will be responsible for the design, implementation and operations and maintenance of the project. The RFP intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders

1.1. Structure of the RFP

Volume I: Functional and Technical Requirements

Volume I of RFP intends to bring out all the details with respect to solution and other requirements that Department deems necessary to share with the potential bidders. The information set out in this volume has been broadly categorized as Functional, Technical and Operational Requirements covering multiple aspects of the requirements.

Volume II: Commercial and Bidding Terms

Volume II of RFP purports to detail out all that may be needed by the potential bidders to understand the scope of work, project implementation, timelines, commercial terms and bidding process details.

Volume III: Contractual and Legal specifications

Volume III of RFP is essentially devoted to explain the contractual terms that Department wishes to specify at this stage. It basically consists of a draft of Master Services Agreement (MSA) that needs to be signed between the Department and the successful bidder (SI). This MSA includes a separate schedule on Service Level Agreement (SLA).

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

This document is Volume II

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2. Scope of Work

The scope of work would cover services in Software Development, Data Digitization, Training, Implementation, Maintenance, Management and User Support for the following:

I. Implementation Phase

A. L&E e-Governance System (PArReSHRAM)

- i Design, Development, Testing and Deployment of PArReSHRAM Portal & Application for Labour and ESI Department
- ii Procurement, Supply, configuration and testing of requisite System Software
- iii Design, Development, Testing and Deployment of Mobile Application for specified Services
- iv The application should be developed to log the individual event's initiation time and completion time in the server to track SLAs in O&M Phase.
- v Integration of SMS gateway, Payment Gateway and Payment instruments with the Application as per the recommendation of the department
- vi Provide all utilities and software for performing e-sign and Digital Signature
- vii Interface with the Controller of Certifying Agencies empaneled agencies to provide e-sign
- viii Interface with the UIDAI for availing Aadhaar authentication services
- ix Provide hardware specifications (Virtual Machines with configurations) for application to be deployed at Odisha State Data Center.

The bidder shall provide the number and configuration of the Virtual Machines. Department / E&IT department facilitate the same within the OSDC.

- x Deploy the envisioned Application in the Odisha State Data Center
- xi The selected bidder shall be responsible to coordinate with OCAC & OSDC official to host the application and comply with all the policies of OSDC.
- xii The selected bidder, after deployment of application, shall request for sign-off by OCAC. User Departments may advise for improvement of newly developed application. The bidder shall follow the improvement process till the final sign off by OCAC / User Departments.

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- xiii Support in Third Party Acceptance Testing, Audit and Certifications
- xiv Conduct User Acceptance Test by creating a test environment similar to the actual work environment of department / directorate. SI will conduct the UAT in the premises of directorate / department.
- xv The SI shall provide Exit Management Plan and Handover the Plan to Directorate / Department. The detailed requirement of this plan is elicited in section 15 of RFP Vol I.
- xvi Implementation and testing of the complete solution as described in the section 16, RFP Vol 1
- xvii Deploy project co-ordinators at the project locations

B. Data Digitization

- xviii Design, Development of Data Digitization software with User Interface for digitization of various forms, records and certificates for the number of records listed in section 13, RFP Vol 1
- xix Data Digitization, scanning of the existing Certificates, forms with link to such original Certificates, forms for the number of records listed in section 13, RFP Vol 1
- xx Data Digitization of National Industrial Classification, Government of India

C. Training and Capacity Building

- xxi Train the various categories of Users for successful adoption of the envisioned Application. Details provided in RFP Vol I, section 14

D. Documentation

- xxii Complete documentation of the Project at all relevant stages. An indicative list of deliverables is mentioned in section 4 of RFP Vol II and section 11, RFP Vol I.

II. Operations and Management

- i Application maintenance and support services for the PAReSHRAM for a period of 5 years with further extension of 2 years upon satisfactory performance of SI from the date of System go-Live
- ii Annual Maintenance / Annual Technical Support / Subscription for all the System Software for a period of 3 years after System-go-Live

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- iii Deploy Post Implementation Team for Operations and Maintenance of the application by performing activities mentioned in the section 17, Vol 1

E. Centralized Help Desk

- iv Setting Up of Centralized Help User with details as specified in RFP Vol I, section 18.1

F. Data Entry Operator / User Support

- v Deploy adequately trained Data Entry Operator as specified in RFP Vol I, section 18.2

Service Level Agreement (SLA)

- vi Meet the SLAs as specified in RFP Vol III, section 11

2.1. Scope of Work and Key Activities

- i. Preparation of the Integrated Project Management Plan which should cover the complete SOW for envisioned system
- ii. Preparation of Inception Report
- iii. Getting the IPMP and the Inception Report from PMU / DPIT and incorporate the changes in the documents as suggested by the PMU/ DPIT, as applicable

Implementation Phase

- i. Assessment study and system design.
- ii. Requirement Gathering for services and the associated MIS Reports. The details of the services and it's phasing is provided in RFP I, Sec 7.0
- iii. Requirement gathering for all other services
- iv. Solution Architecture and Design of services
- v. Procurement, Configuration, Installation and Testing of system software at the SDC and hosting of application and utility software
- vi. Provide hardware specifications (Virtual Machines) for application to be deployed at State Data Center. It is made clear that OSDC shall provide Virtual Machines.
- vii. Installing & preparing the environment with all the required software/tool/products as applicable in the SDC and provided by department
- viii. Application development for all the services
- ix. Final UAT & Acceptance;
- x. Data Migration for all the services

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- xi. Final integration testing
- xii. Deploy manpower during the UAT and roll-out stage for user handholding in the identified offices of Directorate.
- xiii. Data Digitization and Migration
- xiv. Centralized User Helpdesk for system software, application and database
- xv. Training
- xvi. Complete documentation of the Project at all relevant stages.
- xvii. Procurement, customization and integration of other applications as may be required.
- xviii. Department shall engage a government empanelled to perform Security and Safe to Host Third party Audit before System-Go-Live

Operations and Maintenance

- i. O&M of all associated artifacts for a period of 5 years with further extension of 2 years upon satisfactory performance of SI. post implementation/Go Live.
- ii. Provide hand-holding support to the user community post implementation of the Solution at all the identified locations for a period of two quarter after System Go-Live.
- iii. Operate a Centralized Helpdesk as a Single Point of Contact in Bhubaneswar Office for resolving all technical, functional and operation issues.

As the project is very ambitious project and success of the project depends on the performance of the activities performed, it is suggested that a strong and proven methodology should be followed to implement this project. The suggested activities (illustrative only) to be performed for this project are explained below:

I. Preparation of the Project Plan and the Inception Report

- I. The Selected Bidder needs to prepare an Integrated Project Management Plan for the entire assignment that covers detailed tasks along with timelines which have to be performed as part of the assignment.
- II. The roles and responsibilities for the project along with support arrangements that are expected for the project need to be jointly arrived at and has to be signed off between the Selected Bidder and department.
- III. The Selected Bidder needs to prepare and submit an Inception Report, which will serve as the foundational document for all activities related to the project. The acceptance of the Inception Report is necessary before proceeding to the next stage of the project.

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The inception should contain the following :

- i. Project Plan
- ii. Project Organization and Management Plan
- iii. Task, Time, and Resource Schedules
- iv. RACI Matrix
- v. Development Methodology
- vi. Data Migration, Data Entry, Data Digitization Roadmap
- vii. Risk Mitigation Plan
- viii. Quality Management Plan
- ix. Integration testing Plan
- x. UAT Plan
- xi. Change Management & Capacity Building Plan
- xii. Project Rollout Plan (Dry Run, Parallel Run etc.)
- xiii. Operations & Maintenance Plan
- xiv. Project Communication Plan
- xv. Exit Management Plan

II. Assessment Study, Requirement Gathering, Analysis and System Design

a. Requirement Gathering & Analysis

- A high-level analysis of processes has already been performed and indicative functional requirements have been identified. The Functional Requirement as envisaged for this project is attached as Annexure FRS Labour and Annexure FRS F&B to the RFP (published as separate document).
- The Selected Bidder must carry out a comprehensive discussion with department and subsequently analyze to ensure that each of the requirements mentioned in the Annexure FRS Labour and Annexure FRS F&B to the RFP are captured in the requirement analysis of the project
- Requirement gathering activities conducted as part of this task will result in the project deliverable “**Software Requirement Specifications (SRS)**” document, which shall detail the system-level requirements of the complete solution.

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- The SRS document should give the complete architecture of the proposed project. SRS should include, but is not limited to:
 - Data flow diagrams (DFD) & entity-relationship (ER) diagrams.
 - Format of all input screens including data entry requirements.
 - Format of all reports that would be generated by Directorate.
 - Business logic used for all reports and functions.
 - Access control mechanisms, data security and audit trails to ensure that databases are not tampered or modified by unauthorized users. The following guidelines need to be observed for security:
 - Build a complete audit trail of all transactions (add, edit and delete) using transaction log reports, so that errors in data, intentional or otherwise, can be traced and reversed.
 - The most appropriate level of security commensurate with the value to that function for which it is deployed must be chosen
 - Implement data security to allow for changes in technology and business needs.

b. System Design

- Having conducted a comprehensive analysis of the requirements for the Selected Bidder would need to prepare an elaborate detailed system design for the project.
- All common browsers (Internet Explorer, Safari, Chrome, etc.) should be able to support the system / applications. The Selected Bidder should follow the ‘Guidelines for Indian Government Websites’ prepared by NIC.
- Selected Bidder is encouraged to get users’ involvement in this stage when they are finalizing all design components including the user interfaces, the mode of data entry, storage and retrieval, outputs, reports, queries and the application design as a whole.

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- Selected Bidder will prepare the solution architecture which shall include the integration of all the components of project and their inter-relationship and dependencies
- The Selected Bidder would be responsible to ensure that all the above activity should be completed

Activities conducted as part of this task will result in the project deliverable “System Design Document (SDD)”, which would include all aspects of the design mentioned above

c. **Data Entry, Data Migration, Validation of Data. RFP Volume I Section 13**

III. Training of Department Users

- a. The Selected Bidder shall impart training to the Department / Directorate Users and other key stakeholders on the usage and maintenance of the system
- b. The Standard Operating Procedures (SOP) and User Manual should also be provided to the Users.
- c. Department / Directorate has already done indicative training needs analysis and has come out with list of modules and user groups. The details of which are furnished in **RFP Volume I Section 14**
- d. The Selected Bidder shall provide the training modules for different user profiles based on the agreed upon Training plan.
- e. It is also required that the Selected Bidder shall provide additional trainings as deemed necessary by Department / Directorate in order to ensure that the training imparted is complete.
- f. The Selected Bidder must propose an appropriate training model in their proposal and must propose detailed methodology on how they would conduct the training and evaluate the result thereof.

IV. Configure, install and integrate the system in State Data Center. Details in RFP Vol I, Sections 9, 10, 11 & 12

V. Comply to all the requirements in RFP

VI. Operation and Maintenance of the system / application

- a. On successful completion of above tasks and with the system go-live, the Selected Bidder must extend post implementation support till the end of contract period. The other details of operational support are provided in RFP Volume I Sections **17 & 18**

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- b. The Department / Directorate shall select a Third Party Agency, before System Go-Live for performing Security and Safe to Host Audit. On the completion of the System Audit, the Selected Bidder shall incorporate the recommendations, as suggested by the Agency.
- c. During the operation and maintenance support, the Selected Bidder must
 - Station a Single Point of Contact for resolving all technical, functional and operational etc. support in Department
 - The support team must ensure that all necessary measures are taken for the smooth operation of the system / application
 - The team must ensure that all necessary know-how is transferred to **the Department team so as to ensure a smooth transition.**

VII. Documentation

The Selected Bidder must ensure that complete documentation of the project is provided to Department/ Directorate as per agreed project plan. The requirements are mentioned in section 5 of this document titled as 'Deliverables of the Project' and as specified in different sections in RFP Vol I.

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3. Implementation Plan

Implementation Plan	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10
Track 1										
Data Migration, Digitization, Scanning and Linking										
Factories and Boilers										
Labour Directorate										
Track 2										
Project Inception Report										
Data Center Hardware Requirements										
Design Document										
Track 3										
Phase-1										
Requirement Gathering,SRS, Development, Testing of Phase 1 Services and Portal with Common Features										
UAT for Phase 1 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-1										
Bug Fixing and feedback incorporation(Phase-1 Services)										
Phase 2										
Requirement Gathering,SRS, Development, Testing of Phase 2 Services and Portal with Common Features										
UAT for Phase 2 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-2										
Bug Fixing and feedback incorporation(Phase-2 Services)										
Phase-3										
Requirement Gathering,SRS, Development, Testing of Phase 3 Services and Portal with Common Features										
UAT for Phase 3 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-3										
Bug Fixing and feedback incorporation(Phase-3 Services)										
Phase 4										
Requirement Gathering,SRS, Development, Testing of Phase 4 Services and Portal with Common Features										
UAT for Phase 4 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-4										
Bug Fixing and feedback incorporation(Phase-4 Services)										
Phase 5										
Requirement Gathering,SRS, Development, Testing of Phase 5 Services and Portal with Common Features										
UAT for Phase 5 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-5										
Bug Fixing and feedback incorporation(Phase-5 Services)										
Track 4										
Setting up of centralized help desk										

***Inter – se changes amongst activities can be discussed with the successful bidder within the project implementation period of 10 months.**

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4. Implementation Timelines and Deliverables of the Project

The main deliverables that are expected during the implementation of the project from the Selected Bidder at various stages of the project are in the table below. However, the list of deliverables would be finalized at the time of approval of Integrated Project Management Plan submitted by the Selected Bidder

IMPLEMENTATION PHASE			
Milestone	Deliverables	Deliverable Components	Signoff Timeline
PROJECT INCEPTION	Inception Report	Integrated Project Management Plan, Final Project Schedule, Project Organization and Management Plan, Task, Time, and Resource Schedules, RACI Matrix, Development Methodology, Data Migration, Data Entry, Data Digitization Roadmap, Risk Mitigation Plan, Quality Management Plan, Integration testing Plan, UAT Plan, Training Plan, Project Rollout Plan, Operations & Maintenance Plan, Project Communication Plan, Exit Management Plan	T + 1 Weeks
DESIGN	Solution Design	System Design Document (SDD)	T + 4 Weeks
		LDL and HDD	
		Solution Architecture, Integration Architecture	
	IT Infrastructure	Data Center Hardware Requirements	
Deliverables of each of the five Phases			
Phase 1 - Phase 5	SRS	System Requirements Specifications (SRS) of respective phases	As defined in Sec 5
	Source Code	Source Code of Services of respective Phases	
	UAT Phase	User Acceptance Testing Results, UAT Completion Report	
	Third Party System Audit	Security Audit Report, Safe to Host Report, Gaps Identified during System Audit, Action Taken Report on System Audit Report(s)	
	Training and IPR	Detailed Training Plan, Learning Materials (User Manual, Administrator Manual etc.)	
		Training results, Completion Report	
		Digital Signature Training and Institutionalizing Report	
		IPR Transfer and Handover Report (Data Digitization, Source Code, Documents, Reports)	
	Deployment	Comprehensive List of Solution Stack (

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		Bespoke and Third Party Tools / Utilities / System Software along with version and release)	
		Report on System Deployment in State Data Center	
		Comprehensive System Configuration and Version Control Report	
	Go-Live	Handing Over of IPR in two sets in DVD	
		Go-Live / Launch Completion Report for all the phases	
Recurring Activities	Data Digitization	Submission of digitized records to the Department for both directorate	Daily
	Source Code	Submission of source code to the Department	Weekly
ONGOING STATUS REPORTS	Ongoing Status Reports	Results accomplished during the prior period	Weekly
		Cumulative deviations to date from schedule of progress milestones as specified in the Agreed and Finalized Project Plan	Weekly
		Corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule	Weekly
		Other issues and outstanding problems; proposed actions to be taken	Weekly
		Project Risks and Mitigation	Weekly
		Quality Metrics	Weekly
O&M Phase			
USER SUPPORT	Data Entry Operator / User Support	Completion Report	End of Quarter 1 and Quarter 2 post go-live
ONGOING STATUS REPORTS	Ongoing Status Reports	Project Risks and Mitigation	Weekly
		Issue Log and Resolutions	Weekly
		O&M SLA Metrics	Quarterly

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5. Payment Terms & Conditions

The timeline of Implementation phase shall be as mentioned in the table below. The duration of O&M phase shall for the period of 5 years from Go-Live of services with further extension of 2 years upon satisfactory performance of SI. Following are the payment details for various project components.

Implementation Phase:

Service Development

- I. The Selected Bidder shall be paid as per the quoted value in the Commercial Bid Format for each service of Labour Directorate and Directorate of Factories and Boilers.
- II. The order value shall be released to the Selected Bidder only after successful Go-Live of that particular service as given in the table below.
- III. The release of order value shall be subjected to the fulfillment of Go-Live timeline and associated penalties with it.

SI No	Phases	Labour Directorate	F&B Directorate	Total No of Services	Timeline
1	Portal with common features				T+16 Weeks
2	Phase 1	7	6	13	
3	Phase 2	8	4	12	T+22 Weeks
4	Phase 3	5	2	07	T+28 Weeks
5	Phase 4	5	5	10	T+34 Weeks
6	Phase 5	5	6	11	T+40 weeks
Total		30*	23	53	

* Including Self Certifications and Voluntary Compliance Scheme

Note: The total time duration for developing and making all the services online is 40 weeks only.

Integration with External Systems:

- I. The Selected Bidder shall be paid as per the quoted value in the Commercial Bid Format for each successful integration.
- II. The order value shall be released to the Selected Bidder only after successful Go-Live

Training:

- I. The Selected Bidder shall be paid as per the quoted value in the Commercial Bid Format.

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- II. The order value shall be released to the Selected Bidder after completion of all trainings in scope, submission of training deliverables, Sign off from Department and successful Go-Live of all services.

Operation and Maintenance (O&M) Phase:

- I. The O&M cost of individual service shall be 20% p.a. of the development cost of that service.
- II. The order value shall be released into 20 Equated Quarterly Installments for a period of 5 years after the service Go-Live.
- III. The release of order value shall be subjected to the availability of services and penalties associated to the SLA which are provided in RFP Vol. –III.

System Software:

- I. The subscription cost of System Software shall be paid annually to the Selected Bidder as per the quoted value in the Commercial Bid Format.
- II. Department shall avail the subscription of System Software on yearly basis for 3 years and the subscription cost shall be paid on yearly basis

Note: First year subscription cost of System Software shall be paid after successful Go-Live of all phases

Data Digitization:

- I. The Data Digitization cost shall be paid to the Selected Bidder as per the per page digitization value quoted in the Commercial Bid Format for Labour Directorate and Directorate of Factories and Boilers respectively.
- II. The number of pages digitized shall be finalized after review and approved by the Department.
- III. The release of order value shall be subjected to the successful Go-Live for the respective group of services

Helpdesk and Data Entry Operators:

- I. The payments shall be made on actual number of resource deployed for Helpdesk and Data Entry at Department offices based on the resource rate provided in the Commercial Bid Format.
- II. The number of Helpdesk and Data Entry Operator deployed shall be decided by the Department.
- III. The release of order value shall be made on quarterly basis along with penalties associated to SLA which are provided in RFP Vol. –III.

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PAReSHRAM Application Change Request

- I. **In case of Addition of New Service:** On successful rollout of a new service as per Go-Live category elicited as “**Frequently**” and “**Less Frequently**” used service . The payment shall be made on the price discovered in this bid process of service development as per Go-Live criteria categorized into “Frequently” or “Less Frequently” used service. The same is illustrated In RFP Vol 1, Sections 7.1.1. and 7.2.1.
- II. **In case of addition of new functionality:** On Successful implementation of each Change Request. The payment shall be made on preapproved effort estimate of man-month efforts by the Directorate.

Penalty Clause:

A. Service Development:

For each week of delay in Service Go-Live of individual service, penalty of 1% of the development cost of that individual service shall be applied.

B. O&M Phase:

Penalty shall be applicable as mentioned in the SLA provided in RFP Vol. –III.

C. Penalty Cap:

- a) Service Development: 10% of service development cost of individual service.
- b) O&M Phase: 10% of quarterly O&M cost.
- c) If penalty reaches above 10%, it may be treated as unsatisfactory performance by SI. Department may review / cancel the engagement with SI.

All payment shall be made on actual basis. Department reserves the rights to alter/ append/ update articles in any cost components.

5.1. Mandatory Conditions to Meet

Prior to the Go-Live of services of Phase 1 to Phase 5

- I. Design document should be signed off
- II. Completion of development of Web Portal with common features

System Go-Live of Phase 1 to Phase 5 Services: Mandatory conditions

- I. Completion of Data Digitization of set of services for a phase of both Directorates
- II. Completion of SRS of services of that particular phase
- III. After successful end to end transaction of number of applications in various services for both directorates. The same is illustrated In RFP Vol 1, Sections 7.1.1. and 7.2.1. “**Frequently**” and “**Less Frequently**” used service.

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IV. Successful Security and Safe to Host Audit

V. Successful User Awareness and Capacity Building

**** The indicative deliverables for each of the milestones are listed in section 4 of this document.**

The Selected Bidder shall provide all the deliverables and get it approved by Department.

*****Final settlement of the outstanding invoice of the Selected Bidder shall be subject to seamless exit and handover of the System to Department or its new vendor.**

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6. Bidding Process Schedule

The due dates governing this RFP including publishing of RFP, seeking clarifications and submission of responses are as given in the table below. The bidders are requested to note that various deadlines and dates specified in the RFP document will be as referred in this table and the dates and timelines given in this table will be considered as final.

S. No	Milestone	Date and Time
1.	Release of Request For Proposal (RFP)	19.08.19
2.	Last date for Submission of Written Questions by Bidders	27.08.19
3.	Pre- Bid Conference Venue Conference Hall, Office of the Labour Commissioner, Odisha, Shrama Bhawan, Kharavela Nagar, Near Gurudwar, Unit-3, BBSR-751001	06.09.19, 11:30 A.M.
4.	Last Date for Submission of bids	19.09.19, Upto 3:00 P.M.
5.	Date of opening of the Pre-qualification bids Venue Conference Hall, Office of the Labour Commissioner, Odisha, Shrama Bhawan, Kharavela Nagar, Near Gurudwar, Unit-3, BBSR-751001	19.09.19, 3:30 P.M.
6.	Date of opening of Technical bids Venue Conference Hall, Office of the Labour Commissioner, Odisha, Shrama Bhawan, Kharavela Nagar, Near Gurudwar, Unit-3, BBSR-751001	To be informed
7.	Technical Presentation and Demonstration of Framework by the Bidders	To be informed
8.	Date of opening the Commercial bids	To be informed
9.	Award of Contract	To be informed

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10.	<p>Venue for the Pre-bid conference</p> <p>1st Floor Conference Hall Shrama Bhawan, Janpath Road, Near Gurudwara, Unit 3, Kharvel Nagar, Bhubaneswar, Odisha 751001</p>	
11.	<p>Address for Communication</p> <p>Labour Commissioner, Odisha Shrama Bhawan, Janpath Road, Near Gurudwara, Unit 3, Kharvel Nagar, Bhubaneswar, Odisha 751001 Email: labcom.orissa@gmail.com Telephone:0674 -2390624; 2391187 Fax Number: 0674 – 2395092</p>	
12.	<p>Venue for Submission of Bids</p> <p>Labour Commissioner, Odisha (Labour Reforms Section) Shrama Bhawan, Janpath Road, Near Gurudwara, Unit 3, Kharvel Nagar, Bhubaneswar, Odisha 751001</p>	
13.	<p>Designated Website:</p> <p>http://www.labdirodisha.gov.in http://labour.odisha.gov.in</p>	

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7. General Instructions to Bidders

7.1. Eligibility to Bid

- (i) This invitation for bids is open to all Indian firms who fulfill pre-qualification criteria as specified in 8.2 section.
- (ii) Bidders declared by Labour and ESI Department, Govt of Odisha; any department/agency/board etc., Government of Odisha, and Government of India to be ineligible at the time of submission of bid to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- (i) Breach of general or specific instructions for bidding, general and special conditions of contract with Government of Odisha during the past 5 years may make a firm ineligible to participate in bidding process.
- (ii) A company shall submit only one response to the RFP.
- (iii) Consortium is not allowed.

7.2. Cost of RFP

- (i) Interested Bidders may obtain the RFP by downloading from website <http://labour.odisha.gov.in/> or <http://labdirodisha.gov.in>. Bidders downloading the RFP document from the website should include in their proposals a demand draft of Rs.10,000 (Rupees Ten thousands only) from any Nationalized/scheduled Commercial bank, drawn in favour of “LABOUR OFFICER, LAB COM, ORISSA, payable at Bhubaneswar”, towards the cost of the RFP document. Failure to do so will result in rejection of the proposal.
- (ii) Interested Bidders may also obtain the RFP from the office of “Labour Commissioner”, Odisha, Bhubaneswar on payment of Rs.10,000 (Rupees Ten thousands only). The payment will be accepted in the form of a demand draft only from any Nationalized/scheduled Commercial bank, drawn in favour of “LABOUR OFFICER, LAB COM, ORISSA, payable at Bhubaneswar
- (iii) This RFP document is not transferable.

7.3. Pre-Bid Conference

The Department will hold a Pre-Bid Conference in the date and time specified in section 6 of this document. The purpose of the conference is to provide each Bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.

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Maximum two (2) representatives of the interested Bidders may attend the pre-bid conference at their own cost. **OEM shall not be allowed to attend the pre-bid conference. OEMs can submit their queries through the Bidders**

7.4. Bidder Enquiries and Department Responses

All queries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person notified by the Department. Request for clarifications shall be sent by bidders only through email and Hard Copy on or before the date specified in Section 6.

The Department will endeavor to provide a complete, accurate, and timely response to all questions to all the Bidders. However, the Department makes no representation or warranty as to the completeness or accuracy of any response, nor does the Department undertake to answer all the queries that have been posed by the bidders. All responses given by the Department will be distributed to all the Bidders through e-mail. The responses would also be or hosted on the designated web site.

All email communications sent by Bidders to the Department should be sent to the address mentioned in the RFP notification.

S No	Page No of the RFP Document	Section No of the RFP Document	Query Details
1			
2			

Format for Clarification

7.5. Supplementary Information / Corrigendum/ Amendment to the RFP

At any time prior to the last date for receipt of bids, Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by issuing Corrigendum/Addendum/ Clarification.

- (i) The Corrigendum/Addendum/ Clarification will be notified in writing or by email or hosted on the designated web site, which can be accessed by any prospective bidders who have received the RFP document and will be binding on them.
- (ii) In order to afford prospective bidders reasonable time to take the Corrigendum/Addendum / Clarification into account in preparing their bids Department may, at its discretion, extend the last date for the receipt of bids.

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7.6. Proposal Preparation Costs

The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation for the purposes of clarification of the bid. The Department will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.

7.7. Project Site Visit

The Bidder may wish to visit and examine project sites, and revalidate all the information required for preparing a response to the bid. The cost of such visits to the Sites shall be at the Bidder's expense. The Bidder and any of its personnel or agents will be granted permission by the Department for the purpose of such visits, but only upon the condition that the Bidder, its personnel, and agents, will indemnify the Department from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such inspection, undertaken by the bidder.

7.8. Earnest Money Deposit (EMD) / Bid Security

All bids submitted in response to this RFP document shall be accompanied by Earnest Money Deposit (EMD) of (Rs. 25,00,000/-) (Rupees Twenty Five Lakhs only) in the form of (a) **Demand Draft drawn in favour of "LABOUR OFFICER, LAB COM, ORISSA, payable at Bhubaneswar or (b) Bank Guarantee issued by a nationalized / scheduled bank in India, drawn in favour of "Labour Commissioner, Odisha, payable at Bhubaneswar "**

- (i) Bid Security shall be valid for a period of 180 days from the last date of submission of the bid.
- (ii) Bid security in any other form will not be accepted.
- (iii) Bank Guarantees are to be issued by nationalized bank / scheduled bank in India.
- (iv) The bid security amount is interest free and will be refundable to the unsuccessful bidders. The bid submitted without bid security, mentioned above, will be liable for rejection without providing any further opportunity to the bidder concerned
- (v) The bid security of all unsuccessful bidders would be refunded by the Department within three months of the bidder being notified by the Department as being unsuccessful. The bid security of successful bidder would be returned upon submission of Performance Guarantee

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- (vi) The bid security shall be forfeited under the following conditions:
- a. If the bid is withdrawn during the bid validity period or any extension agreed to by the Bidder thereof.
 - b. If the bid is varied or modified in a manner not acceptable to the Department after opening of Bid during the validity period or any extension thereof.
 - c. If the Bidder tries to influence the evaluation process.
 - d. If the Bidder withdraws his Bid during evaluation.
 - e. If the Bidder does not accept the correction of errors in his bid.
 - f. If the Bidder is successful and fails to sign the Contract within the time stipulated and in accordance with terms and conditions
 - g. If the Bidder, having been notified of his selection, fails or refuses to submit the required Performance Bank Guarantee within the time stipulated by the Purchaser.
- (i) The bid security shall be refunded as follows:
- a. The bid security of all unsuccessful bidders would be refunded by the Department within three months of the bidder being notified by the Department as being unsuccessful.
 - b. In the case of selected bidder, the EMD shall be refunded on receipt of the Performance Bank Guarantee.

7.9. Acceptance part/ whole bid/ modification – rights thereof

Department reserves the right to modify the technical specifications/ quantities/ requirements/ tenure mentioned in this RFP including addition/ deletion of any of the item or part thereof after pre-bid and the right to accept or reject wholly or partly bid offer, or, without assigning any reason whatsoever. No correspondence in this regard shall be entertained. Department also reserves the unconditional right to place order on wholly or partly bid quantity to successful bidder.

7.10. Authentication of Bids

The original and all copies of the bid shall be typed or written in indelible ink and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

7.11. Interlineations in Bids

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

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7.12. Deadline for submission of proposals

- (i) Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the department at the address specified in RFP notification table.
- (ii) **Last date and time of submission:** Bid should be submitted before the date and time stipulated in section 6.
- (iii) The department may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum or by intimating all Bidders who have been provided the RFP, in writing, website publication or through e-mail, in which case all rights and obligations of the department and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

7.13. Late Bids

Bids received after the due date and time as specified in the RFP notification table (including the extended period if any) for any reason whatsoever, shall not be entertained by department and will be returned to the Bidder un-opened.

7.14. Conditions under which this RFP is issued

- (i) This RFP is not an offer and is issued with no commitment. Department reserves the right to withdraw the RFP and change or vary any part thereof at any stage. Department also reserves the right to disqualify any bidder, should it be so necessary at any stage for any reason whatsoever.
- (ii) Timing and sequence of events resulting from this RFP shall ultimately be determined by Department.
- (iii) No oral conversations or agreements with any official, agent, or employee of Department shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of Department shall be superseded by the definitive agreement that results from this RFP process. Oral communications by Department to bidders shall not be considered binding on Department, nor shall any written materials provided by any person other than Department.
- (iv) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Department or any of their respective officials, agents, or employees arising out of, or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder) in accordance with the terms thereof.

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- (v) All bidders, until the contract is awarded and the successful bidder, up to one year during the currency of the contract shall not, directly or indirectly, solicit any employee of Department to leave Department or any other officials involved in this RFP process in order to accept employment with the organization, or any person acting in concert with the bidder, without prior written approval of Department..

7.15. Rights to the content of the Proposal

All the bids and accompanying documentation submitted as bids against this RFP will become the property of Department and will not be returned after opening of the technical proposals. The commercial proposals of technically disqualified bidders would be returned unopened to the bidders. Department is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. Department shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure. Department has the right to use the services of external experts to evaluate the proposal by the bidders and share the content of the proposal either partially or completely with the experts for evaluation with adequate protection of the confidentiality information of the bidder.

7.16. Modification and Withdrawal of Proposals

No proposal shall be modified or withdrawn in the intervening period between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the proposal form. Entire bid security may be forfeited if any of the bidders modify or withdraw their bids during the validity period.

7.17. Non-Conforming Proposals

A proposal may be construed as a non-conforming proposal and ineligible for consideration:

- (i) If it does not comply with the requirements of this RFP.
- (ii) Failure to comply with the technical requirements
- (iii) Failure to acknowledge the receipt of amendments, are common causes for holding proposals non-conforming.
- (iv) If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the proposed solution, and any such Bidders may also be disqualified.

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7.18. Disqualification

The proposal is liable to be disqualified in the following cases:

- (i) The bid submitted without bid security.
- (ii) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- (iii) During validity of the proposal, or its extended period, if any, the Bidder increases his quoted prices.
- (iv) The bidder qualifies the proposal with his own conditions or assumptions.
- (v) Proposal is received in incomplete form.
- (vi) Proposal is received after due date and time.
- (vii) Proposal is not accompanied by all the requisite documents.
- (viii) If bidder provides quotation only for a part of the project.
- (ix) Proposal is not properly sealed or signed.
- (x) Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- (xi) Commercial proposal enclosed with the same envelope as technical proposal either in hard or soft copy.
- (xii) The Technical proposal envelope containing the Commercial information, in either explicit or implicit form.
- (xiii) The price information, the pricing policy or pricing mechanisms or any document indicative of the commercial aspects of the proposal are either fully or partially enclosed.
- (xiv) Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- (xv) In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.

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- (xvi) Shortlisted bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 15 working days of the date of notice of award of contract or within such extended period, as may be specified by the Department.
- (xvii) Bidders may specifically note that while evaluating the proposals, if it comes to the Department's knowledge expressly or implied, that some Bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the RFPs floated by the Government of Odisha.
- (xviii) Has been declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
- (xix) Bidder fails to meet the bidding requirements as indicated in this RFP.

7.19. Acknowledgement of Understanding of Terms

By submitting a proposal, each Bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

7.20. Confidentiality

Information relating to the examination, clarification, comparison and evaluation of the bids submitted shall not be disclosed to any of the responding firms or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its bid.

7.21. Publicity

The selected bidders shall not perform any kind of promotion, publicity or advertising etc. at the Department and their field offices through any kinds of hoardings, banners or the like without the prior written consent of the Department

7.22. Corrupt or Fraudulent Practices

In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process, the Purchaser reserves the right to reject such bids at its sole discretion.

For the purpose of this clause:

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“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of an official of the Purchaser in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome.

“Fraudulent Practice” means a misrepresentation of facts in order to influence the evaluation and selection process to the detriment of the Purchaser

7.23. Conflict of Interest

Bidder shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder due to prior, current, or proposed contracts, engagements, or affiliations with the Department. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP. Participation by bidders with a conflict of interest situation will result in the disqualification.

7.24. Subcontracting

The SI is not permitted to subcontract any activities related to System Design & development, deployment and enhancements of Solution, Application management, Data & Backup Management.

In the event the SI requires the services of sub-contractors, the SI shall obtain the prior written approval and clearance of the Department for all sub-contractors. The approval of the Department of a sub-contractor shall not relieve the SI of any of its obligations under the Contract. The terms of any sub-contract shall be subject to and conform to the provisions of the Contract.

If the SI got approval from the Department for subcontracting, the SI shall require to submit a copy of the subcontracting agreement to the Department.

8. Bid Submission

- (i) Bidders are instructed to study this RFP document carefully before submitting their Pre-qualification, Technical and Financial bids in response to the bid Invitation.
- (ii) Submission of bid in response to this invitation shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

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- (iii) Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal.
- (iv) Proposals must be direct, concise and complete. Department will evaluate bidders proposal based on its clarity and directness of its response to the requirements of the project as outlined in this RFP.
- (v) The Bidder shall submit both hard and soft copies of the **Pre-qualification** and **Technical Proposal** and exclusively hardcopy of the commercial Bid. Further, in the event of discrepancy between the hard copy and the soft copy, the hard copy shall prevail.
- (vi) The original and all hard copies of the Proposal shall be typed (in the case of hard copies, photo-copies are also acceptable) and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. All pages of the Proposal, where entries or amendments have been made, shall be initialed by the person or persons signing the Proposal.
- (vii) The Proposal shall contain no alterations, omissions, or additions, unless such corrections are initialed by the person or persons signing the Proposal.
- (viii) If the Proposal is made by an individual firm/company, it shall be signed by a representative authorized for signing the Proposal. All pages of Proposal, except for un-amended printed literature, shall be initialed by person(s) signing the Proposal. All signatures in Proposal document shall be accompanied with the date.
- (ix) Submission of bids shall be in accordance with the instructions given in the Table below:

Envelope 1 : Pre-qualification Proposal along with Bid Security (EMD)	<p>This envelope should contain the "Bid Security (EMD)" in the format provided in Form 21 as applicable, and the "Prequalification Proposal" in accordance with the requirements specified in this volume and in the format prescribed in Prequalification Bid.</p> <p>It should also contain a DD of Rs 10,000 towards RFP document cost if the same has been downloaded from the website.</p> <p>A Board resolution authorizing the bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of the RFP shall be included in this envelope.</p> <p>This proposal should be submitted on non-rewritable Compact Disc (CD) format along with one set of printed copies. The words "Pre-qualification Proposal" shall be written in indelible ink on the CD. The printed copies shall be signed by the authorized signatory on all the</p>
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	<p>pages before being placed along with the CD in the envelope and sealed. The envelope shall be sealed and super scribed “Pre-qualification Proposal – Selection of SI for the PARESHRAM Project” on the top right hand corner and addressed to Department at the address specified in RFP notification table.</p> <p>In case of discrepancies between the information in the printed version and the contents of the CD, the printed version of the proposal will prevail and will be considered as the proposal for the purpose of evaluation.</p> <p>This envelop should not contain any commercials either in explicit or implicit form, in which case the bid will be rejected.</p>
Envelope 2 : Technical Proposal	<p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the format prescribed for Technical Bid.</p> <p>The Technical Bid should be submitted on a non-rewritable CD format along with one set of printed copies. The words “Technical Proposal – Selection of SI for the PARESHRAM Project” shall be written in indelible ink on the CD. The printed copies shall be signed by the authorized signatory on all the pages before being placed along with the CD in the envelope and sealed. The envelope shall be sealed and super scribed “Technical Proposal – Selection of SI for PARESHRAM Project” on the top right hand corner and addressed to Department at the address specified in this volume.</p> <p>In case of discrepancies between the information in the printed version and the contents of the CD, the printed version of the proposal will prevail and will be considered as the proposal for the purpose of evaluation.</p> <p>This envelope should not contain the Commercial Proposal, in either explicit or implicit form, in which case the bid will be rejected.</p>
Envelope 3: Commercial Proposal	The Commercial Proposal shall be submitted in a sealed envelope as per the formats prescribed for Commercial Bid.

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	<p>The Commercial Proposal shall be submitted only in the form of a printed copy and only one copy will be submitted.</p> <p>The printed copy of the proposal shall be signed by the authorized signatory on all the pages before placing it in the envelope and sealed. The envelope should also be super scribed "Commercial Proposal – Selection of SI for the PArReSHRAM Project". (Not to be opened with the Technical Proposal) at the top right hand corner and addressed to Department at the address specified in this volume.</p> <p>Note: Unsigned printed copy of the Commercial Proposal will lead to rejection of the bid.</p>
Envelope 4	All the above 3 envelopes duly sealed should be placed in envelope 4 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project (" Proposal for Project – Selection of SI for PArReSHRAM Project ")
Note	<p>The outer and inner envelopes mentioned above shall indicate the name and address of the Bidder.</p> <p>Failure to mention the address on the outside of the envelope could cause a proposal to be misdirected or to be received at the required destination after the deadline.</p> <p>All the outer and inner envelopes should be properly sealed.</p>

- (x) The Department will not accept delivery of proposal in any manner other than specified in above.
- (xi) The envelopes for prequalification, technical and commercial proposals shall have name and address of the bidder to enable the proposal to be returned unopened in case it is declared 'late' or the proposal doesn't qualify.
- (xii) The bidders are requested to sign across the envelopes along the line of sealing to ensure that any tampering with the proposal cover could be detected.
- (xiii) The envelopes with technical and commercial proposals should be submitted along with a certified true copy of the corporate sanctions/approvals authorizing its authorized representative to sign/ act/ execute documents forming part of this proposal including various RFP documents and binding contract.

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- (xiv) If any bidder doesn't qualify in the prequalification evaluation, the technical and commercial proposals shall not be opened.
- (xv) If any bidder doesn't qualify in technical evaluation, the commercial proposal shall not be opened.
- (xvi) Department will not accept delivery of proposals by FAX or Email. Such proposals shall be rejected.

8.1. Pre-qualification Bid

The Pre-qualification bid shall provide all evidences and references required for the bidders to prove themselves that they qualify to bid as per the pre-qualification criteria mentioned.

The bidders are expected to complete all the details as sought in that section and submit the following documents as a part of the pre-qualification bid response:

- i. Covering letter for Pre-qualification bid (Section 15.1 Format 1)
- ii. Compliance sheet for Prequalification Criteria (refer section 8.2)
- iii. All the requisite documents mentioned in the Compliance Sheet to prove that the bidder meets the ***Pre- Qualification eligibility criteria***.
- iv. All the necessary documents as described in Pre-qualification bid formats.
- v. A Board resolution authorizing the bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of the RFP shall be included in this envelope.
- vi. The Bidder shall submit an affidavit verifying that bidder is not black listed by any of the government agencies.

8.2. Pre-Qualification Eligibility Criteria & Compliance Sheet

S No	Eligibility Criteria	Documents to be provided	Complied (Yes/No) Mention Page Reference
1.	<p>The Bidder's organization should be a Registered Legal Entity under the following:</p> <p>The following entities are allowed to</p>	Certificate of incorporation	

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S No	Eligibility Criteria	Documents to be provided	Complied (Yes/No) Mention Page Reference
	<p>participate in the bid process:</p> <ul style="list-style-type: none"> a. Companies registered under Companies Act 2013 b. Partnership firms registered under Limited Liability Partnerships (registered under LLP Act, 2008) c. Partnership firms registered under Indian Partnership Act, 1932 		
2.	<p>The Bidder should have an average annual turnover of not less than INR 150 Crores p.a. during the last three financial years (F.Y. 2015 -16, 2016-17 and 2017-18 respectively).</p> <p>This turnover should be on account of IT Projects.</p>	<p>Copy of the audited profit and loss account of the company showing turnover of the company for last three years.</p>	
3.	<p>The Bidder should have minimum annual turnover in software development and maintenance field of Rs.50 Cr for each of the last 3 financial years</p>	<p>a. Certificate from the Chartered Accountant of the organization / Audited Balance Sheet for the last three year</p> <p>b. Income Tax Returns</p>	
4.	<p>The Bidder should have positive net worth in last three financial years i.e., (F.Y. 2015 -16, 2016-17, and 2017-18 respectively)</p>	<p>Auditor's / Company Secretary Certificate mentioning Net-Worth</p>	
5.	<p>The Bidder should have experience executing at least three e-governance projects during last 3 Financial years.</p> <p>The minimum value of each project should be INR 2.5 Cr.</p>	<p>Purchase order / client completion certificate</p>	
6.	<p>The Bidder should have:</p> <p>(i) Valid PAN Number</p>	<p>Copy of PAN Card</p> <p>Copy of GST Registration</p>	

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S No	Eligibility Criteria	Documents to be provided	Complied (Yes/No) Mention Page Reference
	(ii) Valid GST Number (iii) Valid SEI CMM 3 and Above (iv) ISO 9001:2015 Certificate	Certificate Copy of SEI CMM Level 3 and Above Certificate Copy of ISO 9001:2015 Certificate	
7.	The Bidder should not be black listed or debarred from participation in any State/Central government/PSU procurement activities in India at the time of submission of bid.	An undertaking to this effect, signed by authorized signatory	
8.	The Bidder should be an established IT System Integrator in India and should have been in the business of System Integration/ Implementation Software Development, Operation & Maintenance for a period for a period of Five years as on 31.03.2019.	Work Orders confirming year and area of activity. Memorandum and Articles of Associations.	
9.	a. The Bidder should be an IT-solutions-provider incorporated in India and should have implemented or in the process of implementation of e-Governance G2B or G2C project with online application submission, payment, process flow, approval/rejection of application and authorization and authentication as below: i. One e-Governance project of minimum – INR 6 Crore OR ii. Two e-Governance projects of minimum – INR 4 Crores each OR iii. Three e-Governance projects of minimum – INR 2.5 Crores each	Copy of work order / client certificates.	
10.	Existence in Odisha: The bidder should have a centre	Self Declaration	

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S No	Eligibility Criteria	Documents to be provided	Complied (Yes/No) Mention Page Reference
	operational in Odisha or shall furnish an undertaking to open a project office (for this project) within 1 month from award of the project.		
11.	The bidder should have at least 100 people on its employee roll. The minimum qualification of the employees should be BE/ B.Tech/ MCA	Letter from HR	
12.	The bidder must submit Tender document fee amounting to INR 10,000 (Ten Thousand Only) in the shape of DD and EMD / Bid Security amounting to INR 25,00,000/- (INR Twenty Five Lakhs) in shape of DD or Bank Guarantee from a schedule bank	Demand Draft and/or Bank Guarantee	

Notes:

- Consortium is not allowed
- IT Projects' relates to projects involving Development, Deployment, and Commissioning of the IT Application, and Operations & Maintenance Services on the application In respect of the cited projects, the bidder should have been directly responsible for the implementation of the projects and not just a member of a consortium
- The ISO 9001: 2015 and CMMi L3 and above certification should be valid as on the last date of proposal submission. In case of expiry of current assessment, the bidder shall provide a certificate from the ISO/ SEI auditor that reassessment for the same or higher level is commenced. The bidder shall ensure the assessment for the first year after the contract is commenced.
- ¹ In case of bidders where the ISO 9001: 2015, CMMi L3 and above certification is under renewal, the bidders shall provide the details of the previous certification and the current assessment details for consideration in the evaluation process.

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- Only Project Citations executed in the last 5 financial years (2014-2018) will be considered for evaluation. All the projects' application completion or Go-Live should have happened but the operation & maintenance activities may be on-going.

8.3. Technical Bid

The Technical Bid document shall detail all possible information as required by Department for technical evaluation as prescribed in section on Technical Evaluation Criteria of this volume. Hence it is mandatory that the bidders read this section in conjunction with ***the technical evaluation section to provide information as necessary and adequate to evaluate the proposals.***

In addition, the bidders are expected to provide the following information:

- (i) Technical Bid covering Letter (Section 15.2 Format 1)
- (ii) All the information furnished in Technical Evaluation Reference Sheet (Section 15.2 Format 3)
- (iii) All the necessary documents as described in technical bid formats (Section 15.2 Format 2,3, 4, 5, 6, 7, 8A, 8B, 9, 10, 11, 12, 13,14,15,16,17,18,19 and 20)
- (iv) Power-of-attorney granting the person signing the bid, the right to bind the bidder as the 'Constituted attorney of the Directorate'.

8.4. Commercial Bid

- (i) The Commercial proposal should be submitted as per the formats (Format 1 ,2, 2A-1, 2A-2, 2A-3, 2A -4, 2B, 2C, 2D, 2E, 2F and 2G) provided in section 15.5.
- (ii) The bidder is expected to price all the items and services required for successful implementation of the project and subsequent operations & maintenance in line with SLA.
- (iii) The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the bidder on the technical proposal during the evaluation of the technical offer.
- (iv) Unless expressly indicated in this RFP, bidder shall not include any technical information in the commercial proposal.
- (v) A commercial bid with any assumptions or conditions will be disqualified.
- (vi) No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by Department. All corrections, if any, should be signed by the

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authorised person signing the proposal form before submission, failing which the figures for such items may not be considered

- (vii) Proposals will be checked by the committee for any arithmetic errors during the evaluation of the commercial Proposal. Errors will be corrected as follows:
 - a. Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern; and
 - b. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern, or between sub totals and total price, the unit or sub total price shall prevail and the total price shall be corrected.
- (viii) The amount stated in the Commercial proposal will be adjusted in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount of Commercial Proposal, its Proposal will be rejected (and Bid Security forfeited) and the Bidder will be liable for other appropriate action as decided by tender evaluation committee.

8.5. Prices and Price Information

- a. The Bidder shall quote a price for all the components, the services of the solution to meet the requirements of Department as listed in the RFP. All the prices will be in Indian Rupees.
- b. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.
- c. The price would be inclusive of all taxes, duties, charges and levies as applicable.
- d. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract.
- e. Bidder should provide all prices, quantities in the prescribed formats of commercial bid.
- f. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (zero) in all such fields. If the rate for a line item is left blank it would be considered as zero and no payment would be made to the respective item.
- g. It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid.

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In case of a discrepancy between the Bill of Material mentioned in the technical proposal and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed / modified.

- h. The bid amount shall be inclusive of packing, forwarding, transportation, comprehensive insurance, delivery charges and any other charges as applicable.
- i. All costs incurred due to delay of any sort, shall be borne by the bidder.
- j. Department reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

8.6. Period of Validity of Bid

- (i) The Bids shall remain valid for 180 days from the last date of submission of commercial bid prescribed by Department. A bid valid for a shorter period shall be rejected by Department as non-responsive.
- (ii) In exceptional circumstances, Department may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by email / fax/ post). The bid security validity shall also be suitably extended. A bidder may refuse the request without forfeiting his bid security. A bidder granting the request will not be required nor permitted to modify his bid.

8.7. Language of Proposals

The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of the Department and will not be returned.

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9. Bid Opening and Evaluation Process

9.1. Bid opening Sessions

- (i) The bids shall be opened by a Department authorized representative in the Department at the address stated in RFP Notification Table
- (ii) Total transparency will be observed while opening the proposals/bids.
- (iii) Department reserves the rights at all times to postpone or cancel a scheduled bid opening.
- (iv) The bids will be opened, in three sessions, one for prequalification, second for Technical proposals of all the bidders qualified in prequalification and the third for Commercial of those bidders who are found to be technically qualified.
- (v) Department may request the presence of bidders' representatives who may choose to attend the Bid opening sessions on the specified date, time and address. If present, Department may request the bidders' representatives to sign a register evidencing their attendance. However if there is no representative of the bidder, Department shall go ahead and open the bid of the bidders.
- (vi) In the event of the specified date of bid opening being declared a holiday for Department, the Bids shall be opened at the same time and location on the next working day.
- (vii) During bid opening, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are in order. Bids not conforming to such preliminary requirements will be *prima facie* rejected.

9.2. Overall Evaluation process

- (i) A tiered evaluation procedure will be adopted for evaluation of proposals;
 - a. Prequalification evaluation is completed first
 - b. Technical evaluation of all the bidders who are qualified in the prequalification evaluation.
 - c. Evaluation of commercial proposals of the technically qualified bidders
 - d. Final evaluation based on Quality and Cost based evaluation (QCBS).
- (ii) Department will review the technical bids of the bidders (after prequalification stage) to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified. Department may seek inputs from

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their professionals and/ or external experts in the technical and commercial evaluation process.

- (iii) Department shall assign technical score to the bidders based on the technical evaluation criteria. The bidders with a technical score above the threshold as specified in the technical evaluation criteria shall technically qualify for the commercial evaluation stage.
- (iv) The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive as per the requirements specified in the RFP.
- (v) Final evaluation will be done based on QCBS giving weightage of 70:30 (Technical: Commercial).

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10. Prequalification Proposal

10.1. Opening of Prequalification Proposal

The envelope containing the **Prequalification Proposal**, Bid security/ EMD will be opened, by a Committee of Officers (the “Committee”) appointed by Department for bid evaluation, in the presence of Bidders’ representatives (only one) who choose to attend the session on the specified date, time and address.

The bids not accompanied with the requisite Bid Security(EMD) or Bid Security(EMD) is not in order shall be rejected.

The bids will be passed on to the Committee for evaluation. The Committee may comprise, or receive assistance from, several teams conducting parallel evaluations.

10.2. Evaluation Process of Pre-Qualification Proposal

The Evaluation process shall involve the following activities

- (i) Bidders are required to submit this bid as per the formats specified furnishing all the required information and supporting documents.
- (ii) **Clarifications:** to facilitate evaluation of responses Department may at its sole discretion seek clarification from any bidder/(s) regarding its response. Such clarifications shall be provided within the time specified by Department for this purpose. Any request for clarification and all clarifications shall be in writing.
- (iii) If the respondent does not provide clarifications sought, within the prescribed time Department may proceed to evaluate the response by construing the particulars requiring clarifications to the best of its understanding and the respondent shall be barred from subsequently questioning such interpretation of Department.
- (iv) **Short listing and Notification:** After the evaluation of prequalification proposals Department would announce a list of shortlisted prequalified bidders who will be eligible for participation in the technical evaluation. At the same time Department would notify other bidders that they have not been shortlisted. Department will not entertain any query or clarification from bidders who fail to qualify.

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11. Technical Proposal Evaluation

11.1. Evaluation Process of Technical Proposals

The evaluation of the Technical bids will be carried out in the following manner:

- (i) The bidders' technical proposal shall be evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in **section on Technical Evaluation Criteria** of this RFP Volume II. The Bidders are required to submit all required documentation in support of the evaluation criteria specified as required for technical evaluation.
- (ii) Department may seek additional information and clarifications from any or all of the bidders on the Technical Proposal. Any of the additional information or clarifications submitted by the bidder on the technical proposal should not have any commercial implications.
- (iii) **Proposal Presentations:** The committee may invite each bidder to make a presentation to Department at a date, time and venue decided by Department and to be communicated to the bidders. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their proposals.
- (iv) The committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional and technical experts in the evaluation process.
- (v) The Technical Bids of only the Pre –Qualified bidders will be evaluated.

Following will be the technical evaluation methodology:

- (vi) Only the bidders, who score above the minimum cut-off score in each of the sections AND score a total Technical score of 70 (seventy) or more, will qualify for the evaluation of their commercial bids.
- (vii) Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
- (viii) The bid with the highest Technical score (T1) will be assigned 100%.

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- (ix) Technical Scores for other bids will be normalized using the following formula: Normalized Technical Score of a Bid(Tn) = { (Technical Score of the Bid/ Highest Technical Score (T1)) X 100} %(adjusted to 2 decimals)
- (x) The committee shall inform to all the bidders the results of the technical evaluation through a written communication. The technical scores of the bidders will be announced prior to the opening of the commercial bids.

11.1.1. Technical Evaluation Criteria

TECHNICAL EVALUATION MATRIX

For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 50% marks allotted for that section apart from scoring a minimum of 70 marks in aggregate. In case, the bidder fails to score less than 50% of marks in any of the sections, the technical proposal of that bidder would be rejected and consequently the bidder's commercial bid shall not be opened.

S No	Section / Description	Point System	Sub Criteria Max Points	Section Maximum Marks	Format to be used/ Document Reference
1	Company Profile			15	
1.1	Average Annual Turnover (2015-2016, 2016-2017 & 2017-2018)	Min INR 150 Cr & < INR 200 Cr	3		
		INR 200 Cr & < INR 250 Cr	4		Audited Balance Sheet and Statutory Auditor's Certificate
		Greater than INR250 Cr	5		
1.2	Net Worth (Average last three year (2015-16, 2016-2017 & 2017-2018))	INR 50 Cr & < 60 Cr	3		Audited Balance Sheet and Statutory Auditor's Certificate
		INR 60 Cr & < 70 Cr	4		
		INR 70 Cr & above	5		
1.3	Valid Quality Certification				
	CMMI	CMMI L3	3		Format 5: Details of CMMI Certification
		CMMI L5	5		
2	Project Experience			10	

	Previous project experience in Implementation of Portal solutions in providing e-Services to citizens/ businesses – features comprising of :	Online submission of applications (preferably through e-Forms / HTML Forms	0.5		
		Workflow	1		
2.1	<i>Marks will be awarded based on the features (solution components or features required for project) supported by the portal</i>	Digital Signatures	1		Form 5: Project Citation Format
	If the experience cannot be covered in One (1) citation, bidders may provide a maximum of Two (2) citations. Projects should have been Completed and should be in operation.	OTP Based Authentication	1		
		Online payment facilities	1		
		DMS/CMS	1		
		MIS Reporting and Analysis	0.5		
2.2	Previous project experience in implementing software solution for Functions similar to this project such as: If the experience cannot be covered in One (1) citation, bidders may provide a maximum of Two (2) citations	Issue of Licenses / Registration	1		Form 5: Project Citation Format
		Planning and performing Inspections to oversee compliance to the regulatory requirements	1		

2.3	Experience in implementing in e-Governance Projects in State / Central / PSU / Government Agency. <i>Minimum value of each project should be at least INR 5 Crore</i>	One Project	0.5		Form 5: Project Citation Format`
		Two Projects	1		
		Three or more Projects	2		
3 Proposed Solution				20	
3.1	Underlying Solution Components (Response will be evaluated on Openness, Flexibility, Maintainability, Configurability, Reusability that will lead to reduced cycle time of change and first time right):	Overall Design & Architecture of the Proposed Solution that meets the requirements specified in the RFP	4		Form 6: Proposed Solution
		Underlying Solution components (Portal, Workflow Engine, Payment Solution, SMS Gateway Solution, CMS, DMS ...) catering to project requirements as indicated in the RFP	4		
		Security of solution at Application and Operating System Level	2		
		Security of solution at Data level	2		
		Interoperability, Interfacing and Integration Architecture	2		
		Quality Control Procedures suggested by responding firm	1		
3.2	Understanding of the Project in order to roll out the listed services	Overall understanding of the Project and the services	5		
4	Proposed Approach & Methodology			10	

4.1	In this section, the responding firm should:	highlight the expected support from the Department	0.5		Bid Response
	Explain the Understanding of the project requirements:	approach to the services, SLA management methodology	1		
		methodology for carrying out the activities for expected output	0.5		
4.2	Risks and Mitigation Plan	Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them	1		Bid Response
4.3	Software Engineering	Explain the Software Engineering methodology the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach	2		
4.4	Data Digitization and Migration Plan	Data Digitization Strategy & Plan	2		Bid Response
	(Data Migration Plan)	Tools	1		
		Timelines	1		
4.5	Detailed Work Plan	Evaluation will be based on the detailed Project Plan including week wise activities with Work Breakdown Structures, Resource Deployment Plan, Project estimates, milestones, deliverables etc.	1		Form 7: Proposed Work Plan
	The description and quality of the work plan				
5					
5	Training		10		
5.1		Proposed Training Schedule for all offices indicating number of days of training and training batch size	2		Bid Response

5.2		Plan to develop Training Manuals and Training plan	2				
5.3		Areas/domains covered	2				
5.4		Training on use of Digital Signatures	2				
5.5		Training on Mobile Applications	2				
6	Project Manager			5			
6.1		Project Manager:	1		Form 8A : Team Composition		
		Must have 10 years of work experience					
		Education:			Form 8B: Compliance Sheet for Named Project Resources		
		BE / MCA and MBA	0.5		Form 9: Curriculum Vitae for Key Personnel		
		Detailed Experience: Managed projects with the scope of Application Development, Training, Support & Maintenance	0.25				
		Two Project experience					
		More than Two Projects:					
6.2	Solution Architect	Solution Architect:	1	As above			
		Must have 5 years of work experience					
		Education:					
		BE / MCA	0.5				
		Detailed Experience: Designed / Architected Solution with portal and Application component/ Digital Signature / Payment Gateway etc.					

		Two Project experience	0.25		
		More than Two Projects:	0.5		
6.3	Business Functional Lead	Business Functional Lead:	1	As above	
		Must have 5 years of work experience			
		Education:	0.5		
		BE / MCA or MBA			
		Detailed Experience: Requirements gatherings/ documentation for projects having portal / application component in e-governance domain			
		Two Project experience	0.25		
		More than Two Projects:	0.5		
6.4	(both Implementation and Operations and Maintenance Phase)	Database Administrator	1	As above	
		Must have 5 years of work experience			
		Education	0.5		
		BE / MCA			
		Detailed Experience: Databases Design / Administration of Application			
		One Project experience	0.25		
		Two Projects or more	0.5		
6.5	QA Lead	QA Lead	1	As above	
		Must have 5 years of work experience			
		Education	0.5		
		BE / MCA			

		Detailed Experience: Experience in Functional Testing (Web, Mobile)			
		Two Projects experience	0.25		
		More than Two Projects	0.50		
7	Technical Presentation			10	
		Solution architecture conceptualized for this project			
		Application deployment and testing Strategy			
		Quality Control Procedures suggested by responding firm			
		Work plan and approach & methodology for completing the work in the prescribed time frame			
		Training Plan and approach			
		Data digitization and migration plan and approach			
		Suggestions on SOW for successful implementation of the project			
		The evaluation committee may ask questions on the overall bid response			
8	Demonstration of online G2B or G2C delivery framework developed in Open Source Software			10	
	(Demonstrate a life cycle of G2B or G2C services - application filling - document attaching, online payment, application processing by	Online filling up forms and attaching supporting documents	2		
		Online Payment	2		
		Internal processing of application	2		

	Department and issuance of certificate)	Approval/ Rejection of Registration Certificate/ License (with QR code) and Notification (SMS/ Email)	2		
		Authorization and Authentication (e-Sign)	2		
9	Operations and Maintenance Roadmap	Clear elicitation of O&M Support to the project		5	
10	Exit Management Plan	Clear and unambiguous narration of exit management activities of the bidder		5	

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12. Commercial Bid Evaluation

The Commercial Bids of only the technically qualified bidders will be opened for evaluation.

- (i) The bid with the lowest bid price (L1) will be assigned 100%.
- (ii) Commercial Scores for other bids will be normalized using the following formula:
Normalized Commercial Score of a Bid (Fn)= {(Commercial Bid price of L1/Commercial bid price of the Bid) X 100} %(adjusted to 2 decimals)

13. Final Evaluation

In determination of the Best Value Bid, weightages of 70 and 30 shall be applied respectively to the normalized technical and commercial scores of each bid that was included in the commercial evaluation process.

A composite score shall be calculated for technically qualified bids only.

The weightage for the composite evaluation is as described below:

- (i) Technical – 70%
- (ii) Commercial – 30%

In other words, the bid would awarded in favour of most competitive bidder by adopting the 70:30 weightages to technical and commercial scores respectively after duly normalizing the technical & commercial scores. The overall Composite score will be calculated as follows:-

$$Bn = 0.70 * Tn + 0.30 * Fn$$

Where

Bn = overall Composite score of the bidder

Tn = Normalized Technical score for the bidder

Fn = Normalized financial score of the bidder

The Bidder with the highest final composite score will be called as the Best Value Proposal and will be called for the contract. In case of a tie in the final composite score the bidder with higher Technical Score will be first invited for negotiations.

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14. Award of Contract

14.1. Award Criteria

Department will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal.

14.2. Department's right to accept/ reject any or all Proposals

Department reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Department's action.

14.3. Notification of Award

Prior to the expiration of the validity period, Department will notify the successful bidder in writing or by email, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance bank guarantee, Department will notify each unsuccessful bidder and return their Bid Security.

14.4. Contract Finalization and Award

The Department shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. If it is unable to finalize the contract with the bidder ranked first due to any reason, Department may proceed to and negotiate with the next ranked bidder, and so on as per General Financial Rules (GFR) until a contract is awarded. Department reserves the right to present a contract to the bidder selected for negotiations. A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of the Department, the most advantageous and represents the best value to the proposed project, price and other factors considered. Evaluations will be based on the proposals, and any additional information requested by Department. Proposed project will involve the payment for the contract based on not only successful delivery of the solution but also on the success of the project after "Go-live".

14.5. Signing of Contract

At the same time as Department notifies the successful bidder that its proposal has been accepted, Department shall enter into a separate contract, incorporating all agreements between Department and the successful bidder. The Model agreement (Draft MSA) is provided in RFP Volume III.

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The successful bidder will also sign a Service Level Agreement (SLA) with Department covering all the required services.

Department shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder.

14.6. Suggestions on the draft Contract

- (i) A draft contract including the standard terms and all the other terms specific to the implementation of the solution is circulated as Volume III of this RFP. It is expected that the bidder will be able to execute this contract without any modifications, in case they are selected for doing so.
- (ii) However the bidder is requested to indicate as per the form specified in the Annexure 6 on Suggestions on Changes to Contract clauses, the changes the bidder desires to have and the reason for the same. This is only a solicitation of suggestions for change.
- (iii) However, it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process should be construed as any commitment from Department to consider those suggestions.
- (iv) The bidder should not suggest any change that has financial or commercial implications during the execution of the contract and is against the basic spirit of procuring the services for the implementation of the project

The bidder is also requested not to base the commercial quote on the assumptions that the suggestions for changes to the draft contract will be accepted by Department.

14.7. Failure to agree with the Terms & Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Department may award the contract to the next best value bidder or call for new proposals or invoke the PBG.

14.8. Performance Bank Guarantee

The successful bidder shall at his own expense deposit with Department, within fifteen (15) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee from a nationalized bank/ Schedule Bank acceptable to, payable on demand, for the due performance and fulfillment of the contract by the bidder.

- (i) Performance Bank Guarantee will be 10% of Total Commercial Quote (Total Order Value) of the successful Bidder.

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- (ii) If the bidder delays Contract Performance Guarantee Bond beyond 15 working days, Department will penalize the bidder by charging 1% of the quoted value per week of delay.
- (iii) All charges and expenses whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- (iv) Performance Bank Guarantee shall be valid for 6 months beyond the contract period.
- (v) Performance Bank Guarantee may be discharged/ returned by Department upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- (vi) In the event of the bidder being unable to service the contract for whatever reason, Department would evoke the Performance Bank Guarantee. Notwithstanding and without prejudice to any rights whatsoever of Department under the contract in the matter, the proceeds of the Performance Bank Guarantee shall be payable to Department as compensation for the pre-estimated, pre-determined and pre-agreed loss resulting from the bidder's failure to perform/comply its obligations under the contract.
- (vii) Department shall notify the bidder in writing of the exercise of its right to receive such compensation within a reasonable time. Department shall also be entitled to make recoveries from the bidder's bills, performance security deposit, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

14.9. Contract Period

The period of agreement shall start with the date of signing of contract and ends with the date of completion of Five (5) years of operations & maintenance with further extension of 2 years upon satisfactory performance of SI. However the period of operations & maintenance shall start from the date of System - Go-Live.

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15. Bid Formats

15.1. Prequalification Bid Formats

FORMAT 1- FORMAT FOR COVERING LETTER FOR PREQUALIFICATION BID

(To be submitted on the Letterhead of the responding firm)

{Date}

To

Labour Commissioner, Odisha

Shrama Bhawan,

Near Gurudwara,

Unit 3, Kharvel Nagar,

Bhubaneswar, Odisha 751001

To,

Subject: Submission of Pre- Qualification Bid

Reference: RFP No.....

Sir/ Madam,

In response to the advertisement, dated _____ issued by Labour Commissioner, Odisha, on behalf of the Department, we offer our Pre- Qualification bid to participate in the bidding process for selection of the ‘DESIGN, DEVELOPMENT & MAINTENANCE OF ‘PAReSHRAM’ for the Project.

Having examined the RFP Documents, Service Level Agreement, etc. including addendum/ Amendments to the above, for the execution of the above Contract, we the undersigned offer to design, develop, implement and operate and maintain the whole of the said Works for the Term of the Services Agreement in accordance with the Services Level Agreement and in conformity with the documents, Service Level Agreement, etc. comprising the RFP.

In the capacity of the Applicant for the Project, we declare that we have requisite technical competence and operational & maintenance experience in managing large e-Governance projects and are interested in the Project, should the Department select us for this purpose.

We are enclosing Power(s) of Attorney authorizing the person who is signing the bid.

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We have enclosed a Bid Security in the form of Demand Draft drawn in favour of the Labour Commissioner, a value of Rs.25,00,000 (Indian Rupees Twenty Five Lakhs Only) or in the form of a Bank Guarantee for the same amount issued by a Nationalized Bank / Schedule Bank. This Bid Security is liable to be forfeited in accordance with the provisions of section **on EMD/Bid Security** of this document.

If selected, we understand that it would be on the basis of the organizational, technical, financial capabilities and experience taken together as specified in the Request for Proposal document. We understand that the basis for our qualification will be our Prequalification Bid, and that any circumstance affecting our continued eligibility under the RFP, or any circumstance which would lead or have led to our disqualification under the RFP, shall result in our disqualification under this process.

We agree to abide by this bid for 180 days from the last day of submission of bid and the same shall remain binding upon us and may be accepted at any time before the expiration of that period. If requested to extend the period of validity for a specified additional period, we understand that no change in the bid will be allowed for such extension and in case, we extend the validity of our bid, we will extend validity of Bid Security also.

We declare that we have disclosed all material information, facts and circumstances to the Department, which would be relevant to and have a bearing on the evaluation of our Prequalification Bid and selection.

We acknowledge and understand that in the event that the Department discover anything contrary to our above declarations; it is empowered to forthwith disqualify us and our Pre-Qualification Bid from further participation in the process.

Yours faithfully,

Authorized Signatory

Name & Title of Signatory³

² Strike out as applicable

³ Power of attorney to be enclosed

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**FORMAT 2- PRESENCE IN SYSTEM INTEGRATION, SOFTWARE DEVELOPMENT & MAINTENANCE,
IT INFRASTRUCTURE SET UP & HELP DESK OPERATION & MAINTENANCE IN INDIA**

(On Applicant's Statutory Auditor's letterhead)

Date:

This is to certify that we M/s----- are the statutory Auditors of M/s----- and that
M/s----- has been actively involved in the area System Integration, Software Development,
and the software Operation and Maintenance.

Authorized Signatory

Name : _____

Designation:

Stamp of the Auditing Firm

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FORMAT 3- COMPLETION OF PROJECTS OF PRESCRIBED NATURE AND SIZE

(Please fill one separate form for each project according to pre-qualification criteria.)

Project Name		
1	Implementation Agency	
2	Customer's Name	
3	Scope of the Project	Provide scope of the project, highlight Key Result Areas expected and achieved
4	Value of Project	
5	Did the project involve software development, maintenance and operations?	Yes/No
6	Completion certificate	Yes/No
7	Satisfactory Work In Progress (WIP) certificate in case the project is not complete	Yes/No
8	Customer Contact Person's detail	
A	Name	
B	Designation	
C	Email	
D	Phone	
E	Fax	
F	Mailing address	

Attached Documents: Completion certificate/ Satisfactory WIP certificate for the projects mentioned are to be attached for at least 3 projects (Provide attachment reference number)

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FORMAT-4 BIDDER PROFILE

Bidder Profile		
1.	Name & Address Of The Bidder	
2.	Location of Corporate Head Quarters	
3.	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number e-mail	
4.	Is the firm a registered company? If yes, submit documentary proof. Year and Place of the establishment of the Company	
5.	Number of Years of operation as system integrator and software developer. Please provide the date of first completed assignment along with necessary proof.	
6.	Is the firm registered with sales tax department? If Yes, submit valid sales tax registration certificate.	
7.	List of Major Clients	

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FORMAT-5 FINANCIAL DETAILS OF THE ORGANIZATION

Financial Information			
	FY 2015-16	FY 2016-17	FY 2017-18
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
Revenue from IT services and system integration services (in INR crores)			
Other Relevant Information			
Mandatory Supporting Documents:			
<p>a. Auditor Certified financial statements for the last three financial years; 2017-18, 2016-17 and 2015-16 .For companies whose closure of the financial year is not March, then such companies shall submit the statements for the years 2016-17, 2015-16, and 2014-15. (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.).</p> <p>b. Certification by the company auditors supporting the above information</p>			

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FORMAT 6: DETAILS OF CMMI CERTIFICATION

CMMi Assessment Details	
Level of CMMi Assessment	
Date of Assessment	
Validity of the Assessment	
Name of the Assessing company and their contact details	
Units / Locations Assessed	
Mandatory Supporting Documents	
Proof of Certification	

In case of bidders where the CMMi certification is under renewal, the bidders shall provide the details of the previous CMMi certification and the current assessment details for consideration in the RFP process

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FORMAT 7: DETAILS OF ISO 9001:2015 CERTIFICATION

ISO 9001:2015 Assessment Details	
Date of Assessment	
Validity of the Assessment	
Name of the Assessing company and their contact details	
Units / Locations Assessed	
Mandatory Supporting Documents	
Proof of Certification	

In case of bidders where the ISO 9001:2015 certification is under renewal, the bidders shall provide the details of the previous ISO 9001:2015 certification and the current assessment details for consideration in the RFP process

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15.2. Technical Bid Format

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Technical Evaluation Criteria.

Technical Proposal shall comprise of following forms:

Checklist for Technical Proposal			
S No	Form Number	Form Narration	Compliance (Yes / No)
1.	Format 1	Undertaking on Total Responsibility	
2.	Format 2	Particulars of the Bidder	
3.	Format 3	Compliance Sheet for Technical Evaluation Matrix	
4.	Format 4	Letter of Proposal	
5.	Format 5	Project Citation Format	
6.	Format 6	Proposed Solution	
7.	Format 7	Proposed Work Plan	
8.	Format 8A	Team Composition	
9.	Format 8B	Compliance sheet for named project resources	
10.	Format 9	Curriculum Vitae (CV) of Key Personnel	
11.	Format 10	Deployment of Personnel	
12.	Format 11	Statement of Deviation	
13.	Format 12	Manufacturers Authorization Form	
14.	Format 13	Declaration on Source Code and	

Request For Proposal

Checklist for Technical Proposal			
S No	Form Number	Form Narration	Compliance (Yes / No)
		Intellectual Property Rights	
15.	Format 14	Undertaking on Patent Rights	
16.	Format 15	Undertaking on Service Level Compliance	
17.	Format 16	Undertaking on Deliverables	
18.	Format 17	Undertaking on Support to Third Party Solution acceptance and certification	
19.	Format 18	Declaration of Activities sub-contracted	
20.	Format 19	Undertaking on Exit Management and Transition	
21.	<u>Format 20</u>	<u>Bidder's Authorization Certificate</u> <u>(Must be on a Non-Judicial Rs 100/- Stamp Paper)</u>	

Request For Proposal

15.2.1. Format 1: Undertaking of Total Responsibility

No.

Date:

To:

Dear Sir / Madam

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements and terms and condition of the RFP for Implementation of PAReSHRAM Project for Labour and ESI Department

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business Address:

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15.2.2. Format 2: Particulars of Bidder

S No	Information Solicited	Details
A.	Name and address of the bidding Company	
B.	Incorporation status of the firm (public limited / private limited, etc.)	
C.	Year of Establishment	
D.	Date of registration	
E.	ROC Reference No.	
F.	Details of company registration	
G.	Details of registration with appropriate authorities for service tax, GST, Vat, Sales tax	
H.	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

15.2.3. Format 3: Compliance Sheet for Technical Evaluation Matrix

S No	Section / Description	Sub Criteria	Compliance (Yes / No / Partial)	Bid Response, Section and Page Reference Number
1	Company Profile			
1.1	Average Annual Turnover (2015-2016, 2016-2017 & 2017-2018)	Min INR 150 Cr & < INR 200 Cr		
		INR 200 Cr & < INR 250 Cr		
		Greater than INR250 Cr		
1.2	Net Worth (Average last three year (2015-16, 2016-2017 & 2017-2018))	INR 50 Cr & < 60 Cr		
		INR 60 Cr & < 70 Cr		
		INR 70 Cr & above		
1.3	Valid Quality Certification			
	CMMi	CMMi L3		
		CMMi L5		
2	Project Experience			
2.1	Previous project experience in Implementation of Portal solutions in providing e-Services to citizens/ businesses – features comprising of :	Online submission of applications (preferably through e-Forms / HTML Forms		
		Workflow		
	<i>Marks will be awarded based on the features (solution components or features required for project) supported by the portal</i>	Digital Signatures		

	If the experience cannot be covered in One (1) citation, bidders may provide a maximum of Two (2) citations. Projects should have been Completed and should be in operation.	OTP Based Authentication Online payment facilities DMS/CMS MIS Reporting and Analysis		
2.2	Previous project experience in implementing software solution for Functions similar to this project such as: If the experience cannot be covered in One (1) citation, bidders may provide a maximum of Two (2) citations	Issue of Licenses / Registration		
		Planning and performing Inspections to oversee compliance to the regulatory requirements		
2.3	Experience in implementing in e-Governance Projects in State / Central / PSU / Government Agency. <i>Minimum value of each project should be at least INR 5 Crore</i>	One Project		
		Two Projects		
		Three or more Projects		
3	Proposed Solution			
3.1	Underlying Solution Components (Response will be evaluated on Openness, Flexibility,	Overall Design & Architecture of the Proposed Solution that meets the requirements specified in the RFP		

	Maintainability, Configurability, Reusability that will lead to reduced cycle time of change and first time right):	Underlying Solution components (Portal, Workflow Engine, Payment Solution, SMS Gateway Solution, CMS, DMS ...) catering to project requirements as indicated in the RFP		
		Security of solution at Application and Operating System Level		
		Security of solution at Data level		
		Interoperability, Interfacing and Integration Architecture		
		Quality Control Procedures suggested by responding firm		
3.2	Understanding of the Project in order to roll out the listed services	Overall understanding of the Project and the services		
4	Proposed Approach & Methodology			
4.1	In this section, the responding firm should:	highlight the expected support from the Department		
	Explain the Understanding of the project requirements:	approach to the services, SLA management methodology		
		methodology for carrying out the activities for expected output		
4.2	Risks and Mitigation Plan	Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them		

4.3	Software Engineering	Explain the Software Engineering methodology the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach		
4.4	Data Digitization and Migration Plan (Data Migration Plan)	Data Digitization Strategy & Plan		
		Tools		
		Timelines		
4.5	Detailed Work Plan	Evaluation will be based on the detailed Project Plan including week wise activities with Work Breakdown Structures, Resource Deployment Plan, Project estimates, milestones, deliverables etc.		
	The description and quality of the work plan			
5	Training			
5.1		Proposed Training Schedule for all offices indicating number of days of training and training batch size		
5.2		Plan to develop Training Manuals and Training plan		
5.3		Areas/domains covered		
5.4		Training on use of Digital Signatures		
5.5		Training on Mobile Applications		
6	Proposed Team			
6.1	Project Manager	Project Manager:		
		Must have 10 years of work experience		
		Education:		

		BE / MCA and MBA		
		Detailed Experience: Managed projects with the scope of Application Development, Training, Support & Maintenance		
		Two Project experience		
		More than Two Projects:		
6.2	Solution Architect	Solution Architect:		
		Must have 5 years of work experience		
		Education:		
		BE / MCA		
		Detailed Experience: Designed / Architected Solution with portal and Application component/ Digital Signature / Payment Gateway etc.		
		Two Project experience		
		More than Two Projects:		
6.3	Business Functional Lead	Business Functional Lead:		
		Must have 5 years of work experience		
		Education:		
		BE / MCA or MBA		
		Detailed Experience: Requirements gatherings/ documentation for projects having portal / application component in e-governance domain		
		Two Project experience		

		More than Two Projects:		
6.4	(both Implementation and Operations and Maintenance Phase)	Database Administrator	Database Administrator	
		Must have 5 years of work experience		
		Education		
		BE / MCA		
		Detailed Experience: Databases Design / Administration of Application		
		One Project experience		
		Two Projects or more		
6.5	QA Lead	QA Lead		
		Must have 5 years of work experience		
		Education		
		BE / MCA		
		Detailed Experience: Experience in Functional Testing (Web, Mobile)		
		Two Project experience		
		More than Two Projects:		
7	Technical Presentation			
		Solution architecture conceptualized for this project		
		Application deployment and testing Strategy		
		Quality Control Procedures suggested by responding firm		
		Work plan and approach & methodology for completing the work in the prescribed time frame		
		Training Plan and approach		

		Data digitization and migration plan and approach		
		Suggestions on SOW for successful implementation of the project		
		The evaluation committee may ask questions on the overall bid response		
8	Demonstration of online G2B or G2C delivery framework developed in Open Source Software			
	(Demonstrate a life cycle of G2B or G2C services - application filling - document attaching, online payment, application processing by Department and issuance of certificate)		Online filling up forms and attaching supporting documents	
			Online Payment	
			Internal processing of application	
			Approval/ Rejection of Registration Certificate/ License (with QR code) and Notification (SMS/ Email)	
			Authorization and Authentication (e-Sign)	
9	Operations and Maintenance Roadmap		Clear elicitation of O&M Support to the project	
10	Exit Management Plan		Clear and unambiguous narration of exit management activities of the bidder	

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15.2.4. Format 4: Letter of Proposal

To: <Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the Department of Labour and ESI on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Commercial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Data sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

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Name of Firm:

Address:

Location: _____

Date: _____

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15.2.5. Format 5: Project Citation Format

Relevant IT project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client (email, Phone no.)	
Project Details	
Description of the project	
Location & Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	

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Copy of Work Order or Purchase Order (PO) or Letter of Intent (LoI)	
--	--

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15.2.6. Format 6: Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal.

You are suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology
- d) Any other section that the bidder would like to emphasize on

S No	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	Features & Functionalities	O&M Support (Warranty/ATS/: as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section number/ volume)

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15.2.7. Format 7: Proposed Work Plan

S No	Activity	Calendar Weeks												
		W1	W2	W3	W4	W5	W6	W7	W8	W9	W34
1.														
2.														
3.														
4.														
5.														
6.														
N														

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15.2.8. Format 8A: Team Composition

S No	Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement
I.					
II.					
III.					
IV.					

15.2.9. Format 8B: Compliance Sheet for Named Project Resources

S No	Positions (As per the RFP requirement)	Detailed requirement as per RFP	Compliance (Yes/No)	Reference page no and remarks (if any)
1.	Project Manager			
2.	Solution Architect			
3.	Business Functional Lead			
4.	Database Administrator			
5.	QA Lead			

15.2.10. Format 9: Curriculum Vitae for Key Personnel

S No	Particulars
1.	Name of the person
2.	Current Designation / Job Title

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S No	Particulars
3.	Current job responsibilities
4.	Proposed Role in the Project
5.	Whether resource is engaged by the firm in its own payrolls
6.	Proposed Responsibilities in the Project
7.	Academic Qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any)
8.	Professional Certifications (if any)
9.	Total number of years of experience
10.	Number of years with the current company
11.	Summary of the Professional / Domain Experience
12.	Summary of Projects undertaken/worked on (Only project name, client name, client contact details) <div style="display: flex; justify-content: space-between;"> <div style="width: 50%;"> < Project Name > </div> <div style="width: 50%;"> <Client Name> </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 50%;"> <Client Contact Details> </div> <div style="width: 50%;"></div> </div>
13.	Details of Past assignment details (For each assignment provide details regarding name

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S No	Particulars
	<p>of organizations worked for, designation, responsibilities, tenure)</p> <p>Prior Professional Experience covering:</p> <ul style="list-style-type: none"> • Organizations worked for in the past <ul style="list-style-type: none"> ○ Organization name ○ Duration and dates of entry and exit ○ Designation Location(s) ○ Key responsibilities • Prior project experience <ul style="list-style-type: none"> ○ Project name ○ Client ○ Key project features in brief ○ Location of the project ○ Designation ○ Role ○ Responsibilities and activities ○ Duration of the project <p>Please provide only relevant projects.</p>
14.	Proficient in languages (Against each language listed indicate if speak/read/write)

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15.2.11. Format 10: Deployment of Personnel

S No	Name of Staff	Staff input in Months (in the form of a bar chart) ²													Total staff man-months proposed
		1	2	3	4	5	6	7	8	9	10	11	...	n	
1															
2															
3															
N															
													Total		

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15.2.12. Format 11: Statement of Deviations

[This section should contain any assumption on areas which have not been provided in the RFP OR any changes to the existing provisions of the RFP]

A. On the Terms of Reference

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

Note: Labour and ESI Department reserves the right to accept the deviation fully, partially or reject. It should not have any cost implication on the total cost quoted by the bidder to execute the complete project. The said deviations should not impact the envisaged outcome of the project.

B. Any other areas

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15.2.13. Format 12: Manufacturer's / Producers Authorization Form

(This form has to be provided by the OEMs / of the products proposed)

No. Date:

To:

OEM Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers / producers of _____ having factories / development facilities at (address of factory / facility) do hereby authorize M/s _____ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

Such Products as the Client may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and in the event of termination of production of such Products:

advance notification to the Client of the pending termination, in sufficient time to permit the Client to procure needed requirements;

and

Following such termination, furnishing at no cost to the Client, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

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Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it. The Bidder should complete the below given table with details of all OEMs as proposed for this assignment.

S No	Item	Make and Model	Name of OEM	Authorization Letter Attached (Yes / No)
1.				
2.				
3.				

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15.2.14. Format 13: Declaration on Source Code and Intellectual Property Rights

No.

Date:

To

Dear Sir / Madam,

Sub: Self-certificate regarding the source code and Intellectual property rights under this Project

I, authorized representative of _____, hereby solemnly affirm to the IPR and Source Code rights as defined in Clause __ of Part III of this RFP document.

In the event of any deviation from the factual information/ declaration, Labour & ESI Department reserves the right to terminate the Contract without any compensation to the System Integrator.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business _____ Address: _____

Request For Proposal

15.2.15. Format 14: Undertaking on Patent Rights

No.

Date:

To:

Dear Sir / Madam

Sub: Undertaking on Patent Rights

1. I/We as System Integrator (Selected Bidder) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the ICT components, systems or any part thereof to be supplied by us. We shall indemnify Labour & ESI Department against all cost/claims/legal claims/liabilities arising from third party claim in this regard at anytime on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to theft or said indemnity, the Selected Bidder shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to Labour & ESI Department and persons authorized by Labour & ESI Department, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve Labour & ESI Department of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Request For Proposal

Seal : _____

Business Address:

Request For Proposal

15.2.16. Format 15: Undertaking on Service Level Compliance

No.

Date:

To:

Dear Sir / Madam

Sub: Undertaking on Service Level Compliance

1. I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to Labour & ESI Department.
2. However, if the proposed resources and ICT components are found to be insufficient in meeting the RFP and/or the service level requirements given by Labour & ESI Department, then we will augment the same without any additional cost to Labour & ESI Department.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business Address:

Request For Proposal

15.2.17. Format 16: Undertaking on Deliverables

No.

Date:

To:

Dear Sir/ Madam

Sub: Undertaking on Deliverables

1. I/We as System Integrator do hereby undertake that processes, deliverables/artifacts submitted to Labour & ESI Department will adhere to the quality and standards specified in this RFP.
2. We also recognize and undertake that the deliverables/artifacts shall be presented and explained to Labour & ESI Department and other key stake holders (identified by Labour & ESI Department), and also take the responsibility to provide clarifications as requested by Labour & ESI Department.
3. We agree to abide by the procedures laid down for acceptance and review of deliverables/artifacts by the Department as stated in this RFP or as communicated to us from time-to-time.
4. We also understand that the acceptance, approval and sign-off of the deliverables by Labour & ESI Department will be done on the advice of Labour & ESI Department and any other agency appointed by the Labour & ESI Department for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by Labour & ESI Department.
5. We also understand that, Labour & ESI Department reserves rights whether to accept or reject the deviations. In case Labour & ESI Department rejects the deviations, we will accept the same and without any implications what so ever.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Request For Proposal

Date :

Time :

Seal :

Business Address:

Request For Proposal

15.2.18. Format 17: Undertaking on Support to Third Party Solution Acceptance and Certification

No.

Date:

To:

Dear Sir,

Sub: Undertaking on Support to Third Party Solution Acceptance and Certification

I/We understand that the System (including the application and the associated IT systems) may be assessed and certified by a 3rd party agency (to be identified by Labour & ESI Department) before the system is commissioned.

I/We understand that while the certification expenses will be borne by Labour & ESI Department, the responsibility to ensure successful acceptance and certification lies with the System Integrator.

I/We hereby undertake that we shall do all that is required of the System Integrator to ensure that system will meet all the conditions required for successful acceptance and certification.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business Address:

Request For Proposal

15.2.19. Format 18: Declaration of Activities Sub-Contracted

No. Date:

To:

Dear Sir / Madam

Sub: Declaration on Sub-contracting

I/ We hereby declare the following list of activities which we would sub-contract.

S. No. Activity

- 1.
- 2.
- 3.
- 4.

I/ We would be accountable & responsible for ensuring that the sub-contracted work meets the requirements of the Labour & ESI Department. As per requirement, we are attaching the following supporting documents for the sub-contractor:-

- a. Copy of Registration Certificate
- b. Copy of PAN Card and GST registration
- c. Proof of experience in IT business for 3 years

I/ We understand and declare that the following work as mentioned amongst others in RFP II Section 2 elicited in bullet point shall not be sub contracted.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Request For Proposal

15.2.20. Format 19: Undertaking on Exit Management and Transition

No.

Date:

To:

Dear Sir/ Madam

Sub: Undertaking on Exit Management and Transition

1. I/We hereby undertake that at the time of completion of our engagement with the Labour & ESIC Department, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the Labour & ESIC Department or to an agency identified by Labour & ESIC Department to the satisfaction of the Labour & ESIC Department. I/We further undertake to complete the following as part of the Exit management and transition:

- a. We undertake to complete the updation of all Project documents and other artifacts and handover the same to Labour & ESIC Department before transition.
- b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train Labour & ESIC Department personnel on the same.
- c. If Labour & ESI Department decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the ICT components , conducting Training sessions etc.

2. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from Labour & ESIC Department.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Request For Proposal

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business Address:

Request For Proposal

15.2.21. Format 20: Bidder's Authorization Certificate

*Must be on a Non-Judicial Rs 100/- Stamp Paper

BIDDER'S AUTHORIZATION CERTIFICATE

To,

{Tendering Authority},

_____,

_____,

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid.

For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: - Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

Note: Please attach the board resolution / valid power of attorney in favour of person signing this authorizing letter.

Request For Proposal

15.3. Format 21: Bank Guarantee for Bid Security

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP #<RFP Number> dated<Date> for <Name of the assignment>_(hereinafter called "the Bid") to <<Labour & ESI Department >>

Know all Men by these presents that we <> having our office at <Address>(hereinafter called "the Bank") are bound unto the << Labour & ESI Department >>(hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures>(Rupees<Amount in words> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Request For Proposal

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)
- II. This Bank Guarantee shall be valid upto <insert date>
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <insert date>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Request For Proposal

15.4. Performance Bank Guarantee

Commercial Bid Formats **Performance Bank Guarantee:**

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas, <name of the supplier and address>(hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to Labour & ESI Department (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office>have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value>(Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs.<Insert Value>(Rupees<Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

Request For Proposal

This Guarantee shall be valid until <Insert Date>

Notwithstanding anything contained herein:

- i. Our liability under this bank guarantee shall not exceed **Rs.<Insert Value>(Rupees <Insert Value in Words> only).**
- ii. This bank guarantee shall be valid up to <Insert Expiry Date>
- iii. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Request For Proposal

15.5. Commercial Bid Formats

15.5.1. Format 1: Covering Letter

To:

<Location, Date>

Labour Commissioner

Shrama Bhawan, Janpath Road,
Near Gurudwara, Unit 3, Kharvel Nagar,

Bhubaneswar, Odisha 751001

Tel: 0674 - 2391187

Fax: 0674 - 2395092

labcom.orissa@gmail.com

Subject: Submission of the Commercial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

I/We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Commercial Proposals). This amount is inclusive of the all applicable taxes.

1. PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of submission.

2. We hereby confirm that our prices include all applicable taxes. However, all the taxes are quoted separately under relevant sections.

3. We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

4. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

Request For Proposal

5. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations if accepted by Labour & ESI Department, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

I/ We also understand that Labour & ESI Department reserves the right to accept / reject all or some deviations

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

6. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

7. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

8. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in this RFP and any subsequent corrigendum (if any). These prices are indicated in Commercial Bid attached with our Tender as part of the Tender.

9. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the 15.4 of this RFP document.

Our Commercial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Request For Proposal

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Request For Proposal

15.5.2. Format 2: Commercial Proposal

Total Commercial Quote (Inclusive of Taxes)						
S. No	Particulars	Basic price (₹)[A]	GST (%)	GST (₹) [B]	Any other Tax (₹) [C]	Total (A+B+C)
1	Labour Directorate: Service Development O&M Cost for 5 years [From - Format 2A – 1]					
2	Directorate of Factories and Boilers Service Development O&M Cost for 5 years [Format 2A – 2]					
3	Integration Cost [Format - Form 2A- 3]					
4	System Software Subscription Cost [Format 2A -4]					
5	Data Digitization & Migration Cost [Format 2B]					
6	Training Cost [Format 2C]					
7	Help Desk & Data Entry Operator Cost [Format 2D]					
8	Blended Technical Resources Cost for Change Request [Format] 2E					
9	Desktop Computing for Helpdesk Cost [Format 2F]					

Request For Proposal

10	On Site Technical Resource for O&M [Format 2G]					
Total In figures (Inclusive of Taxes)						
Total In Words (Inclusive of Taxes)						

Request For Proposal

15.5.3. Format 2A -1 : Labour Directorate - Service Development and O&M Cost

Labour Directorate Service: Service Development and O & M Cost for 5 years (Inclusive of Taxes)										
S No	Act Name / Service group	Service Name	Dev. Cost	O&M Cost Per Year (20% of Dev. Cost)	O&M Period	Total O&M Cost for 5 Year	Total Dev. + O&M Cost	GST (%)	GST Cost	Total
1	Orissa Shops & Commercial Establishments Act, 1956 And Orissa Rules 1958	New Registration of RC			5					
2		Amendment or Transfer or Cancellation or Closure of RC			5					
3	Contract Labour (R&A) Act, 1970 And Orissa Rules, 1975	New RC			5					
4		Amendment of RC			5					
5		New Licence / Renewal of Licence to Contractor			5					
6		Amendment of Licence			5					
7		Appeal			5					
8	The Inter State Migrant Workmen (RE&CS) Act, 1979 and Orissa Rules 1980	New Certificate of Registration			5					
9		Amendment of Certification of Registration			5					
10		New License / Renewal of License to Contractor/ Agent			5					

Request For Proposal

Labour Directorate Service: Service Development and O & M Cost for 5 years (Inclusive of Taxes)

S No	Act Name / Service group	Service Name	Dev. Cost	O&M Cost Per Year (20% of Dev. Cost)	O&M Period	Total O&M Cost for 5 Year	Total Dev. + O&M Cost	GST (%)	GST Cost	Total
		for Recruitment/ Employment								
11		Amendments of License to Agent / Contractor			5					
12		Appeal for Registration Certificate / License			5					
13	State Action Plan	Voluntary Registration of Migrant Workers			5					
14		MIS Data of Rescued Migrant Worker			5					
15		Rescue of Child Labour and Follow Up Action			5					
16		Certificate of Registration			5					
17	The Building And Other Construction Workers' (RE&CS), 1996 And Orissa Rules 2002	Amendment of Certification of Registration			5					
18		Appeal			5					
19	Inspection	Uploading of Inspection Report by the Inspector and			5					

Request For Proposal

Labour Directorate Service: Service Development and O & M Cost for 5 years (Inclusive of Taxes)										
S No	Act Name / Service group	Service Name	Dev. Cost	O&M Cost Per Year (20% of Dev. Cost)	O&M Period	Total O&M Cost for 5 Year	Total Dev. + O&M Cost	GST (%)	GST Cost	Total
		Online Approval of Draft Prosecution Report Submission of monthly Report by DLOs, DLCs								
20	The Motor Transport Workers Act, 1961 And Orissa Rules, 1966	New Certificate of Registration or Renewal of Certificate of Registration			5					
21		Amendment or Transfer or Cancellation of Certificate of Registration			5					
22	The Beedi and Cigar Workers (CE) Act, 1966 And Orissa Rules, 1969	New License / Renewal of License			5					
23		Cancellation of License			5					
24		Appeal			5					
25	Odisha Industrial Establishments (National & Festival) Holidays Act, 1969 And Orissa Rules	Approval of Holidays			5					

Request For Proposal

Labour Directorate Service: Service Development and O & M Cost for 5 years (Inclusive of Taxes)										
S No	Act Name / Service group	Service Name	Dev. Cost	O&M Cost Per Year (20% of Dev. Cost)	O&M Period	Total O&M Cost for 5 Year	Total Dev. + O&M Cost	GST (%)	GST Cost	Total
	1972									
26	Industrial Employment (Standing Orders))Act, 1946 And Orissa Rules 1946	Certified Standing Order			5					
27		Modification of Certified Standing Order			5					
28	The Trade Unions Act, 1926 And Regulation, 1941	Granting Certificate of Registration			5					
29		Amendment of Certification of Registration			5					
30		a) Self verifications of Orissa Shops & Commercial Establishments Act, 1956 And Orissa Rules 1958 b) Self-Certification for establishment registered under Start Up Odisha Policy 2016. c) Enrolment under voluntary compliance scheme for Industries & Commercial Establishments. d)Self-Certification of			5					

Request For Proposal

Labour Directorate Service: Service Development and O & M Cost for 5 years (Inclusive of Taxes)										
S No	Act Name / Service group	Service Name	Dev. Cost	O&M Cost Per Year (20% of Dev. Cost)	O&M Period	Total O&M Cost for 5 Year	Total Dev. + O&M Cost	GST (%)	GST Cost	Total
		Factories and Boilers								
Total In figures (Inclusive of Taxes)										
Total In Words (Inclusive of Taxes)										

Request For Proposal

15.5.4. Format 2A -2 : Directorate of Factories and Boilers : Service Development and O&M Cost

Directorate of Factories and Boilers Service: Service Development and O & M Cost for 5 years (Inclusive of Taxes)										
S No	Service Group	Service Name	Dev. Cost	O&M Cost Per Year (20% of Dev. Cost)	O&M Period	Total O&M Cost for 5 Year	Total Dev. + O&M Cost	GST (%)	GST Cost	Total
1	Statutory Approvals	Approval of New Plan of Factories			5					
2		Approval of Extension Plan of Factories			5					
3		Approval of Steam Pipeline drawings under the Boilers Act			5					
4		Approval of repair orders of Boilers			5					
5	Registration and Licence	Grant of Factory license under the Factories Act, 1948			5					
6		Renewal of Licence under Factories Act, 1948			5					
7		Amendment of Licence under Factories Act, 1948			5					
8		Transfer of Licence under Factories Act, 1948			5					

Request For Proposal

Directorate of Factories and Boilers Service: Service Development and O & M Cost for 5 years (Inclusive of Taxes)

S No	Service Group	Service Name	Dev. Cost	O&M Cost Per Year (20% of Dev. Cost)	O&M Period	Total O&M Cost for 5 Year	Total Dev. + O&M Cost	GST (%)	GST Cost	Total
9		Registration/ Renewal of boiler under the Boilers Act, 1923			5					
10	Statutory Return	Filing of combined Annual Returns by Factory Owners/Establishment			5					
11	Statutory Inspection	a) Inspection Reporting Management System			5					
		b) Accident Investigation			5					
		c) Mock Drill			5					
12		Inspection of Boilers and Issue of Provisional order for renewal / Grant of short duration certificate under the Boilers Act, 1923			5					
13	Grant & Renewal of Certificates	Grant of certificate for manufacture of Boilers and pressure			5					

Request For Proposal

Directorate of Factories and Boilers Service: Service Development and O & M Cost for 5 years (Inclusive of Taxes)

S No	Service Group	Service Name	Dev. Cost	O&M Cost Per Year (20% of Dev. Cost)	O&M Period	Total O&M Cost for 5 Year	Total Dev. + O&M Cost	GST (%)	GST Cost	Total
		part components								
14		Renewal certificate for manufacture of Boilers and pressure part components under the Boilers Act, 1923			5					
15		Grant of Erector certificate for Boiler and Steam pipelines under the Boilers Act, 1923			5					
16		Renewal of Erector certificate for Boiler and Steam pipelines under the Boilers Act, 1923			5					
17		Grant of Repairer Certificate for Boilers and Steam pipeline under the Boilers Act, 1923			5					
18		Renewal of Repairer Certificate for Boilers and Steam			5					

Request For Proposal

Directorate of Factories and Boilers Service: Service Development and O & M Cost for 5 years (Inclusive of Taxes)											
S No	Service Group	Service Name	Dev. Cost	O&M Cost Per Year (20% of Dev. Cost)	O&M Period	Total O&M Cost for 5 Year	Total Dev. + O&M Cost	GST (%)	GST Cost	Total	
		pipeline under the Boilers Act, 1923									
19	Endorsements and Validations	Endorsement of certificates of Boiler Attendants			5						
20		Endorsement of certificates of Boiler Operation Engineers			5						
21		Revalidation of Welder's certificate			5						
22	Examination	Boiler Operation Engineers' Certificate of Proficiency examination			5						
23		Boiler Attendants' Certificate of Competency examination			5						
Total In figures (Inclusive of Taxes)											
Total in words (Inclusive of Taxes)											

Request For Proposal

15.5.5. Format 2A - 3 : Integration Cost

Integration Cost (Inclusive of Taxes)						
Sl No	Items	Unit Price [X]	Qty. [Y]	Basic Price Z=(X*Y)	GST (%) [I]	GST Amount [J]
Integration Cost with External Systems						
1	Integration with any External applications		5	/		
Total In figures (Inclusive of Taxes)						
Total in words (Inclusive of Taxes)						

Request For Proposal

15.5.6. Format 2A - 4 : System Software Subscription Cost

System Software Subscription Cost (Inclusive of Taxes)							
S No	Items	Average Subscriptions Cost per Year [X]	Number of Years [Y]	Sub – Total $Z = X * Y$	GST (%) [I]	GST Amount [J]	Total Z + J
1	Portal Development Kit (Inclusive of CMS - Open Source)		3				
2	Open Source Enterprise Class Database		3				
3	Middleware						
4	Document Management System						
Total In figures (Inclusive of Taxes)							
Total in words (Inclusive of Taxes)							

Request For Proposal

15.5.7. Format 2B: Data Digitization Cost

Data Digitization Cost (Inclusive of Taxes)								
S.No.	Directorate	Volume (X)	Unit Rate (Y)	Sub-Total Cost (Z)	GST (%)	Total GST (₹) (I)	Any Other Tax (₹) (J)	Total = (X*Y) + (I+J)
1	Labour	130399						
2	Factories & Boilers	65,000						
Sub-Total In figures (Inclusive of Taxes)								
Sub-Total in words (Inclusive of Taxes)								

Request For Proposal

15.5.8. Format 2C: Training Cost

Training Cost (Inclusive of Taxes)					
S. No	Cost Item	Sub - Total Cost (₹) (X)	GST (%)	GST (₹) (Y)	Total (X+Y)
1.	Training as per scope in RFP				
2.	Super User Training				
Total In figures (Inclusive of Taxes)					
Total In Words (Inclusive of Taxes)					

Request For Proposal

15.5.9. Format 2D: HelpDesk & Data Entry Operator Cost

Help Desk and Data Entry Operator Cost (Inclusive of Taxes)								
S No	Resource Details	Number of Resources (X)	Unit Rae (Cost Per Person) per Month (Y)	No. Month (Z)	Total Cost (T1= X*Y*Z) (₹)	GST (%)	GST on T1 (₹) (T2)	Total (T1+T2) (₹) (Inclusive of Taxes)
1.	Cost for Helpdesk Operators	4		12				
2.	Cost for Helpdesk Operators	2		24				
3.	Cost for Data Entry Operators	68		6				
Total In figures(Inclusive of Taxes)								
Total In Words (Inclusive of Taxes)								

Request For Proposal

15.5.10. Format 2E: Man Month Rates for Technical Resources for Change Request

Technical Resource cost for Change Request (Inclusive of Taxes)						
Technical Resource	Average Unit Rate per Month (X)	Number of Months (Y)	Total T1= X*Y	GST in % [I]	GST Amount [J]	Total T1+J
Blended Technical Resource - Business Analyst cum Developer (Min 5 years of experience)	1	50				
Total In figures (Including Taxes)						
Total In Words (Including Taxes)						

Request For Proposal

15.5.11. Format 2F: Desktop Computing for Helpdesk Cost

Desktop Computing	Unit Rate [X]	Quantity [Y]	Total Price $T1 = X \times Y$	GST [%] [I]	GST Amount [J]	Total $T1 + J$
4GB RAM (100% scalable), 1 TB HDD, Intel Core i5 or AMD equivalent – with 3 years warranty		4				
Total In figures (Including Taxes)						
Total In Words (Including Taxes)						

Request For Proposal

15.5.12. Format 2G: On Site Technical Resource for O&M

On Site Technical Resource for O&M (Inclusive of Taxes)						
S No	Resource Details	Unit Rate per Month (Y)	No. of Month (Z)	Total Cost (Excluding Taxes) (T1= Y*Z)	GST on T1 (T2)	Total (T1+T2) (Including Taxes)
1.			60			
Total In figures (Including Taxes)						
Total In Words (Inclusive Taxes)						



Request for Proposal

Vol 3

Master Services Agreement

PARESHRAM



19-Aug 2019

**Labour & ESI Department
ODISHA SECRETARIAT,
SACHIVALAYA MARG, UNIT-2, BHUBANESWAR, ODISHA - 751001**

Reference Number: Labour/2019-20/01

This Request for Proposal (RFP) for Selection of System Integrator (SI) is issued by Department of Labour & ESI, Government of Odisha.

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither Labour & ESI Department, nor any of its officers or employees, nor any of their advisors nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of Labour & ESI Department, Government of Odisha. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each bidder must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project, the regulatory regime which applies thereto and by and all matters pertinent to the Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the Project. Labour & ESI Department, Government of Odisha shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, estimates, projections, targets and forecasts with respect to the L&E e-Governance System Project. Such statements, estimates, projections, targets and forecasts reflect various assumptions made by the management, officers, employees and consultants which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

Labour & ESI Department, Government of Odisha shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of Labour & ESI Department, Government of

Odisha in selecting the System Integrator who qualifies through this RFP shall be final and Labour & ESI Department, Government of Odisha reserves the right to reject any or all the bids without assigning any reason thereof. Labour & ESI Department, Government of Odisha further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

Labour & ESI Department, Government of Odisha may terminate the RFP process at any time without assigning any reason and upon such termination Labour & ESI Department, Government of Odisha shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

AGREEMENT

THIS AGREEMENT is made on this day of _____ by and
between:

(i) **Governor of Odisha**, represented by Labour Commissioner, Odisha,
Bhubaneswar, 751001, duly authorized by Government in Labour & ESI
Department, hereinafter referred to as "**Labour & ESI Department**" (which
expression shall, unless it be repugnant to the context or meaning thereof, be
deemed to mean and include its successors and permitted assigns) of the
FIRST PART

AND

(ii) **<SI>**, a registered company under the Indian Companies Act, 1956 having a
registered office at -----, INDIA hereinafter referred to as
System Integrator (SI) (which expression unless excluded or the context
otherwise required hereof includes its successors, administrator and assigns)

represented through its authorized representatives-----, who are duly authorized by <SI> by means of Board Resolution to execute this agreement of the SECOND PART

WHEREAS

- A. The Labour and ESI Department desire to implement the Labour Reforms & Computerisation for Labour Directorate and Directorate of Factories and Boilers, Odisha.
- B. In this connection, Labour & ESI Department has decided to entrust the above assignment to SI for design, develop, and maintain Labour and ESI e-Governance System (PARESHRAM) Software Solution.
- C. <SI> a registered company under the Indian Companies Act, 1956 having a registered office at _____, INDIA, has agreed to render such services.
- D. The Labour & ESI Department intends to grant to the SI the right to undertake and implement the PARESHRAM Project on the terms and conditions set forth below.
- E. The 53 services shall be automated and made online and the System shall Go Live in the Implementation Phase over a period of 10 months from the date of agreement. The Operation and Maintenance period will be effective from the date of Go-Live of PARESHRAM Project for period of next five years.
- F. The SI undertakes to implement, the PARESHRAM Project during the “term”. As part of the acceptance inter alia, the SI shall furnish the Performance Guarantee as defined in this Agreement.

NOW THEREFORE, IN VIEW OF THE MUTUAL PROMISES AND CONSIDERATIONS SET OUT HEREIN, THE PARTIES DO HEREBY AGREE AND AFFIRM HERE AS UNDER THIS AGREEMENT AS FOLLOWS:

2 DEFINITIONS AND INTERPRETATION

2.1 DEFINITIONS

In this Agreement, unless the context requires otherwise:

1. **“Agreement”** means this Master Service Agreement (MSA) along with all other documents signed between the Parties pursuant to the Project including and not limited to the Request for Proposal (RFP), Service Level Agreement (SLA), Non Disclosure Agreement (NDA) and Work Order together with all of their Schedules and Annexures.
2. **“Agreement Period”** means the period between signing of this agreement and the end of the project as defined in the agreement.
3. **“Adverse Effect”** means material adverse effect on (a) the ability of the SI to exercise any of its rights or perform/discharge any of its duties/obligations under and in accordance with the provisions of this Agreement and/or (b) the legal validity, binding nature or enforceability of this Agreement.
4. **“PARESHRAM PROJECT”** means PARESHRAM Project involving for the design, development, deployment and maintenance of PARESHRAM Software Solution. Project shall be as per the terms laid down in the RFP and provision of services in conformance to the SLA.
5. **“Confidential Information”** means all information including Labour & ESI Department Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party (whether a Party to this MSA or a SLA) in the course of or in connection with this MSA (including without limitation such information received during negotiations, location visits and meetings in connection with this MSA or SLA).
6. **“Deliverables”** means the products, infrastructure and services agreed to be delivered by the SI in pursuance of the agreement as defined more elaborately in Volume II of the RFP.
7. **“Odisha State Data Centre/SDC”** means the Odisha State Data Center, where data, software, computer systems and associated components, such as telecommunication

and storage systems, redundant or backup power supplies, redundant data communications, environment controls and security devices are housed and operated.

8. **“Effective Date of Agreement/ Effective Date”** means the date on which this MSA is signed by both the Parties.
9. **“FRS”** (Functional Requirements Specifications) means this document describes the user-level functional requirements of the Labour & ESI Department applications.
10. **“Go-Live”** Go Live shall mean when all the 53 services as listed in the RFP have been automated, made online and rolled out after the development and deployment of PAReSHRAM Software Solution, installation of IT & Non-IT Infrastructure, deployment of manpower and operationalization of services at all locations.
11. **“Department Data”** means all proprietary data of Department generated out of operations and transactions, documents and related information including but not restricted to citizen/ business / department data which the SI obtains, possesses or processes in the context of providing the Services to the citizens pursuant to this MSA and the SLA.
12. **“Intellectual Property Rights”** means and includes any authorized documents of the department, scanned and digitized records and all rights in the PAReSHRAM Software Solution, database generated, compilations made, source code and object code of the software, the said rights including designs, copyrights, trademarks, patents, trade secrets, moral and other rights therein.
13. **“Material Breach”** means a breach by either Party of any of its obligations under this MSA or the SLA which has or is likely to have a Material Adverse Effect on the Project and such Party shall have failed to cure.
14. **“Parties”** means Department and SI for the purposes of this MSA, SLA & NDA.
15. **“Performance Guarantee”** Means the guarantee provided by a Nationalized Bank in favor of the SI for an amount and validity period as mentioned in Volume II of the RFP.
16. **“Work Order”** Means a written document in the form of a letter of engagement issued to the SI by Department or any other written document approved from time to time by

Department to evidence the Parties' intention to engage SI to provide Services to Department under the SLA in accordance with this MSA and to describe the services to be performed including a Statement of Work.

17. "**Project Implementation**" Means Project Implementation as per the scope of work of SI specified in Volume I of the RFP.
18. "**Proprietary information**" Means processes, methodologies and technical and business information, including drawings, designs, formulae, flow charts, data and computer programs already owned by, or granted by Third Parties to, a Party hereto prior to its being made available under this MSA or the SLA.
19. "**Proprietary Information of Department**" means Proprietary Information of Department provided to the SI for providing Services and includes all the modifications, enhancements and other derivative works of such Department's Proprietary Information arising as a result of Services rendered by the SI.
20. "**Replacement SI**" means any third party that Department appoints to replace SI either upon expiry of the Term or on the termination of the MSA or the SLA or any part thereof.
21. "**Required Consents**" Means the consents, waivers, clearances and licenses to use Department's Intellectual Property Rights, rights and other authorizations as may be required to be obtained and / or vetted, as applicable for the System & Software and other items that Department are required to make available to SI pursuant to this MSA or the SLA.
22. "**RFP**" Means the documents containing the Technical, Functional, Operational, Commercial and Legal Specifications, Functional Requirements Specifications Documents, Process Flow Documents (To Be Documents) for the implementation of the Project, issued in 3 volumes (referred to as Volume I, Volume II and Volume III) and includes the corrigenda, clarifications, explanations and amendments issued by Department from time to time.
23. "**Service**" The entire services which the bidder is required to provide to Labour & ESI Department under the contract. Services includes inter alia design, development,

testing, implementation, deployment and operation & maintenance support and other such obligations of the successful bidder covered under the contract.

24. "**Service Level**" Means the level of service and other performance criteria which will apply to the Services as set out in Service Level Agreement.
25. "**Service Level Agreement (SLA)**" Means the Performance and Maintenance SLA, executed by and between Department **and** SI as per the details set out in Section 19 "Service Level Agreement".
26. "**Stakeholders**" Means the Department or its nominated agencies, Government Employees, Other government Departments, businesses & citizens.
27. "**Term**" Means the duration of this MSA and SLA. This "Term" includes the Implementation Phase and Operation & Maintenance Phase as specified in the RFP.
28. "**Third Party Systems**" means Systems (or any part thereof) in which the Intellectual Property Rights are owned by a third party and to which SI has been granted a license to use and which are used in the provision of Services.

2.2 INTERPRETATION

- 2.2.1 References to any statute or statutory provision include a reference to that statute or statutory provision as from time to time amended, extended, re-enacted or consolidated and to all statutory instruments made pursuant to it.
- 2.2.2 Words denoting the singular shall include the plural and vice versa and words denoting persons shall include firms and corporations and vice versa.
- 2.2.3 Unless otherwise expressly stated, the words "herein", "hereof", "hereunder" and similar words refer to this MSA as a whole and not to any particular Article, Schedule. The term Articles, refers to Articles of this MSA. The words "include" and "including" shall not be construed as terms of limitation. The words "day" and "month" mean "calendar day" and "calendar month" unless otherwise stated. Where, because of a difference in time zone, the calendar day or calendar month in one Country differs from another Country, then the calendar day or calendar month shall be deemed to be the calendar day or calendar month applicable to India. The words "writing" and "written" mean "in documented form",

whether electronic or hard copy, unless otherwise stated. Any reference to attorneys' fees shall include fees of the professional assistants of such attorneys.

- 2.2.4 The headings and use of bold type in this MSA or the SLA are for convenience only and shall not affect the interpretation of any provision of this MSA or the SLA.
- 2.2.5 Ambiguity and Discrepancy: In case of ambiguities or discrepancies within the MSA or the SLA, the following shall apply:
 - Between two Articles of this MSA or the SLA, the provisions of specific Article relevant to the issue under consideration shall prevail over those in other Article;
 - Between any value written in numerals and that in words, the latter shall prevail; and
 - Between the provisions of this MSA or the SLA and any other documents forming part of the MSA or the SLA, the former shall prevail.

2.3 STRUCTURE

- 2.3.1 This MSA or the SLA shall operate as a legally binding services agreement specifying the master terms which apply to the Parties under this MSA or the SLA and to the provision of the Services by the SI to Department under the duly executed SLA.
- 2.3.2 The Parties shall execute the SLA as per the terms and conditions of this MSA or the SLA.
- 2.3.3 The SLA in respect of the Operation and Maintenance is being entered into concurrently with this MSA between Department and SI. In respect of any future SLAs entered into between the Parties, each of the Parties shall observe and perform the obligations set out herein.
- 2.3.4 In the event of a change of Control of the SI, SI shall promptly notify Department of the same and in the event that the net worth of the surviving entity is less than that of SI prior to the change of Control, the Department may within 30 days of the Department becoming aware of the change in Control, require a replacement of existing Performance Guarantee furnished by the SI from a guarantor acceptable to the Department (which shall not be SI or any of its associated entities). If such a guarantee cannot be obtained within 30 days of the Department becoming aware of the change in Control, the Department may exercise its right to terminate the SLA within a further 30 days by written notice, to

become effective when specified in such notice. Pursuant to termination, the consequences of termination as set out in Article 9 will become effective. The internal reorganization of the SI shall not be deemed an event of a change of Control for purposes of this Article 2.3.4 unless the surviving entity is of less net worth than the predecessor entity.

- 2.3.5 The project engagement which includes the Project Implementation Phase will be governed by the acceptance and testing criteria as defined in Volume I of the RFP. The SI shall provide necessary support in obtaining Third Party testing / clearance which may include statutory and other tests and clearances.

2.4 CONDITIONS PRECEDENT

Subject to express terms to the contrary, the rights and obligations under this MSA or the SLA shall take effect only upon fulfillment of all the Conditions Precedent set out in Articles 2.4.1 and 2.4.2. However, Department may at any time at its sole discretion waive fully or partially any of the Conditions Precedent for the SI.

2.4.1 Conditions Precedent for the Project Implementation Stage

Subject to express terms to the contrary, the rights and obligations of the Parties in respect of the Project Implementation Stage shall be effective only upon fulfilment of all the conditions precedent which are set out in the Clause 2.4.1 (“Conditions Precedent for the Project Implementation Stage”). However, the Department may at any time at its sole discretion waive fully or partially any of the aforesaid conditions precedent for the SI. The following conditions precedent needs to be fulfilled by the SI:

- a. Provided Performance Security/Guarantee and other guarantees/ payments to the Department as specified in section 5.1 of this MSA; and
- b. Provide the Department certified true copies of its constitutional documents and board resolutions authorizing the execution, delivery and performance of this MSA or the SLA;

2.4.2 Conditions Precedent for the Project Operations and Maintenance Stage

Subject to express terms to the contrary, the rights and obligations of the Parties in respect of the Project Operations and Maintenance Stage shall be effective only upon fulfillment of all the conditions precedent set out in this clause 2.4.2 (“Conditions Precedent for the Project Operations and Maintenance Stage”).

However, Department, may at any time at its sole discretion waive fully or partially any of the aforesaid conditions precedent for the SI. The following conditions precedent needs to be fulfilled by the SI:

- a. The PAReSHRAM Software Solution is tested, audited, certified and deployed in accordance with respective provisions of the RFP;
- b. The IT and physical infrastructure is established in all the locations as required under Scope of Work in Volume II of this RFP; and
- c. Manpower are deployed all the locations as required under Scope of Work in Volume II of this RFP; and
- d. Necessary training is imparted to the stakeholders as required under section Scope of Work in Volume II of this RFP; and
- e. Project is declared Go-Live by Department;
- f. The relevant provisions set out in the Exit Management Schedule as per Schedule II hereof are complied with and formalities contained therein fulfilled to the reasonable satisfaction of the Department

2.4.3 Non-fulfillment of Conditions Precedent

- a. In the event that any of the Conditions Precedent relating to SI has not been fulfilled and the same has not been waived by Department fully or partially, this MSA and the SLA shall cease to have any effect as of that date.
- b. In the event that the MSA and the SLA fails to come into effect on account of non-fulfillment of the SI's Conditions Precedent, the Department shall not be liable in any manner whatsoever to the SI and the Department shall forthwith forfeit the Performance Guarantee.
- c. In the event that vacant possession of any of the Department facilities and/or Project Data has been delivered to the SI prior to the fulfillment in full of the Conditions Precedent, upon the termination of this MSA and the SLA such shall immediately revert to the Department, free and clear from any encumbrances or claims.
- d. Instead of terminating this MSA and the SLA as provided in 2.4.2 above, the Parties may extend the time for fulfilling the Conditions Precedent and the Term of this MSA and the SLA by mutual agreement. It is clarified that any extension of time shall be subject to imposition of penalties on the SI linked to the delay in fulfilling the Conditions Precedent.

3 INITIALISATION PHASE

3.1 SCOPE OF CONTRACT

With the strategic objective to improve the “Ease of Doing Business” in the State, the Department aims at adopting IT-enabled Government process for online delivery of services with end to end automation.

This is to provide services to both internal and external stakeholders of the ecosystem in timely, cost effective and transparent manner and thereby improve the ranking of Odisha under “Ease of Doing Business” as per guidelines of DIPP, Govt. of India from time to time satisfying the following objectives

- i. Simplify Processes – To introduce systems that simplify and offer the G2B services in a convenient and cost-effective manner as a part of ease of doing business with the Department.
- ii. Enhanced Service Delivery – Provide online and technology based services to stakeholders with enhanced transparency and responsiveness.
- iii. Speedy Processing – Efficient technology automation of processes – application verification, approval, issue, audit and support functions.
- iv. Automated Work Flow – Create a central, secure electronic repository of all records and enable an integrated work flow across different functions.
- v. To establish Interface among all stakeholders which are easy to access and interoperable
- vi. Single Data Entry/Retrieval source –The presence of a central repository will ensure that there is a single point of entry for data, once data is created it will be a single view for various touch points trying to access that data
- vii. Effective Tracking & Monitoring – Automatic generation of meaningful Management Information System (MIS) Reports: The statistics and the data which is so critical to the Department for their internal process improvements, audits and forecasts would be available through automated periodical reports containing the required information in a structured way.

In addition to the above, Project is to align with the business reforms requirement of the Department of Industrial Policy and Promotion (DIPP), Ministry of

Commerce and Industry, under “Ease of Doing Business” initiative with following features

- i. Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web-site
- ii. Define clear timelines mandated through the Odisha Right to Public Service Act 2012
- iii. Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification, facilitating self-certification, voluntary compliance by enterprise & businesses
- iv. Ensure that the system allows users to download the final signed approval certificate from the online portal
- v. Allow third parties to easily verify approval certificates in the public domain of at least past two years in the public domain

This MSA and the SLA shall govern the provision of the services by the SI as listed below. Total of 53 services are to be delivered through an online mechanism. The rollout of these services are segregated into five phases. , viz., Phase 1, Phase 2, Phase 3, Phase 4 and Phase 5 The following table shows the aggregate number of services which would become available in each phase.

SI No	Phases	Labour Directorate	F&B Directorate	Total No of Services	Timeline
1	Portal with common features				T+16 Weeks
2	Phase 1	7	6	13	
3	Phase 2	8	4	12	T+22 Weeks
4	Phase 3	5	2	7	T+28 Weeks
5	Phase 4	5	5	10	T+34 Weeks
6	Phase 5	5	6	11	T+40 weeks
Total		30*	23	53	

* Including Self Certifications and Voluntary Compliance Scheme

Note: The total time duration for developing and making all the services online is 40 weeks only.

List of Services of Labour Directorate

Phase 1:

S No	Act Name / Service group	Service Name
1.	Orissa Shops & Commercial Establishments Act, 1956 And Orissa Rules 1958	New Registration of RC
2.		Amendment/Transfer / Cancellation or Closure of RC
3.	Contract Labour (R&A) Act, 1970 And Orissa Rules, 1975	New RC
4.		Amendment of RC
5.		New Licence / Renewal of Licence to Contractor
6.		Amendment of Licence
7.		Appeal

Phase 2:

S No	Act Name / Service group	Service Name
8.	The Inter State Migrant Workmen (RE&CS) Act, 1979 and Orissa Rules 1980	New Certificate of Registration
9.		Amendment of Certification of Registration
10.		New License / Renewal of License to Contractor/ Agent for Recruitment/ Employment
11.		Amendments of License to Agent / Contractor
12.		Appeal for Registration Certificate / License

13.	State Action Plan	Voluntary Registration of Migrant Workers
14.		MIS Data of Rescued Migrant Worker
15.		Rescue of Child Labour and Follow Up Action

Phase 3

S No	Act Name / Service group	Service Name
16.	Inspection Submission of Monthly Report by DLOs, DLCs	Uploading of Inspection Report by the Inspector and Online Approval of Draft Prosecution Report Submission of monthly Report by DLOs, DLCs
17.	Self-Certification/ Voluntary Compliance Scheme	<ul style="list-style-type: none"> a) Self-Certification of Orissa Shops & Commercial Establishments Act, 1956 And Orissa Rules 1958 b) Self-Certification for establishment registered under Start-Up Odisha Policy 2016. <ul style="list-style-type: none"> i. Self-Certification Checklist for the Building And Other Construction Workers' (RE&CS), 1996 And Orissa Rules 2002 ii. Self-Certification Checklist for the Inter State Migrant Workmen (RE&CS) Act, 1979 and Orissa Rules 1980 iii. Self-Certification Checklist for the Contract Labour (R&A) Act, 1970 And Orissa Rules, 1975 c) Enrolment under the voluntary compliance scheme for Industries & Commercial Establishments. d) Self-Certification of Factories and Boiler
18.	The Building And Other Construction Workers' (RE&CS), 1996 And Orissa Rules 2002	Certificate of Registration
19.		Amendment of Certification of Registration
20.		Appeal

Phase 4:

S No	Act Name / Service group	Service Name
21.	The Motor Transport Workers Act, 1961 And Orissa Rules, 1966	New Certificate of Registration or Renewal of Certificate of Registration
22.		Amendment or Transfer or Cancellation of Certificate of Registration
23.		New License / Renewal of License
24.		Cancellation of License
25.		Appeal

Phase 5:

S No	Act Name / Service group	Service Name
26.	Odisha Industrial Establishments (National & Festival) Holidays Act, 1969 And Orissa Rules 1972	Approval of Holidays
27.	Industrial Employment (Standing Orders))Act, 1946 And Orissa Rules 1946	Certified Standing Order
28.		Modification of Certified Standing Order
29.		Granting Certificate of Registration
30.	The Trade Unions Act, 1926 And Regulation, 1941	Amendment of Certification of Registration

Frequently and Less Frequently Used Services:

Sl No	Category	Services Name	Approx. No. of Successful Completion of Applications
1	Frequently	New Registration of RC (OSCE)	30 - 50

		Act.)	
2	Frequently	Inspection	30 - 50
3	Frequently	Voluntary Registration of Migrant Workers	30 - 50
4	Frequently	MIS Data of Rescued Migrant Worker	30 - 50
5	Frequently	Rescue of Child Labour and Follow Up Action	30 - 50
6	Less Frequently	Rest all Services	2 - 5

List of Services Directorate of Factories & Boilers:

Phase 1:

S No	Name of Service to be provided under Online System
1.	Approval of New Plan of Factories
2.	Approval of Extension Plan of Factories
3.	Grant of Factory license under the Factories Act, 1948
4.	Renewal of Licence under Factories Act, 1948
5.	Amendment of Licence under Factories Act, 1948
6.	Transfer of Licence under Factories Act, 1948

Phase 2:

S No	Name of Service to be provided under Online System
7.	Registration/ Renewal of boiler under the Boilers Act, 1923*
8.	Inspection of Boilers and Issue of Provisional order for renewal / Grant of short duration certificate under the Boilers Act, 1923

9.	Approval of repair orders of Boilers
10.	Approval of Steam Pipeline drawings under the Boilers Act

Phase 3:

S No	Service Group	Name of Service to be provided under Online System
11.	Statutory Return**	Filing of combined Annual Returns by Factory Owners/Establishment
12.	Statutory Inspection	a) Inspection Reporting Management System b) Accident Investigation c) Mock Drill

***This service is common for both directorates*

Phase 4:

S No	Service Group	Name of Service to be provided under Online System
13.	Endorsements and Validations	Endorsement of certificates of Boiler Attendants
14.		Endorsement of certificates of Boiler Operation Engineers
15.		Revalidation of Welder's certificate
16.	Examination	Boiler Operation Engineers' Certificate of Proficiency examination
17.		Boiler Attendants' Certificate of Competency examination

Phase 5:

S No	Service Group	Name of Service to be provided under Online System
18.	Grant & Renewal of Certificates *	Grant of certificate for manufacture of Boilers and pressure part components
19.		Renewal certificate for manufacture of Boilers and pressure part components under the Boilers Act, 1923

S No	Service Group	Name of Service to be provided under Online System
20.		Grant of Erector certificate for Boiler and Steam pipelines under the Boilers Act, 1923
21.		Renewal of Erector certificate for Boiler and Steam pipelines under the Boilers Act, 1923
22.		Grant of Repairer Certificate for Boilers and Steam pipeline under the Boilers Act, 1923
23.		Renewal of Repairer Certificate for Boilers and Steam pipeline under the Boilers Act, 1923

Frequently and Less Frequently Used Services:

Sl No	Category	Services Name	Approx. No. of Successful Completion of Applications
1	Frequently	Renewal of Licence under Factories Act	30 - 50
2	Frequently	Inspection of Boilers and Issue of Provisional order for renewal / Grant of short duration certificate under the Boilers Act	30 - 50
3	Frequently	Filing of combined Annual Returns by Factory Owners/Establishment	30 - 50
4	Frequently	Statutory Inspection	30 - 50
5	Less Frequently	Rest all Services	2 - 5

The Scope of work will be in compliance with the following:

- a) RFP : Reference Number: Labour/_____
- b) Functional Requirements Specifications Document, Directorate of Factories & Boilers:
- c) Functional Requirements Specifications Document, Labour Directorate
- d) Proposal submitted by <SI> in response to the RFP

- e) Letters of clarification submitted by <SI> on <Dated> during Technical Presentation
- f) To Be Process documents

3.2 COMMENCEMENT AND DURATION OF THIS MSA

This agreement shall come into effect on this date i.e _____ (hereinafter the “Effective Date”) and shall continue till the completion of five years of Operations and Maintenance of the PAReSHRAM Project post the Go-Live of PAReSHRAM Project.

3.3 SCOPE AND PROVISION OF THE SERVICES

- 3.3.1 The provision of Services to the Stakeholders with certainty and speed with timely deliveries is the essence of the Agreement between the Parties.
- 3.3.2 The SI represents that it is a competent provider of a variety of information technology and business process management services. The SI will keep abreast of the relevant technical, managerial and operational requirements applicable to the provision of the Services and best practices in this area and will share its knowledge with Department regarding matters which would assist Department in its use of the Services, provided that the SI shall not be obligated to share other client information or the Confidential Information of the SI not relevant to this MSA or the SLA.
- 3.3.3 The SI shall enter into a Service Level Agreement with Department and shall be perform the services pursuant to the Service Level Agreement and in accordance with the MSA.
- 3.3.4 The SI shall perform the Services (a) in professional manner commensurate with professional industry and technical standards which are generally in effect for international projects and innovations pursuant thereon similar to those contemplated by the MSA or by the SLA, (b) so as to comply with the applicable Service Levels if any in accordance with the terms of the SLA under this MSA and (c) in a manner adaptable to the common operating environment.
- 3.3.5 In providing the Services, the SI will ensure that no disruption is caused to Department's normal business operations.

3.4 PROJECT TIMELINES

SI shall make the System Go-Live as per the Timelines depicted below. SI shall provide progress of implementation and facilitated periodic review.

Implementation Plan	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10
Track 1										
Data Migration,Digitization,Scanning and Linking										
Factories and Boilers										
Labour Directorate										
Track 2										
Project Inception Report										
Data Center Hardware Requirements										
Design Document										
Track 3										
Phase-1										
Requirement Gathering,SRS, Development, Testing of Phase 1 Services and Portal with Common Features										
UAT for Phase 1 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-1										
Bug Fixing and feedback incorporation(Phase-1 Services)										
Phase 2										
Requirement Gathering,SRS, Development, Testing of Phase 2 Services and Portal with Common Features										
UAT for Phase 2 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-2										
Bug Fixing and feedback incorporation(Phase-2 Services)										
Phase-3										
Requirement Gathering,SRS, Development, Testing of Phase 3 Services and Portal with Common Features										
UAT for Phase 3 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-3										
Bug Fixing and feedback incorporation(Phase-3 Services)										
Phase 4										
Requirement Gathering,SRS, Development, Testing of Phase 4 Services and Portal with Common Features										
UAT for Phase 4 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-4										
Bug Fixing and feedback incorporation(Phase-4 Services)										
Phase 5										
Requirement Gathering,SRS, Development, Testing of Phase 5 Services and Portal with Common Features										
UAT for Phase 5 Services										
Deployment and Go-Live Readiness										
Third Party Security Audit										
User Awareness and Capacity Building(Training)										
Deployment at SDC & Go-Live-5										
Bug Fixing and feedback incorporation(Phase-5 Services)										
Track 4										
Setting up of centralized help desk										

3.5 PROJECT DELIVERABLES

SI shall adhere to the delivery of time phased deliverables for the project is listed below:

IMPLEMENTATION PHASE			
Milestone	Deliverables	Deliverable Components	Signoff Timeline
PROJECT INCEPTION	Inception Report	Integrated Project Management Plan, Final Project Schedule, Project Organization and Management Plan, Task, Time, and Resource Schedules, RACI Matrix, Development Methodology, Data Migration, Data Entry, Data Digitization Roadmap, Risk Mitigation Plan, Quality Management Plan, Integration testing Plan, UAT Plan, Training Plan, Project Rollout Plan, Operations & Maintenance Plan, Project Communication Plan, Exit Management Plan	T + 1 Weeks
DESIGN	Solution Design	System Design Document (SDD)	T + 4 Weeks
		LLD and HDD	
		Solution Architecture, Integration Architecture	
	IT Infrastructure	Data Center Hardware Requirements	
Deliverables of each of the five Phases			
Phase 1 - Phase 5	SRS	System Requirements Specifications (SRS) of respective phases	As defined in Sec 3.1
	Source Code	Source Code of Services of respective Phases	
	UAT Phase	User Acceptance Testing Results, UAT Completion Report	
	Third Party System Audit	Security Audit Report, Safe to Host Report, Gaps Identified during System Audit, Action Taken Report on System Audit Report(s)	
	Training and IPR	Detailed Training Plan, Learning Materials (User Manual, Administrator Manual etc.)	
		Training results, Completion Report	
		Digital Signature Training and Institutionalizing Report	
		IPR Transfer and Handover Report (Data Digitization, Source Code, Documents, Reports)	
	Deployment	Comprehensive List of Solution Stack (Bespoke and Third Party Tools / Utilities / System Software along with version and release)	
		Report on System Deployment in State Data Center	
		Comprehensive System Configuration and Version Control Report	
	Go-Live	Handing Over of IPR in two sets in DVD	

		Go-Live / Launch Completion Report for all the phases	
Recurring Activities	Data Digitization	Submission of digitized records to the Department for both directorate	Daily
	Source Code	Submission of source code to the Department	Weekly
ONGOING STATUS REPORTS	Ongoing Status Reports	Results accomplished during the prior period	Weekly
		Cumulative deviations to date from schedule of progress milestones as specified in the Agreed and Finalized Project Plan	Weekly
		Corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule	Weekly
		Other issues and outstanding problems; proposed actions to be taken	Weekly
		Project Risks and Mitigation	Weekly
		Quality Metrics	Weekly
O&M Phase			
USER SUPPORT	Data Entry Operator / User Support	Completion Report	End of Quarter 1 and Quarter 2 post go-live
ONGOING STATUS REPORTS	Ongoing Status Reports	Project Risks and Mitigation	Weekly
		Issue Log and Resolutions	Weekly
		O&M SLA Metrics	Quarterly

3.6 COMMENCEMENT AND DURATION OF THE SLA

- 3.6.1 The Operation and Maintenance SLA will commence from the date of complete go-Live of the project and shall run for a period of 5 years unless terminated as provided herein
- 3.6.2 The SLA shall commence on the date on which it is fully executed by the Department and the SI and shall, unless terminated earlier in accordance with its terms or unless otherwise agreed by the Parties, expire on the date on which this MSA expires or terminates for any reason.

3.7 APPROVALS AND REQUIRED CONSENTS

- 3.7.1 The SI shall cooperate to procure, maintain and observe all relevant and customary regulatory and governmental licenses, clearances and applicable approvals (hereinafter the “Approvals”) necessary for the SI to provide the Services.

3.7.2 The Department shall assist SI in obtaining the Approvals/required consents. In the event that any Approvals/required consents is not obtained, the SI and the Department will co-operate with each other in achieving a reasonable alternative arrangement as soon as reasonably practicable for Department to continue to process its work with as minimal interruption to its business operations as is commercially reasonable until such Required Consent is obtained, provided that the SI shall not be relieved of its obligations to provide the Services and to achieve the Service Levels until the Required Consents are obtained if and to the extent that the SI's obligations are dependent upon such Required Consents.

3.8 USE AND ACQUISITION OF ASSETS

3.8.1 ACQUISITION OF LISTED ASSETS

- a. The SI shall conduct proper testing and analysis of the proposed Listed Assets as mentioned in definition of this MSA to ensure that they fulfill the requirements of the Project, pursuant to the MSA or to the SLA.
- b. The SI shall submit the testing results, its analysis and its own recommendation about the Listed Assets to Department for approval.
- c. The SI shall ensure that all the Listed Assets comply with all the requirements pursuant to the MSA or to the SLA.

3.8.2 USE OF PROJECT ASSETS

During the Term, the SI shall:

- (i) take all reasonable and proper care of the Project Assets in proportion to their use and control of such Project Assets which will include all upgradation and improvements to meet the current needs of the PARESHRAM Project; and
- (ii) Keep all the tangible Assets in as good and serviceable condition and/or the intangible Assets suitably upgraded subject to the relevant standards as stated in Volume I of the RFP as at the date the SI takes control of and/or first uses the Assets and during the entire Term of the Agreement; Pursuant to technological obsolescence, upgradation will also be required to be done by SI; and
- (iii) ensure that any instructions or manuals supplied and provided by the manufacturer of the Project Assets for their use to the SI will be followed by

the SI and any person(s) who will be responsible for the use of the Project Assets; and

- (iv) take such steps as may be properly recommended by the manufacturer of the Project Assets and notified to the SI or as may, in the reasonable opinion of the SI, be necessary to use them in a safe manner; and
- (v) to the extent that the Project Assets are under the control of the SI, keep the Project Assets suitably housed and in conformity with any statutory requirements from time to time applicable to them; and
- (vi) procure permission from Department and any persons duly authorized by them to enter any premises on which the Project Assets are for the time being sited so as to inspect the same, subject to any reasonable third party requirements; and
- (vii) not knowingly or negligently use or permit any of the Project Assets to be used in contravention of any statutory provisions or regulation or to law; and
- (viii) not sell, offer for sale, assign, mortgage, encumbrance, pledge, hypothecate, sub-let or lend out any of the Department and Project Assets; and
- (ix) use the Project Assets only in accordance with the terms hereof and those contained in the Agreement; and
- (x) obtain and/or maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, assets, data, software, etc. to be used for the Project; and
- (xi) to ensure the integration of the software with hardware to be installed and the current Project Assets in order to ensure the smooth operations of the entire solution architecture to provide efficient services to all the Stakeholders of Department in an efficient and speedy manner; and
- (xii) to provide a well-prepared documentation for Users in form of a user's manual, a clear plan for training, educating and hand holding the users and shall form part of both Project Implementation Phase and Operations and Maintenance Phase until bringing up to speed; and

- (xiii) train the team identified by Department, which will be in place during know-how transfer and it will be responsible for trouble shooting all post implementation and maintenance activities; and
- (xiv) transfer the ownership of the Project Assets (not already with Department) which shall include the hardware and system software for IT Infrastructure for PAReSHRAM Application Software deployment in DC including the source code and associated documentation to Department at the appropriate time, in accordance with the terms of the Agreement;
- (xv) a sign off from Department at each stage is essential to close for each of the above considerations.

3.9 TRANSFER OF LISTED ASSETS

SI shall transfer the ownership rights of the Assets to Department.

3.10 ACCESS TO SI TO PAReSHRAM Project Locations

3.10.1 For so long as the SI provides services to the Department from any project location on a non-permanent basis and to the extent necessary for the SI to provide the facilities management services and at no cost to the SI, Department shall, subject to compliance by the SI with any safety and security guidelines which may be provided by Department and notified to the SI in writing, provide the SI with:

- (i) Reasonable access to Project Location 24 (twenty four) hours a day, 7 (seven) days a week; and
- (ii) Work space for the SI project team, access to office equipment as mutually agreed and other related support services in such location and at such other Project location, if any, as may be reasonably necessary for the SI to perform its obligations hereunder and under the SLA.

3.10.2 Locations and items shall be made available to the SI on an "as is, where is" basis by the Department. The SI agrees to ensure that its employees, representatives, agents and contractors do not use the location, services and items referred in this RFP:

- (i) for the transmission or receipt of any material which is defamatory, offensive or abusive or of an obscene or menacing character; or

- (ii) in a manner which constitutes a violation or infringement of the rights of any person, firm or company (including but not limited to rights of copyright or confidentiality).

4 MANAGEMENT PHASE

4.1 GOVERNANCE

The review and management process of this MSA or the SLA shall be carried out in accordance with the Governance Schedule and shall cover all the management aspects of the Project.

4.2 USE OF SERVICES

- 4.2.1 Department will undertake and use the Services in accordance with any instructions or procedures as per the acceptance criteria as set out in the SLA that may be agreed by the Parties from time to time.
- 4.2.2 Department shall be responsible for the operation and use of the Deliverables resulting from the Services by or on behalf of the SI.

4.3 CHANGES

Unless expressly dealt with elsewhere in this MSA or in the SLA, any changes under or to this Agreement or under or to the SLA shall be dealt with in accordance with the Change Control Schedule.

4.4 SECURITY AND SAFETY

- 4.4.1 SI will comply with the all the directions issued from time to time by Department and standards as stated in Volume I of the RFP, insofar as it applies to the provision of the Services.
- 4.4.2 SI shall comply with Department's information technology security and standards policies in force from time to time at each location of which, Department makes the SI aware in writing insofar as the same apply to the provision of the Services.
- 4.4.3 SI shall use reasonable endeavors to report forthwith in writing to each other all identified attempts (whether successful or not) by unauthorized persons (including

unauthorized persons who are employees of any Party) either to gain access to or interfere with Department's data, facilities or Confidential Information.

- 4.4.4 The Parties under the SLA shall promptly report in writing to each other any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and information technology security at Department's Facilities.

5 FINANCIAL TERMS & TIMELINES

5.1 PERFORMANCE BANK GUARANTEE

The SI shall at his own expense deposit with DEPARTMENT, within fifteen (15) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee from a nationalized bank acceptable to, payable on demand, for the due performance and fulfillment of the contract by the SI.

- (i) Performance Bank Guarantee will be 10% of Total Commercial Quote (Total Order Value) of the SI.
- (ii) If the SI delays Contract Performance Guarantee Bond beyond 15 working days, DEPARTMENT will penalize the SI by charging 1% of the quoted value per week of delay.
- (iii) All charges and expenses whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the SI.
- (iv) Performance Bank Guarantee shall be valid for 6 months beyond the contract period
- (v) Performance Bank Guarantee may be discharged/ returned by DEPARTMENT upon being satisfied that there has been due performance of the obligations of the SI under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- (vi) In the event of the SI being unable to service the contract for whatever reason, DEPARTMENT would revoke the Performance Bank Guarantee. Notwithstanding and without prejudice to any rights whatsoever of DEPARTMENT under the contract in the matter, the proceeds of the Performance Bank Guarantee shall be payable to DEPARTMENT as compensation for the pre-estimated, pre-determined and pre-agreed loss resulting from SI's failure to perform/comply its obligations under the contract.

(vii) DEPARTMENT shall notify the SI in writing of the exercise of its right to receive such compensation within a reasonable time. DEPARTMENT shall also be entitled to make recoveries from the SI's bills, performance security deposit, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

5.2 TERMS OF PAYMENT AND PENALTIES

- 5.2.1 The total order value shall be Rs <Amount> (In words). This value is inclusive of all taxes and duties.
- 5.2.2 In consideration of the Services and subject to the provisions of this MSA and of the SLA, the Department shall pay the SI for the Services rendered in pursuance of this agreement, in accordance with the Payment Terms mentioned in Volume II of the RFP.
- 5.2.3 All payments are subject to the application of necessary penalties as required under the SLA. It is clarified here that Department will pay in accordance with the Payment Terms and Department can also calculate a financial sum and debit the same against the terms of payment as defined in the Payment Terms as a result of the failure of the SI to meet the Service Levels.
- 5.2.4 Except as otherwise provided for herein or as agreed between the Parties in writing, Department shall not be required to make any payments in respect of the Services (or, without limitation to the foregoing, in respect of the SI performance of any obligations under this MSA or the SLA) other than those covered by the terms of payment as subjected in the Payment Terms. For the avoidance of doubt the Payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in Section 5.4.

5.3 PAYMENT SCHEDULE

- (i) SI shall invest for all the expenses including IT, non-IT infrastructure and deployment of skilled resources to provide all the services as provided under Scope of Work in Volume I and II of this RFP.

- (ii) The SI should provide support and maintenance for the PARESHRAM Project for 5 years from the date of Go-Live of the project. The SI's request for payment shall be made as per the "Terms of Payment" in volume II of this RFP.
- (iii) The payment will be released after deducting the penalty as per the penalty clause. The penalties for not achieving SLA are furnished in Section 19.11 of this MSA.

The timeline of Implementation phase shall be as mentioned in the table below. The duration of O&M phase shall be for the period of 5 years from Go-Live of services with further extension of 2 years upon satisfactory performance of SI. Following are the payment details for various project components.

Implementation Phase:

Service Development

- I. The Selected Bidder shall be paid as per the quoted value in the Commercial Bid Format for each service of Labour Directorate and Directorate of Factories and Boilers.
- II. The order value shall be released to the Selected Bidder only after successful Go-Live of that particular service as given in the table below.
- III. The release of order value shall be subjected to the fulfillment of Go-Live timeline and associated penalties with it.

SI No	Phases	Labour Directorate	F&B Directorate	Total No of Services	Timeline
1	Portal with common features				T+16 Weeks
2	Phase 1	7	6	13	
3	Phase 2	8	4	12	T+22 Weeks
4	Phase 3	5	2	07	T+28 Weeks
5	Phase 4	5	5	10	T+34 Weeks
6	Phase 5	5	6	11	T+40 weeks
Total		30*	23	53	

* Including Self Certifications and Voluntary Compliance Scheme

Note: The total time duration for developing and making all the services online is 40 weeks only.

Integration with External Systems:

- I. The Selected Bidder shall be paid as per the quoted value in the Commercial Bid Format for each successful integration.
- II. The order value shall be released to the Selected Bidder only after successful Go-Live

Training:

- I. The Selected Bidder shall be paid as per the quoted value in the Commercial Bid Format.
- II. The order value shall be released to the Selected Bidder after completion of all trainings in scope, submission of training deliverables, Sign off from Department and successful Go-Live of all services.

Operation and Maintenance (O&M) Phase:

- I. The O&M cost of individual service shall be 20% p.a. of the development cost of that service.
- II. The order value shall be released into 20 Equated Quarterly Installments for a period of 5 years after the service Go-Live.
- III. The release of order value shall be subjected to the availability of services and penalties associated to the SLA which are provided in RFP Vol. –III.

System Software:

- I. The subscription cost of System Software shall be paid annually to the Selected Bidder as per the quoted value in the Commercial Bid Format.
- II. Department shall avail the subscription of System Software on yearly basis for 3 years and the subscription cost shall be paid on yearly basis

Note: First year subscription cost of System Software shall be paid after successful Go-Live of all phases

Data Digitization:

- I. The Data Digitization cost shall be paid to the Selected Bidder as per the per page digitization value quoted in the Commercial Bid Format for Labour Directorate and Directorate of Factories and Boilers respectively.
- II. The number of pages digitized shall be finalized after review and approved by the Department.
- III. The release of order value shall be subjected to the successful Go-Live for the respective group of services

Helpdesk and Data Entry Operators:

- I. The payments shall be made on actual number of resource deployed for Helpdesk and Data Entry at Department offices based on the resource rate provided in the Commercial Bid Format.
- II. The number of Helpdesk and Data Entry Operator deployed shall be decided by the Department.
- III. The release of order value shall be made on quarterly basis along with penalties associated to SLA which are provided in RFP Vol. –III.

PAReSHRAM Application Change Request:

- I. **In case of Addition of New Service:** On successful rollout of a new service as per Go-Live category elicited as “**Frequently**” and “**Less Frequently**” used service . The payment shall be made on the price discovered in this bid process of service development as per Go-Live criteria categorized into “Frequently” or “Less Frequently” used service. The same is illustrated in Sections 3.1 “Frequently “and “Less Frequently” used service.
- II. **In case of addition of new functionality:** On Successful implementation of each Change Request. The payment shall be made on preapproved effort estimate of man-month efforts by the Directorate.

Penalty Clause:

A. Service Development:

For each week of delay in Service Go-Live of individual service, penalty of 1% of the development cost of that individual service shall be applied.

B. O&M Phase:

Penalty shall be applicable as mentioned in the SLA which are provided in RFP Vol. –III.

C. Penalty Cap:

- a) Service Development: 10% of service development cost of individual service.
- b) O&M Phase: 10% of quarterly O&M cost.
- c) If penalty reaches above 10%, it may be treated as unsatisfactory performance by SI. Department may review / cancel the engagement with SI.

All payment shall be made on actual basis. Department reserves the rights to alter/ append/ update articles in any cost components.

Mandatory Conditions to Meet

Prior to the Go-Live of services of Phase 1 to Phase 5

- I. Design document should be signed off
- II. Completion of development of Web Portal with common features

System Go-Live of Phase 1 to Phase 5 Services: Mandatory conditions

- I. Completion of Data Digitization of set of services for a phase of both Directorates
- II. Completion of SRS of services of that particular phase
- III. After successful end to end transaction of number of applications in various services for both directorates. The same is illustrated in Sections 3.1 “Frequently” and “Less Frequently” used service.
- IV. Successful Security and Safe to Host Audit
- V. Successful User Awareness and Capacity Building

** The indicative deliverables for each of the milestones are listed in section 3.5 of this document. The Selected Bidder shall provide all the deliverables and get it approved by Department.

***Final settlement of the outstanding invoice of the Selected Bidder shall be subject to seamless exit and handover of the System to Department or its new vendor.

5.4 INVOICING AND SETTLEMENT

The provisions of the Invoicing & Settlement Schedule (Schedule V of this MSA) shall apply.

5.5 TAX

- 5.5.1 Department shall be responsible for withholding taxes from the amounts due and payable to the SI wherever applicable. The SI shall pay for all other taxes in connection with this MSA, SLA, SOWs . Department shall provide SI with the original tax receipt of any withholding taxes paid by Department on payments under this MSA or under the SLA. The SI agrees to reimburse and hold Department harmless from any deficiency (including penalties and interest) relating to taxes that are its responsibility under this paragraph. For purposes of this MSA and SLA, taxes shall include taxes incurred on transactions between and among Department, the SI and third party subcontractors.
- 5.5.2 In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the Term of the MSA or of the SLA, the consequential effect shall be to the account of the Department.

5.5.3 The Parties shall cooperate to enable each Party to accurately determine its own tax liability and to minimize such liability to the extent legally permissible. In connection therewith, the Parties shall provide each other with (i) any resale certificates, (ii) any relevant information regarding out-of-Department or use of materials, equipment or services and (iii) any direct pay permits, exemption certificates or information reasonably requested by the other Party.

6 PROTECTION AND LIMITATIONS

6.1 WARRANTIES

6.1.1 SI warrants and represents to the Department that:

- (i) it has full capacity and authority and all necessary approvals to enter into and to perform its obligations under the MSA and under the SLA;
- (ii) this MSA and the SLA is executed by a duly authorized representative of the SI;
- (iii) it shall discharge its obligations under the Agreement with due skill, care and diligence
- (iv) there are no actions, suits or proceedings pending or to its best knowledge, threatened against or affecting it before any court, administrative body or arbitral tribunal which might materially and adversely affect its ability to meet or perform any of its obligations under this MSA and the SLA;
- (v) it has the financial standing and capacity to undertake the PAReSHRAM Project in accordance with the terms of this MSA and the SLA;
- (vi) the execution, delivery and performance of this MSA and the SLA will not conflict with, result in the breach of, constitute a default under, or accelerate performance required by any of the terms of its memorandum of association and articles of association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- (vii) it has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any

government authority which may result in any Material Adverse Effect on its ability to perform its obligations under this MSA and/or the SLA no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this MSA and/or the SLA;

- (viii) it has complied with the Applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have a Material Adverse Effect on its ability to perform its obligations under this MSA and/or the SLA;
- (ix) no representation or warranty by it contained herein or in any other document furnished by it to the Department or its nominee including the Proposal or to any government authority contains or will contain any untrue or misleading of material fact or omits or will omit to Department a material fact necessary to make such representation or warranty not misleading;
- (x) no sums, in cash or kind, have been paid or will be paid, by it or on its behalf, to any person by way of fees, commission or otherwise for securing the Agreement or entering into this MSA or for influencing or attempting to influence any officer or employee of the Department in connection therewith.

6.1.2 In the case of the SLA, the SI warrants and represents to the Department, that:

- (i) the SI has full capacity and authority and all necessary approvals to enter into and perform its obligations under the SLA and to provide the Services;
- (ii) the SLA has been executed by a duly authorized representative of the SI;
- (iii) the SI is experienced in managing and providing works similar to the Services and that it will perform the Services with all due skill, care and diligence;
- (iv) the Services will be provided and rendered by appropriately qualified, trained and experienced personnel;
- (v) The SI has and will have all necessary licenses, approvals, consents of third parties and all necessary technology, hardware and software to enable it to provide the Services;
- (vi) the Services will be supplied in conformance with all applicable laws, enactments, orders and regulations;

- (vii) the SI will ensure that the equipment, software and hardware supplied and/or used in the course of the provision of the Services are brand new updated, operational and functional; and
- (viii) if the SI uses in the course of the provision of the Services components, equipment, software and hardware manufactured by any third party which are embedded in the Deliverables or are essential for the successful use of the Deliverables, it will pass through third party manufacturer's warranties relating to those components, equipment, software and hardware to the extent possible. In the event that such warranties cannot be enforced by Department, the SI will enforce such warranties on behalf of Department and pass on to Department the benefit of any other remedy received in relation to such warranties.

6.1.3 Warranties regarding the Project Assets: - Without limiting the warranty obligations set out in the RFP, the SI warrants that:

- (i) the Project Assets purchased by it for the purpose of the PAReSHRAM Project conform to technical specifications prescribed in RFP and shall perform according to the said technical specifications. The SI further warrants that such assets are of latest version, non-refurbished, unused and recently manufactured. They shall not be nearing end of sale/ end of support;
- (ii) the Project Assets shall be free from all encumbrances and defects/ faults arising from design, material, manufacture or workmanship or from any act or omission of the SI that may present a snag/fault, under normal use of the same.

6.1.4 Representations and warranties of Department: Department represents and warrants to the SI that:

- (i) It has full power and authority to execute, deliver and perform its obligations pursuant to the MSA and the SLA;
- (ii) It has taken all necessary action to authorize the execution, delivery and performance of this MSA and the SLA.

6.1.5 In the event that any occurrence or circumstance comes to the attention of the either Party that renders any of its aforesaid representations or warranties untrue or incorrect, such Party shall immediately notify the other Party of the same. Such notification shall not have the effect of remedying any breach of the representation

or warranty that has been found to be untrue or incorrect nor shall it adversely affect or waive any obligation of either Party under the MSA or the SLA.

- 6.1.6 Notwithstanding what has been stated elsewhere in the MSA, SLA and the Schedules attached herein, in the event the SI is unable to meet the obligations pursuant to the implementation of the Project and/or provide the Operations and Maintenance Services and any related scope of work as stated in this MSA, SLA and the Schedules attached herein, the Department will, inter alia, have the option to invoke the Performance Guarantee after serving a written notice 15 (fifteen) days in advance on the SI. Such right of the Department shall be without prejudice to any other rights or remedies available under law or contract.

6.2 THIRD PARTY CLAIMS

- 6.2.1 Subject to Article 6.2.2. below, SI (the "Indemnifying Party") undertakes to indemnify Department (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favor of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this MSA or the SLA to the extent of the Indemnifying Party's comparative fault in causing such Losses.
- 6.2.2 The indemnities set out in Articles 6.2.1 shall be subject to the following conditions:
- (i) the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
 - (ii) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such defense;
 - (iii) If the Indemnifying Party does not assume full control over the defense of a claim as provided in this Article, the Indemnifying Party may participate in such defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;

- (iv) the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
- (v) all settlements of claims subject to indemnification under this Article will:
 - (a) be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and
 - (b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
- (vi) the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favor of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;
- (vii) the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;
- (viii) in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and
- (ix) if a Party makes a claim under the indemnity set out under Article 6.2.1 in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

6.3 LIMITATION OF LIABILITY

- 6.3.1 There shall be limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property proximately caused by a Party's negligent acts or willful misconduct up to a 100% of the total contract value hereunder for the subject of the claim.
- 6.3.2 Neither this MSA nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to this MSA or the SLA, as the case may be.

- 6.3.3 Any claim or series of claims arising out or in connection with this MSA or the SLA shall be time barred and invalid if legal proceedings are not commenced by the relevant Party against the other Party within a period of 18 months from the date when the cause of action first arose or within such longer period as may be permitted by applicable law without the possibility of contractual waiver or limitation.
- 6.3.4 SI's cumulative liability for its obligations and liabilities (including for damages arising out of breach, negligence, or tort) shall not exceed the actual, direct damage, up to a 100% of the total contract value hereunder for the subject of the claim.
- 6.3.5 Department shall be entitled to claim the remedy of specific performance under this MSA or the SLA.

6.4 FORCE MAJEURE

- 6.4.1 Neither Party to this MSA or to the SLA shall be liable to the other for any loss or damage which may be suffered by the other due (directly) to the extent and for the duration of any cause beyond the reasonable control of the Party unable to perform ("Force Majeure") events such as but not limited to acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labour disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc. No failure, delay or other default of any contractor or sub-contractor to either Party shall entitle such Party to claim Force Majeure under this Article unless that failure, delay or default is itself caused directly by a Force Majeure event.
- 6.4.2 The Party seeking to rely on Force Majeure shall promptly, within 2 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense with particulars detail in writing to the other Party and shall demonstrate that it has and is taking all reasonable measures to mitigate the events of Force Majeure.
- 6.4.3 The Party seeking to rely on Force Majeure shall promptly, upon becoming aware of the same, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense and shall subsequently give particulars to a reasonable level of detail in writing to the other Party of the facts or circumstances giving rise to Force Majeure within three days of the

occurrence and shall further demonstrate that it has and is taking all reasonable measures to mitigate the events of Force Majeure.

- 6.4.4 In the event that an event of Force Majeure substantially prevents, hinders or delays the SI's performance of Services necessary for the operation of Department's critical business functions for a period in excess of 5 days, Department may declare that an emergency exists. In the event that the Parties are not able to reasonably resolve the situation within 5 days, Department may terminate the affected project engagements under the SLA and/or obtain substitute performance from an alternate supplier. Upon such termination, Department shall pay SI within 30 days of receipt of invoice for all Services rendered and expenses incurred by SI which are not in dispute related to the terminated project engagement(s) in the SLA.
- 6.4.5 The event of force Majeure is to be reviewed under two categories i.e. prior to commencement of operations and post commencement of operations respectively.
- 6.4.6 Prior to commencement of operations: If the event of Force Majeure occurs prior to commencement of operations and continues for a period in excess of ten days, then the Department will grant a period of 7 days to the SI to resume normal activities under this MSA. In case the default continues, then the Department may discuss the issue with the SI and revise the existing timelines for the Project.
- 6.4.7 Force Majeure occurs post commencement of operations: If the event of Force Majeure occurs post commencement of operations and continues for a period in excess of five days, then the Department will grant a period of 7 days to the SI to resume normal services under this MSA. In case the default continues, the Department may grant an extension of time to the SI for rectifying the situation.
- 6.4.8 Notwithstanding the terms of this Article 6.4, the failure on the part of the SI under the SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of the SLA against natural disaster, fire, sabotage or other similar occurrence shall not be an event of Force Majeure.
- 6.4.9 All payments pursuant to termination due to Force Majeure event shall be in accordance with the Terms of Payment in MSA.
- 6.4.10 It is hereby clarified that an event of Force Majeure will not lead to expiry of the MSA and of the SLA and result in withholding of the payment to the SI as set out in the Terms of Payment Schedule to this MSA.

6.5 DATA PROTECTION

- 6.5.1 In the course of providing the Services, the SI may be compiling, processing and storing proprietary Department Data.
- 6.5.2 The SI shall be responsible for complying with its obligations under the Constitution of India, applicable data protection laws, rules and regulations governing the Department Data, and including the Copyright Act, 1957 and the Information Technology Act, 2000.
- 6.5.3 As a processor of Department Data, the SI will process Department Data in accordance with the agreement under the SLA.
- 6.5.4 The SI is required to perform or adhere to only those security measures concerning the Department Data which were in place (i) as of the Effective Date; and (ii) those made available to it in writing from time to time in accordance with the SLA and this MSA.
- 6.5.5 The SI shall not transfer any Department Data to a third party unless otherwise authorized by Department.
- 6.5.6 Upon reasonable written request from a Party to the SLA, the other Party to the SLA will provide the requesting Party with such information that it has regarding the PAReSHRAM Project Data and its processing which is necessary to enable the requesting party to comply with its obligations under this MSA and the SLA and the applicable data protection law or regulation.

6.6 CONFIDENTIALITY

- 6.6.1 Department shall allow the SI to come into possession of highly confidential public records and the SI shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.
- 6.6.2 Additionally, the SI shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities.
- 6.6.3 Department shall retain all rights to prevent, stop and if required take the necessary punitive action against the SI regarding any forbidden disclosure.
- 6.6.4 The SI shall ensure that all its employees, agents and sub-contractors execute individual non-disclosure agreements, which have been duly approved by the Department with respect to this Project.
- 6.6.5 The aforesaid provisions shall not apply to the following information:

- (i) already in the public domain; and
- (ii) which has been developed independently; and
- (iii) which has been received from a third party who had the right to disclose the aforesaid information; and
- (iv) disclosed to the public due to a court order.

6.7 AUDIT, ACCESS AND REPORTING

- 6.7.1 The Parties shall comply with the Audit, Access and Reporting Schedule.
- 6.7.2 The SI shall on request allow access to Department to all information which is in the possession or control of the SI which relates to the provision of the Services as set out in the Audit, Access and Reporting Schedule and is reasonably required to comply with the terms of the Audit, Access and Reporting Schedule.

7 INTELLECTUAL PROPERTY

7.1 INTELLECTUAL PROPERTY OF DEPARTMENT

- 7.1.1 The Intellectual Property Rights on the PAReSHRAM Software Solution shall vest with the Department, as soon as the system is certified by a third party agency. A copy of the source code shall be kept in the custody of the Department on a weekly basis, with proper version control. Any scanned and digitized authorized document of the department shall be kept in the custody of the Department on a daily basis.
- 7.1.2 Except to the extent otherwise expressly provided in this MSA, the Department shall retain exclusive Intellectual Property Rights to the forms and the compilations of the PAReSHRAM Software Solution to which Department have sovereign rights and nothing herein shall or will be construed or deemed to grant to the SI any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppel, by implication or otherwise) to the aforesaid Department's rights.
- 7.1.3 Except as otherwise provided in this MSA, all systems related designs, documents and source code shall be the exclusive property of the Department.
- 7.1.4 Subject to any sole or exclusive rights granted by Department to a third party prior to the Effective Date, Department grants to the SI solely in their performance of Services for the Project, non-exclusive, paid-up, royalty free right and license

during the Term of this MSA (but not the right to sub-license), to use the Department Data including the right to copy, perform, display, execute, reproduce, modify, enhance and improve the Department Data to the extent reasonably necessary or useful for the provision of Services hereunder.

- 7.1.5 All right, title and interest in and to, and ownership in, Department Proprietary Information, shall remain solely with Department. The SI shall be entitled to use such Department Proprietary Information only during the Term and only for the purposes of providing the Services or to the extent necessary for the SI's normal operational, repair and maintenance purposes related to the Services. Department shall retain ownership of all Intellectual Property Rights related to Department Proprietary Information.
- 7.1.6 Department hereby grants to SI a non-exclusive right and license to access and use the Department Proprietary Information solely for the purpose of providing Services to Department pursuant to this MSA and the SLA. Such right and license shall terminate upon the expiration or termination of this MSA and the SLA.
- 7.1.7 The SI shall not use the Department Data for any other purpose other than for the purpose of providing the Services.
- 7.1.8 Each Party owns, and will continue to own all right, title and interest in and to any inventions however embodied, know how, works in any media, software, information, trade secrets, materials, property or proprietary interest that it owned prior to this Agreement, or that it created or acquired independently of its obligations pursuant to this MSA (collectively, "Retained Rights"). All Retained Rights not expressly transferred or licensed herein are reserved to the respective owner.
- 7.1.9 Notwithstanding anything mentioned above the letter of undertaking given by <SI> vide letter number -----dated ----- shall prevail.

7.2 INTELLECTUAL PROPERTY RIGHTS WITH RESPECT TO THIRD PARTY

- 7.2.1 If the SI uses in the course of the provision of the Services any Third Party System it will use all commercially reasonable endeavors to pass to Department such third party's warranties relating to such Third Party Systems. In the event that such warranties cannot be passed to or enforced by Department, the SI will enforce such warranties on Department's behalf and account to the Department for so doing. For a third party product supplied under the MSA or the SLA, the SI shall pass on to the Department all the indemnities offered by such third party.

- 7.2.2 The SI shall procure the licenses of the third-party software in accordance with its procedures by payment of applicable license fees or subscription fees on behalf of Department. The licenses thus procured would be in the name of the Department. The SI shall ensure that third party vendors provide standard based customer interface and also takes into account other factors like regular upgrades/updates and support etc.
- 7.2.3 The Intellectual Property Rights of third party software shall remain vested with the owner of such rights. However all improvements, enhancements and modifications to the same including all Intellectual Property Rights related thereto, shall be owned by and be the property of the Department.

7.3 INTELLECTUAL PROPERTY RIGHTS WITH RESPECT TO DELIVERABLES

7.3.1 With respect to ownership of the Deliverables, the Parties agree that the following shall apply:

- (i) All right, title and interest and ownership of the Deliverables and Intellectual Property Rights in them provided to Department by SI during the course of its performance under this MSA and under SLA which includes but is not limited to PAReSHRAM PROJECT shall vest in Department immediately upon creation. To the extent that the SI Proprietary Information is incorporated within the Deliverables, SI and its employees engaged hereby grant to Department a worldwide, perpetual, irrevocable, non-exclusive, transferable, paid-up right and license to use, copy, modify (or have modified), transport to Department and prepare from them, use and copy derivative works for the benefit of and internal use of Department of such SI Proprietary Information. The Department's rights pursuant to the preceding sentence include the right to disclose such SI Proprietary Information to third party contractors solely for use on the Project provided that all such third party contractors execute, deliver and comply with any customary confidentiality and nondisclosure agreements reasonably required by the Department.
- (ii) If SI proceeds to apply for, or assign to any third party, any patent rights relating to the SI Proprietary Information referred to in the above clause, the SI will ensure that the Department's rights as provided herein are preserved.

7.4 INTELLECTUAL PROPERTY RIGHTS ON TERMINATION:

- 7.4.1 Upon the expiration or any termination of this MSA (and also in respect of the SLA), SI shall undertake the actions set forth below in this Article to assist Department and its nominees to procure replacement services equivalent to Services provided hereunder:
- (i) The SI undertakes to negotiate in good faith with Department and any relevant Replacement SI in respect of commercial terms applying to grant of rights in respect of intellectual property rights relating to the SI Proprietary Information and which Department and any relevant Replacement SI require to enable them to provide or receive services substantially equivalent to the Services hereunder.
 - (ii) In respect of SI third party Intellectual Property Rights, SI undertakes to assist Department and/or its nominees to secure such consents or licenses from such third parties as are necessary to enable Department to receive services substantially equivalent to the Services hereunder. The obligations of the SI shall be considered part of the services performed by the SI under the Exit Management Services.
- 7.4.2 SI shall hand over the source code and all its versions of the Deliverables upon termination/exit to Department for future maintenance.
- 7.4.3 Nothing contained in this MSA or in the SLA shall or will be construed or deemed to grant to the SI or its respective affiliates/nominees any right, title, license or other interest in, to or under (whether by estoppel, by implication or otherwise) any logo, trademark, trade name, service mark or similar designations of the PArReSHRAM Project.

8 MISCELLANEOUS

8.1 PERSONNEL

- 8.1.1 Personnel assigned by SI to perform the Services shall be employees of SI, and under no circumstances will such personnel be considered employees of Department.
- 8.1.2 Personnel of SI and the existing Government staff shall work together handling day to day functioning of the PArReSHRAM Project.
- 8.1.3 SI shall have the sole responsibility for supervision and control of its personnel and for payment of such personnel's entire compensation, including salary,

withholding of income taxes and social security taxes, worker's compensation, employee and disability benefits and the like and shall be responsible for all employer obligations under all applicable laws.

- 8.1.4 SI shall use its best efforts to ensure that sufficient SI personnel are assigned to perform the Services and those personnel have appropriate qualifications to perform the Services.
- 8.1.5 After discussion with SI, Department shall have the right to require the removal or replacement of any SI personnel performing work under this MSA or the SLA. In the event that Department requests that any SI personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule but not later than 5 working days.
- 8.1.6 In the event the Department identifies any personnel of SI as "Key Personnel", then the SI shall not remove such personnel without the prior written consent of the Department. This clause shall however not apply to a case of death, retirement, illness, resignation or termination of employment of any Key Personnel for whatever reason by the SI.
- 8.1.7 Except as stated in this Article 8.1.7, nothing in this MSA or the SLA will limit the ability of SI or any SI freely to assign or reassign its employees; provided that SI shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. Department shall have the right to review and approve SI's plan for any such knowledge transfer. SI shall maintain the same standards for skills and professionalism among replacement personnel as in personnel being replaced.
- 8.1.8 Each Party shall be responsible for the performance of all its obligations under this MSA and the SLA and shall be liable for the acts and omissions of its employees and agents in connection therewith.
- 8.1.9 Neither Party will solicit for employment or knowingly hire an employee of the other Party with whom such Party has contact pursuant to project engagements under this MSA or the SLA. This restriction shall not apply to employees of either Party responding to advertisements in job fairs or news media circulated to the general public.

8.2 SUB-CONTRACTORS

- 8.2.1 SI shall not subcontract any work related to the implementation, Operations and Maintenance of PARESHRAM Project other than Data Digitization. The SI shall inform the Department about the Sub Contractor for Data Digitization
- 8.2.2 The sub-contract for Data Digitization shall not relieve the SI of any of its obligations under the Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.
- 8.2.3 The SI shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractor for Data Digitization.

8.3 ASSIGNMENT

All terms and provisions of this MSA and the SLA shall be binding on and shall inure to the benefit of Department, SI and their respective successors and permitted assigns. Subject to the foregoing, in the event of any assignment of this MSA or the SLA or any rights hereunder by either Party, the assigning Party shall remain liable for the performance of its obligations hereunder. Department may also assign or novate all or any part of this MSA, SLA and Schedules, and the SI agrees to join in any such novation, to any third party contracted to provide outsourced services to Department. Any attempted transfer or assignment of this MSA or the SLA not in accordance with this Article 8.3 shall be null and void.

8.4 TRADEMARKS, PUBLICITY

Neither Party may use the trademarks of the other Party without the prior written consent of the other Party. Except as required by law or the rules and regulations of each stock exchange upon which the securities of one of the Parties is listed, neither Party shall publish or permit to be published either along or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this MSA or to the SLA or the business of the Parties without prior reference to and approval in writing from the other Party, such approval not to be unreasonably withheld or delayed provided however that SI may include Department or its client lists for reference to third parties subject to the prior written consent of Department (not to be unreasonably withheld or delayed). Such approval shall apply to each specific reference and relate only to that reference.

8.5 NOTICES

- 8.5.1 Any notice or other document which may be given by either Party under this MSA or under the SLA shall be given in writing in person or by pre-paid recorded delivery post or by facsimile transmission.
- 8.5.2 In relation to a notice given under this MSA or under the SLA, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

Labour Commissioner, Odisha

Shrama Bhawan,

Near Gurdwara, Unit 3, Kharvel Nagar,

Bhubaneswar, Odisha – 751001

Telephone: 0674 -2390624; 2391187

Fax Number: 0674 – 2395092

With a copy to: labcom.orissa@gmail.com

<SI>

Tel:

Fax:

Contact:

Copy to:

- 8.5.3 In relation to a notice given under the MSA or under the SLA, shall specify the Parties' address for service of notices, any such notice to be copied to the Parties at the addresses set out in Article 8.5.2.
- 8.5.4 Any such notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) when delivered (if delivered in person) if delivered between the hours of 10.00 am and 6.00 pm at the address of the other Party set forth above or if sent by fax, provided the copy fax is accompanied by a confirmation of transmission, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter).

- 8.5.5 Either Party to this MSA may change its address, telephone number, facsimile number
- 8.5.6 and nominated contact for notification purposes by giving the other reasonable prior written notice of the new information and its effective date.

8.6 VARIATIONS AND FURTHER ASSURANCE

- 8.6.1 No amendment, variation or other change to this MSA or to the SLA shall be valid unless authorized in accordance with the change control procedure as set out in the Change Control Schedule and made in writing and signed by the duly authorized representatives of the Parties to this MSA or to the SLA.
- 8.6.2 Each Party to this MSA or to the SLA agrees to enter into or execute, without limitation, whatever other agreement, document, consent and waiver and to do all other things which shall or may be reasonably required to complete and deliver the obligations set out in this MSA or in the SLA.

8.7 SEVERABILITY AND WAIVER

- 8.7.1 If any provision of this MSA or the SLA, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable the illegality, invalidity or unenforceability of such provision or part provision shall not affect the other provisions of this MSA or the SLA or the remainder of the provisions in question which shall remain in full force and effect. The relevant Parties shall negotiate in good faith in order to agree to substitute for any illegal, invalid or unenforceable provision a valid and enforceable provision which achieves to the greatest extent possible the economic, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision.
- 8.7.2 No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to this MSA or to the SLA of any right, remedy or provision of this MSA or the SLA shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further exercise or enforcement of such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision.

8.8 COMPLIANCE WITH LAWS AND REGULATIONS

Each Party to this MSA or to the SLA accepts that its individual conduct shall (to the extent applicable to it) at all times comply with all laws, rules and regulations of government and other bodies having jurisdiction over the area in which the Services are undertaken provided that changes in such laws, rules and regulations which result in a change to the Services shall be dealt with in accordance with the Change Control Schedule.

8.9 PROFESSIONAL FEES

All expenses incurred by or on behalf of each Party to this MSA or to the SLA, including all fees of agents, legal advisors, accountants employed by either of the Parties in connection with the negotiation, preparation and execution of this MSA or the SLA shall be borne solely by the Party which incurred them.

8.10 INSURANCE

The SI shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract. The SI shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract. The SI shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, or other equipment owned or leased by the SI or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

8.11 ETHICS

SI represents, warrants and covenants that it has given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment, or other things of value to any employee or agent of Department in connection with this agreement and acknowledges that the giving of any such payment, gifts, entertainment, or other things of value is strictly in violation of Department's standard policies and may result in cancellation of this MSA and the SLA.

8.12 STRATEGIC CONTROL

Strategic Control of the PARESHRAM PROJECT is defined as the authority of Department to own the PARESHRAM Software Solution and the database of the PARESHRAM PROJECT and to ensure that the application system and the databases are customized, installed, and managed exactly in conformance with the procedures laid down by the Department, that the system does not perform functions and activities not provided for or contemplated by the prescribed procedures, that no changes are made to the PARESHRAM Software Solution and the database without specific approval of Department and that Department has the required access to ensure the same . The strategic control shall be executed in accordance with the Strategic control Schedule and shall cover all the aspects of the PARESHRAM Project.

8.13 ENTIRE AGREEMENT

This Agreement and all schedules appended thereto and the contents and specifications of the Volumes I and II of the RFP constitute the entire agreement between the Parties with respect to their subject matter, and as to all other representations, understandings or agreements which are not fully expressed herein, provided that nothing in this section shall be interpreted so as to exclude any liability in respect of fraudulent misrepresentation.

8.14 SURVIVABILITY

The termination or expiry of this MSA or the SLA for any reason shall not affect or prejudice any terms of this MSA or the SLA, or the rights of the Parties under them which are either expressly or by implication intended to come into effect or continue in effect after such expiry or termination.

9 AMENDMENT

9.1.1 The Parties acknowledge and agree that amendment to this MSA or to the SLA may be made with mutual consent, if considered necessary for the interest the project.

10 TERMINATION

10.1 TERMINATION OF THIS MSA AND THE SLA

10.1.1 In the event that either Party believes that the other is in Material Breach of its obligations under this MSA or the SLA, such aggrieved Party may terminate this MSA upon a written notice to the other Party. Any notice served pursuant to this Article 10.1.1 shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:

- (i) If there is any Material Breach(s) which translates into default in providing the Services by the SI pursuant to the MSA, continuously for more than one week, then Department will serve a 7 (seven) days notice to SI for curing this Material Breach. In case the Material Breach continues, after the notice period, Department will have the option to terminate in whole or any part of the MSA or the SLA.
- (ii) The right of the Department to terminate the MSA pursuant to this Article 10.1 shall be without prejudice to any other rights and remedies available to the Department including without limitation invoking the Performance Guarantee.

10.2 TERMINATION ON OTHER GROUNDS

10.2.1 Without prejudice to any other rights and remedies available to the Department, the Department may serve written notice to the SI at any time to terminate this MSA with immediate effect in the following events:

- a. In the event of Change of Control of the SI.
- b. In the event the SI has merged, amalgamated such that the net worth of the surviving entity is less than that of SI prior to such merger or amalgamation.
- c. In the event of a reasonable apprehension of bankruptcy of the SI:

- (i) SI shall in the event of an apprehension of bankruptcy immediately inform the Department well in advance (at least 3 (three) months) about such a development;
- (ii) Conversely if the Department apprehends a similar event regarding the SI, it can exercise the right of termination in the manner stated hereinabove- after providing notice of at least 3 months to SI and an opportunity to SI to explain the reason for not terminating the MSA and SLA under this clause.

It is clarified that in case of events set out in Article 10.2.1 (a) and Article 10.2.1 (b), the Department may, as instead of terminating the MSA, at its sole discretion, require a full Performance Guarantee of the obligations of the SI by a guarantor acceptable to the Department. If such a guarantee cannot be procured within 30 (thirty) days of the Department's demand therefore, the Department shall terminate this MSA in accordance with this Article.

- 10.2.2 On termination of this MSA for any reason, the SLA shall automatically terminate forthwith and the Department will decide the appropriate course of action.
- 10.2.3 The termination provisions set out in Article 10 of this Agreement shall apply to the SLA and "this Agreement" shall be deemed to refer to the SLA.

10.3 EFFECTS OF TERMINATION

- 10.3.1 In the event that Department or the SI terminates this MSA and the SLA pursuant to Section 10 and depending on the event of default, compensation will be decided in accordance with the Terms of Payment Schedule.
- 10.3.2 Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule.

10.4 FRAUD BY SI's PERSONNEL

Department reserves its right to initiate criminal action against the agents/employees of the SI for fraud or misappropriation, besides stringent penalties. The management of the SI would also be made liable for action in case of fraud, under the applicable laws and Department may call for termination of the contract if Department finds it necessary to do so.

11 DISPUTES AND LAW

11.1 DISPUTE RESOLUTION

- 11.1.1 Any dispute arising out of or in connection with this MSA or the SLA shall in the first instance be dealt with in accordance with the escalation procedure as set out in the Governance Schedule (Schedule IV).
- 11.1.2 Any dispute or difference whatsoever arising between the parties to this MSA or SLA out of or relating to the construction, meaning, scope, operation or effect of this MSA or SLA or the validity of the breach thereof, which cannot be resolved through the application of the provisions of the Governance Schedule (Schedule IV) within 30 (thirty) days from the commencement of negotiations, the dispute will be referred to arbitration under the Arbitration and Conciliation Act, 1996 and a sole arbitrator to be appointed by the Department.
- 11.1.3 The Arbitration proceedings will be held in Bhubaneswar, Odisha and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English. All legal disputes will come under State of Odisha jurisdiction.
- 11.1.4 The expenses of the arbitrator shall be borne by the SI. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by each Party itself. All arbitration awards shall be in writing and shall state the reasons for the award.
- 11.1.5 Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is made; the Parties shall continue to perform all of their obligations under the MSA and the SLA without prejudice to a final adjustment in accordance with such award.
- 9.1.6 Decision of the arbitrators shall be final and binding on both the parties.

11.2 EXIT MANAGEMENT PLAN

The SI shall provide the Department, a recommended exit management plan ("Exit Management Plan") which shall deal with important aspects of exit management in relation to this MSA and to the SLA. The exit management plan will comply with Exit Management Schedule.

IN WITNESS WHEREOF the Parties have by duly authorized representatives set their respective hands and seal on the date first above written in the presence of:

For and on behalf of Governor of Odisha

For and on behalf of <Sl>

Labour Commissioner

Authorized signatories duly

Government of Odisha

nominated Pursuant to Board
Resolution No.

Date:

Date:

Place:

Place:

Witnessed by

Witnessed by

1.

1.

2.

2.

12 NON-DISCLOSURE AGREEMENT

This **AGREEMENT** is made this _____, by and between:

Governor of Odisha, represented by Labour Commissioner, Odisha, Bhubaneswar, 751001, duly authorized by Government in Labour & ESI Department, hereinafter referred to as "**Labour & ESI Department**" (which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and permitted assigns) of the FIRST PART

AND

<SI>, a registered company under the Indian Companies Act, 1956 having a registered office at _____, INDIA hereinafter referred to as System Integrator (SI) (which expression unless excluded or the context otherwise required hereof includes its successors, administrator and assigns) represented through its authorized representatives-----, who are duly authorized by <SI> by means of Board Resolution to execute this agreement of the SECOND PART

WHEREAS

in order to pursue the mutual business purpose of this particular project, Department and <SI> recognize that there is a need to disclose to <SI> certain information, as defined in para 1 below, of Department to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure.

In consideration of the other party's disclosure of such information, <SI> agrees as follows:

1. This Agreement will apply to all confidential and proprietary information disclosed by Department to the SI, and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the SI ("Confidential Information"). Information consists of certain specifications, documents, software, prototypes and/or technical information, and all copies and derivatives containing such Information, that may be disclosed to the SI for and during the Purpose, which a party considers proprietary or confidential ("Information").

Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, or through visual observation or by any other means to the SI by the Department. Information shall be subject to this Agreement, if it is in tangible form, only if clearly marked as proprietary or confidential as the case may be, when disclosed to the SI or, if not in tangible form, its proprietary nature must first be announced, and it must be reduced to writing and furnished to the SI within thirty (30) days of the initial disclosure.

2. <SI> and Department hereby agreed at during the Confidentiality Period:
 - a) The SI shall use Information only for the Purpose, shall hold Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, but not less than reasonable care, taking into account the nature of the Information, and shall grant access to Information only to its employees who have a need to know, but only to the extent necessary to carry out the business purpose of this project, shall cause its employees to comply with the provisions of this Agreement applicable to the SI, shall reproduce Information only to the extent essential to fulfilling the Purpose, and shall prevent disclosure of Information to third parties.

The SI may, however, disclose the Information to its contractors with a need to know; provided that by doing so, the SI agrees to bind those consultants and contractors to terms at least as restrictive as those stated herein, advise them of their obligations, and indemnify Department for any breach of those obligations.

- b) Upon the disclosing party's request, the SI shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however, that an archival copy of the Information may be retained in the files of the SI's counsel, solely for the purpose of proving the contents of the Information.
- 3. The foregoing restrictions on each party's use or disclosure of Information shall not apply to Information that the SI can demonstrate:

- a) was independently developed by or for the SI without reference to the Information, or was received without restrictions; or
 - b) has become generally available to the public without breach of confidentiality obligations of the SI; or
 - c) was in the SI's possession without restriction or was known by the SI without restriction at the time of disclosure; or
 - d) is the subject of a subpoena or other legal or administrative demand for disclosure; provided, however, that the SI has given the disclosing party prompt notice of such demand for disclosure and the SI reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order; or
 - e) is disclosed with the prior consent of the disclosing party; or
 - f) was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the disclosing party and was not previously acquired by the SI from the disclosing party under an obligation of confidence; or
 - g) the SI obtains or has available from a source other than the disclosing party without breach by the SI or such source of any obligation of confidentiality or non-use towards the disclosing party.
4. The SI agrees not to remove any of the other party's Confidential Information from the premises of the Department without Department's prior written approval. The SI agrees to exercise extreme care in protecting the confidentiality of any Confidential Information which is removed, only with the Department's prior written approval, from the Department's premises. Each party agrees to comply with any and all terms and conditions the disclosing party may impose upon any such approved removal, such as conditions that the removed Confidential Information and all copies must be returned by a certain date, and that no copies are to be made off of the premises.
5. Upon the Department's request, the SI will promptly return to the Department all tangible items containing or consisting of the disclosing party's Confidential Information all copies thereof.
6. Each party recognizes and agrees that all of the disclosing party's Confidential Information is owned solely by the Department (or its licensors) and that the unauthorized disclosure or use of such Confidential Information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain. Accordingly, the SI agrees that the Department will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.

7. Access to Information hereunder shall not preclude an individual who has seen such Information for the purposes of this Agreement from working on future projects for the Department which relate to similar subject matters, provided that such individual does not make reference to the Information and does not copy the substance of the Information during the Confidentiality Period. Furthermore, nothing contained herein shall be construed as imposing any restriction on the SI's disclosure or use of any general learning, skills or know-how developed by the SI's personnel under this Agreement, if such disclosure and use would be regarded by a person of ordinary skill in the relevant area as not constituting a disclosure or use of the Information.
8. As between the parties, all Information shall remain the property of the Department. By disclosing Information or executing this Agreement, the Department does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right. THE Department DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.
9. The Department's failure to enforce any provision, right or remedy under this agreement shall not constitute a waiver of such provision, right or remedy.
10. This Agreement will be construed in, interpreted and applied in accordance with the laws of India.
11. In case of any dispute or differences, breach & violation relating to the terms of the Agreement, the said matter or dispute, difference shall be referred to sole arbitration of the Department or any other person appointed by Department. The award of the arbitrator shall be final and binding on both the parties. In the event of such Arbitrator to whom the matter is originally referred to is being transferred or vacates his office on resignation or otherwise or refuses to do work or neglecting his work or being unable to act as Arbitrator for any reasons whatsoever, Department shall appoint another person to act as Arbitrator in place of out-going Arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by his predecessor. The <SI> will have No Objection in any such appointment, that arbitrator so appointed is an employee of Department. The said Arbitrator shall act under the Provisions of the Arbitration and conciliation Act, 1996 or any statutory modifications or reenactment there of or any rules made thereof.

12. This Agreement constitutes the entire agreement of the parties with respect to the parties' respective obligations in connection with Information disclosed hereunder and supersedes all prior oral and written agreements and discussions with respect thereto. The parties can amend or modify this Agreement only by a writing duly executed by their respective authorized representatives. Neither party shall assign this Agreement without first securing the other party's written consent.
13. This Agreement will remain in effect for five years from the date of the last disclosure of Confidential Information, at which time it will terminate, unless extended by the disclosing party in writing.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized officers or representatives.

For and on behalf of Governor of Odisha

For and on behalf of <Sl>

Labour Commissioner

Authorized signatories duly

Government of Odisha

nominated Pursuant to Board
Resolution No.

Date:

Date:

Place:

Place:

Witnessed by

Witnessed by

1.

1.

2.

2.

13 SCHEDULE I: CHANGE CONTROL SCHEDULE

This Schedule describes the procedure to be followed in the event of any proposed change to the Master Service Agreement (“MSA”), SLA and Scope of Work.

Department will work with the SI to ensure that all changes are discussed and managed in a constructive manner.

This Change Control Schedule sets out the provisions which will apply to changes to (a) the MSA; (b) the Scope of Work and (c) SLA

CHANGE MANAGEMENT PROCESS

Change requests in respect of the MSA, the SLA and Scope of work will emanate from the Parties' respective Project Manager who will be responsible for obtaining approval for the change and who will act as its sponsor throughout the Change Control Process

14 SCHEDULE II: EXIT MANAGEMENT SCHEDULE

PURPOSE

- a. This Schedule sets out the provisions, which will apply on expiry or termination of the MSA, the Project Implementation, Operation and Management SLA.
- b. In the case of termination of the Project Implementation and/or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- c. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

COOPERATION AND PROVISION OF INFORMATION

During the exit management period:

- a. the SI will allow the Department access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable Department to assess the existing services being delivered;
- b. promptly on reasonable request by the Department, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the MSA, the Project Implementation, and the Operation and Management SLA relating to any material aspect of the services (whether provided by the SI or sub-contractors appointed by the SI). The Department shall be entitled to copy of all such information. Such information shall include details

pertaining to the services rendered and other performance data. The SI shall permit the Department and/or any Replacement SI to have reasonable access to its employees and facilities as reasonably required by the Department to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.

CONFIDENTIAL INFORMATION, SECURITY AND DATA

- a. The SI will promptly on the commencement of the exit management period supply to the Department the following:
 - i. information relating to the current services rendered and customer satisfaction surveys and performance data relating to the performance of sub-contractors in relation to the services;
 - ii. documentation relating to PARESHRAM Project's Intellectual Property Rights;
 - iii. documentation relating to sub-contractors;
 - iv. all current and updated data as is reasonably required for purposes of Department transitioning the services to its Replacement SI in a readily available format nominated by the Department;
 - v. all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable Department, or its Replacement SI to carry out due diligence in order to transition the provision of the Services to Department, or its Replacement SI (as the case may be).
- b. Before the expiry of the exit management period, the SI shall deliver to the Department all new or up-dated materials from the categories set out in Article above and shall not retain any copies thereof, except that the SI shall be permitted to retain one copy of such materials for archival purposes only.
- c. Before the expiry of the exit management period, unless otherwise provided under the MSA, the Department shall deliver to the SI all forms of SI confidential information, which is in the possession or control of Department or its users.

EMPLOYEES

- a. Promptly on reasonable request at any time during the exit management period, the SI shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the Department a list of all employees (with job titles) of the SI dedicated to providing the services at the commencement of the exit management period;

- b. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the SI to the Department or its nominees, or a Replacement SI ("Transfer Regulation") applies to any or all of the employees of the SI, then the Parties shall comply with their respective obligations under such Transfer Regulations.
- c. To the extent that any Transfer Regulation does not apply to any employee of the SI, department, or its Replacement SI may make an offer of employment or contract for services to such employee of the SI and the SI shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Department or any Replacement SI.

TRANSFER OF CERTAIN AGREEMENTS

On request by the Department, the SI shall effect such assignments, transfers, licenses and sub-licenses as the Department may require in favor of the Department, or its Replacement SI in relation to any equipment lease, maintenance or service provision agreement between SI and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the Department or its Replacement SI.

RIGHTS OF ACCESS TO PREMISES

- a. At any time during the exit management period, where Assets are located at the SI's premises, the SI will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the Department, and/or any Replacement SI in order to make an inventory of the Assets.
- b. The SI shall also give the Department, or any Replacement SI right of reasonable access to the SI's premises and shall procure the Department and any Replacement SI rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the Department, or a Replacement SI.

GENERAL OBLIGATIONS OF THE SI

- a. The SI shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the Department or its Replacement SI and which the SI has in its possession or control at any time during the exit management period.

- b. For the purposes of this Schedule, anything in the possession or control of any SI, associated entity, or sub-contractor is deemed to be in the possession or control of the SI.
- c. The SI shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

EXIT MANAGEMENT PLAN

- a. The SI shall provide the Department with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
 - i. A detailed program of the transfer process that could be used in conjunction with a Replacement SI including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - ii. plans for the communication with such of the SI's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the Department's operations as a result of undertaking the transfer;
 - iii. plans for provision of contingent support to Department and Replacement SI for a reasonable period after transfer.
- b. The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- c. Each Exit Management Plan shall be presented by the SI to and approved by the Department.
- d. The terms of payment as stated in the Terms of Payment Schedule include the costs of the SI complying with its obligations under this Schedule.
- e. In the event of termination or expiry of MSA, Project Implementation, or Operation and Management SLA, each Party shall comply with the Exit Management Plan.
- f. During the exit management period, the SI shall use its best efforts to deliver the services.
- g. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

15 SCHEDULE III: AUDIT, ACCESS AND REPORTING

PURPOSE

This Schedule details the audit, access and reporting rights and obligations of the Department and the SI.

AUDIT NOTICE AND TIMING

- a. As soon as reasonably practicable after the Effective Date, the Parties shall use their best endeavors to agree to a timetable for routine audits during the Project Implementation Phase and the Operation and Management Phase.
- b. Department may conduct non-timetabled audits at its own discretion.

ACCESS

The SI shall provide to Department reasonable access to employees, subcontractors, suppliers, agents and third party facilities as detailed in Volume I of the RFP, documents, records and systems reasonably required for audit and shall provide all such persons with routine assistance in connection with the audits and inspections. The Department shall have the right to copy and retain copies of any relevant records. The SI shall make every reasonable effort to co-operate with them.

AUDIT RIGHTS

- a. The Department shall have the right to audit and inspect suppliers, agents and third party facilities (as detailed in Volume I of the RFP), data centers, , documents, records, procedures and systems relating to the provision of the services, but only to the extent that they relate to the provision of the services, as shall be reasonably necessary to verify:
 - i. The security, integrity and availability of all Department data processed, held or conveyed by the Partner on behalf of Department and documentation related thereto;
 - ii. That the actual level of performance of the services is the same as specified in the SLA;
 - iii. That the SI has complied with the relevant technical standards, and has adequate internal controls in place; and
 - iv. The compliance of the SI with any other obligation under the MSA and SLA.

AUDIT RIGHTS OF SUB-CONTRACTORS, SUPPLIERS AND AGENTS

- a. The SI shall use reasonable endeavors to achieve the same audit and access provisions as defined in this Schedule with sub-contractors, suppliers and agents who supply labour, services, equipment or materials in respect of the services. The SI shall inform the Department prior to concluding any sub-contract or supply agreement of any failure to achieve the same rights of audit or access.
- b. **REPORTING:** The SI will provide monthly reports to Department regarding any specific aspects of the Project and in context of the audit and access information as required by the Department.

ACTION AND REVIEW

- a. Any change or amendment to the systems and procedures of the SI, or sub-contractors, where applicable arising from the audit report shall be agreed within thirty (30) calendar days from the submission of the said report.
- b. Any discrepancies identified by any audit pursuant to this Schedule shall be immediately notified to the Department and the SI Project Manager who shall determine what action should be taken in respect of such discrepancies in accordance with the terms of the MSA.

TERMS OF PAYMENT

The SI shall bear the cost of any audits and inspections. The terms of payment are inclusive of any costs of the SI and the sub-contractor, for all reasonable assistance and information provided under the MSA, the Project Implementation, Operation and Management SLA by the SI pursuant to this Schedule.

RECORDS AND INFORMATION

For the purposes of audit in accordance with this Schedule, the SI shall maintain true and accurate records in connection with the provision of the services and the SI shall handover all the relevant records and documents upon the termination or expiry of the MSA.

16 SCHEDULE IV: GOVERNANCE SCHEDULE

PURPOSE

The purpose of this Schedule is to (i) establish and maintain the formal and informal processes for managing the relationship between the Department and the SI (including the outputs from other Schedules to this MSA); (ii) define the principles that both Parties wish to follow to ensure the delivery of the Services; (iii) ensure the continued alignment of the interests of the Parties; (iv) ensure that the relationship is maintained at the correct level within each Party; (v) create the flexibility to revise and maintain the relationship and this MSA and SLA during the Term; (vi) set out the procedure for escalating disagreements; and (vii) enable contract administration and performance management.

GOVERNANCE STRUCTURE

Project Managers: The relationship under this MSA and SLA will be managed by the Project Managers appointed by each Party, who will provide the interface between the executive management of the respective Parties.

Within one month following the Effective Date, the Department and the SI shall each appoint a Project Manager. In the event that either Party wishes to substitute its Project

Manager it will do so in manner in which the original appointment is made and notify the other Party of such substitution as soon as reasonably practicable but at the latest within fourteen days of the substitution.

The Project Managers shall have responsibility for maintaining the interface and communication between the Parties.

The Management Committee will meet formally on a quarterly basis at a time and location to be agreed between them. These meetings will cover, as a minimum, the following agenda items: (i) consideration of Quarterly Performance Reports; (ii) consideration of matters arising out of the Change Control Schedule; (iii) issues escalated in accordance with the escalation procedure as set out in the Governance Schedule; (iv) matters to be brought before the Management Committee in accordance with the MSA and the Schedules; (v) any matter brought before the Management Committee by the SI under this Article; and (vi) any other issue which either Party wishes to add to the agenda.

In the event that there is any material factor which affects the delivery of the Services or the terms of payment as stated in the Terms of Payment Schedule, the Parties agree to discuss in the Management Committee any appropriate amendment to the MSA or any Service Level Agreements or statement of Works including any variation to the terms of payment as stated in the Terms of Payment Schedule. Any variation so agreed shall be implemented through the change control procedure as set out in the Change Control Schedule.

GOVERNANCE PROCEDURES

The SI shall document the agreed structures in a procedures manual.

The agenda for each meeting of the Management Committee shall be set to reflect the discussion items referred to above and extraordinary items may be added either with the agreement of the Parties or at the request of either Party. Copies of the agenda for meetings of the Management Committee, along with relevant pre-reading material, shall be distributed at least one week in advance of the relevant meeting.

All meetings and proceedings will be documented, such documents to be distributed to both Parties and copies shall be kept as a record. All actions, responsibilities and accountabilities arising out of any meeting shall be tracked and managed.

The Parties shall ensure as far as reasonably practicable that the Management Committee shall resolve the issues and resolve the objectives placed before them and that members representing that Party are empowered to make relevant decisions or have easy access to empowered individuals for decisions to be made to achieve this.

Arbitration: The Parties shall first submit any dispute or disagreement between the Parties arising out of or relating to and/or in connection with this Agreement or any Service Level Agreement or statement of Work which is not a Material Breach as stated in this Agreement (a "Disputed Matter") to the Department. In case the Disputed Matter remains unresolved, the same shall be then submitted to Management Committee.

In order formally to submit a Disputed Matter to the aforesaid fora, one Party ("Claimant") shall give a written notice ("Dispute Notice") to the other Party. The Dispute Notice shall be accompanied by (a) a statement by the Claimant describing the Disputed Matter in reasonable detail and (b) documentation, if any, supporting the Claimant's position on the Disputed Matter.

The other Party ("Respondent") shall have the right to respond to the Dispute Notice within 7 days after receipt of the Dispute Notice. In the event that the forum is unable to resolve the Disputed Matter within a further period of 7 days, it shall refer the Disputed Matter to next level of the dispute resolution for action.

All negotiations, statements and/or documentation pursuant to these Articles shall be without prejudice and confidential (unless mutually agreed otherwise).

If the Disputed Matter is having a material effect on the operation of the Services (or any of them or part of them) the Parties will use all their respective reasonable endeavors to reduce the elapsed time in reaching a resolution of the Disputed Matter.

17 SCHEDULE V: INVOICING AND SETTLEMENT

SCHEDULE

In respect of its remuneration for the services, the SI shall be eligible to receive the payments in accordance with the "Terms of Payment" described in Volume II of this RFP.

Subject to the specific terms of each Service Level Agreement, the SI should submit its invoices in accordance with the following principles:

- i. Department shall be invoiced by the SI for the Services. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the Service Level Agreement, the SI shall raise an invoice as per the terms of payment as stated in the Terms of Payment
- ii. Any invoice presented in accordance with this Article shall be in a form agreed with the Department.

The penalties are imposed on the vendor as per the SLA. Payments will be released after adjusting the penalties pertaining to SLA, if any.

The Department shall be entitled to delay or withhold payment of any invoice or part of it delivered by the SI under this Schedule where the Department disputes such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed amount shall be settled in accordance with the escalation procedure as set out in the Governance Schedule. Any exercise by Department under this Article shall not entitle the SI to delay or withhold provision of the Services.

The Department shall be entitled to delay or withhold payment of any invoice or part of it delivered by the SI under this Schedule where Department disputes any previous invoice or part of it that it had not previously disputed provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed amount shall be referred to the escalation procedure as set out in the Governance Schedule. Any exercise by the Department under this Article shall not entitle the SI to delay or withhold provision of the Services.

18 SCHEDULE VI: STRATEGIC CONTROL SCHEDULE

STRATEGIC CONTROL DEFINED

Department requires that it retains a Strategic Control over the PArEShRAM PROJECT Application so as to ensure the following:

- (I) That the PArEShRAM Software Solution has been design, developed, deployed and maintained in exact conformance to the rules and regulations in force.
- (II) That any changes to the application system are made under due authority of Department
- (III) That the database is administered with utmost care and caution
- (IV) That the security of the database and PArEShRAM Software Solution is of the highest order following international standards and
- (V) That the application and the database are owned by Department

Against the above requirement, **Strategic Control of the PArEShRAM Software Solution** is defined as the authority of Department to own the **LLeG** Software Solution and the database of the **LLeG** Software Solution and to ensure that the **LLeG** Software Solution is designed, developed, deployed and managed exactly in

conformance with the procedures laid down by the Department, that the Application not perform functions and activities not provided for or contemplated by the prescribed procedures, that no changes are made to the **LEeG** Software Solution and the database without specific approval of Department and that Department has the required access to ensure the same .

REQUIREMENTS OF STRATEGIC CONTROL OVER THE LEeG Software Solution

The high level requirements of Strategic Control over the **PAReSHRAM** Software Solution are specified below

(I) Retention of ownership and control over PAReSHRAM Software Solution

- a) Department shall exercise ownership of the PAReSHRAM Software Solution, through the Application Ownership and Version Control System.
- b) The source code shall not be shared with or provided to any other party without the consent of the Department.
- c) No change to the application shall be undertaken by SI without proper approval of the Department.

REQUIREMENTS OF STRATEGIC CONTROL OVER THE DATABASE

The high level requirements of Strategic Control over the PAReSHRAM Software Solution Database system are specified below.

(I) Retention of ownership and control over the Database

- a) Department shall exercise ownership of the database, through the Database Control Module.
- b) No change to the database structure or to the master data shall be effected by the SI without proper approval of the Department. To this end, all the actions of the Database Administrator of the SI shall be logged.
- c) Any direct access to database must be avoided and the database administration activities (especially all those actions that result in modification of data, schema and master data) shall be executed through an application which verifies and audits users, code and actions done on the database.

REQUIREMENTS OF STRATEGIC CONTROL OVER THE SECURITY ADMINISTRATION AND NETWORK ADMINISTRATION

The high level requirements of Strategic Control over the Security Management are specified below.

- a. The PReSHRAM Software Solution shall be designed, developed, and deployed in compliance to the Security requirements defined in Volume I of this RFP.

19 SERVICE LEVEL AGREEMENT

The objective of this section is to provide the Service Level Agreement to be signed between the Department and the SI .

THIS AGREEMENT is made this -----

BETWEEN:

Governor of Odisha, represented by Labour Commissioner, Odisha, Bhubaneswar, 751 001, duly authorized by Government in Labour & ESI Department, hereinafter referred to as "**Labour & ESI Department**" (which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and permitted assigns) of the FIRST PART

AND

<SI> , a registered company under the Indian Companies Act, 1956 having a registered office at _____, INDIA hereinafter referred to as System Integrator (SI) (which expression unless excluded or the context otherwise required hereof includes its successors, administrator and assigns) represented through its authorized

representatives-----, who are, who is duly authorized by <SI> by means of Board Resolution to execute this agreement of the SECOND PART

WHEREAS

- A. Department have entered into a Master Services Agreement dated 10th April 2018 (the "MSA")
- B. In accordance with Article 2.3 of the MSA, Department and SI wish to enter into this Service-Level Agreement ('Agreement/SLA') on the following terms.

19.1 ARTICLE 1: GENERAL PROVISIONS OF THE SERVICE LEVEL AGREEMENT

19.2 DEFINITIONS

19.2.1 In this Agreement, unless the context requires otherwise:

1. "**Agreement/Service Level Agreement/SLA**" means this Agreement, together with the Annexure
2. "**PARESHRAM PROJECT**" Means Project Implementation and Operation and Maintenance in terms of the SLA
3. "**Application availability**" mean the time period for which the specified services and components with specified technical and services standards as are available to the users of the system. Application availability, in percentage, can be calculated as {Application availability time in the quarter / (total time in the quarter – scheduled maintenance time)} * 100.
4. "**Parties**" Means Department and SI for the purposes of this SLA. Department and the SI; "**Party**" shall be interpreted accordingly.
5. "**Scheduled maintenance time**" refers to unavailability of the PARESHRAM Application Software services due to maintenance activities such as configuration changes, up gradation or changes to any supporting infrastructure. Prior intimation of such planned outage shall be given and approval sought from the Department as applicable and shall be notified at least One week before.

6. “**Service Level**” means the level of service and other performance criteria which will apply to the Services as set out in the SLA parameters effective during the Term of this SLA

7. “**Term**” means the duration of this SLA

19.2.2 The headings and use of bold type in this SLA are for convenience only and shall not affect the interpretation of any provision of this SLA.

19.2.3 The words "day" and "month" mean "calendar day" and "calendar month" unless otherwise stated. Where, because of a difference in time zone, the calendar day or calendar month in one Country differs from another Country, then the calendar day or calendar month shall be deemed to be the calendar day or calendar month applicable to India.

19.3 STRUCTURE

19.3.1 This SLA shall operate as a legally binding services agreement specifying terms which apply to the Parties and to the provision of the Services by the SI to Department under this SLA and the MSA.

19.4 SCOPE OF THE AGREEMENT

The SI will provide the Service Levels in accordance with the performance metrics of this SLA. Further this SLA shall govern the provision of the contracted professional services to Department after the Effective Date.

19.5 COMMENCEMENT AND DURATION OF THIS SLA

19.5.1 This SLA shall commence on the date on which it is fully executed by Department and the SI (hereinafter the ‘Effective Date’) and shall, unless terminated earlier in accordance with its terms or unless otherwise agreed by the Parties, expire on the date on which this SLA expires or terminates for any reason, which shall be three years from the Effective Date of this SLA.

19.6 TERMS OF PAYMENT AND PENALTIES

19.6.1 In consideration of the Services and subject to the provisions of the MSA and this SLA, the Department shall pay the amounts in accordance with the Terms of Payment Schedule of the MSA.

19.6.2 It is clarified here that the Department can also calculate a financial sum and debit the same against the terms of payment as defined in the Terms of Payment Schedule of the MSA as a result of the failure of the SI to meet the Service Level.

19.7 UPDATING THE SERVICE LEVEL AGREEMENT

19.7.1 Any and all changes to the agreement will be initiated in writing between the Department and the SI. The service levels in this agreement are considered to be standard for the Department and will only be modified if both parties agree to an appended set of terms and conditions.

19.7.2 This Service Level Agreement is not a fixed document to be produced once and used forever. Instead, it must be re-evaluated and updated as the work environment changes. As technology changes, the services and systems covered by this Agreement will change. New areas of responsibility must be documented.

19.7.3 This document will be reviewed and revised annually. Changes to the Service Level Agreement may be required at other times to include new systems, change in operating hours, etc.

19.7.4 This agreement is effective on<Date>, and is in effect until SLA is terminated by either party. Department and the SI must agree upon any additions and changes to this SLA.

19.7.5 The following is a description of the Service Level Agreement Change Process.

- (i) SI and/or Department identify a requirement different from any in the current Service Level Agreement. SI or Department completes a Service Level Agreement Change Request in the format as specified in the CCN of the MSA.
- (ii) SLA Change Request is presented to Department or SI for review.
- (iii) Each party must approve all Service Level Agreement changes within stipulated time frame.
- (iv) If the change is approved, the approval information is filled in on the change form, the requesting party is notified of the implementation date, the approved request is communicated in writing to all parties listed in (ii) above, and the Service Level Agreement Change Request is appended to

the Service Level Agreement. If the changes are not approved, the Requestor of the change will be notified. The Service Level Agreement is updated as and when required.

19.8 RESPONSIBILITIES AND OBLIGATIONS

Volume I of the RFP defines Department and SI roles and responsibilities typically required to successfully support the initiative.

19.9 PERFORMANCE REVIEW

19.9.1 The representatives of both the Parties will meet monthly to discuss PArEShRAM project priorities, service levels and system performance. Additional meetings may be held at the request of either the Service Provider or the Service Receiver. The Agenda for these meetings will be:

- (i) Service Performance
- (ii) Review of Specific Problems/Exceptions and Priorities
- (iii) Review Operation of the SLA and determine corrective action to overcome deficiencies.

19.10 INTERPRETATION

19.10.1 Apart from the provisions as set out hereinabove, the terms and conditions stated in the MSA shall apply to this SLA. In the event of a conflict in interpretation of any Article in the MSA and the SLA, the provisions of the MSA shall prevail.

IN WITNESS WHEREOF the Parties have by duly authorized representatives set their respective hands and seal on the date first above written in the presence of:

For and on behalf of Governor of Odisha

For and on behalf of M/S

Labour Commissioner

Authorized signatories duly

Government of Odisha

nominated Pursuant to Board
Resolution No.

Date:

Date:

Place:

Place:

Witnessed by

Witnessed by

1.

1.

2.

2.

19.11 SERVICE LEVEL AGREEMENT

S No	Activity	Required Service Level	Penalty
Service Availability and Performance			
1	Availability of Services (Web Portal and Mobile Application)	99.00%	<ul style="list-style-type: none"> a) Gather than equal to 99 %: No penalty. b) Less than 99% to 95% : 2% of O&M cost for that qtr. for each percentage of availability of service drop for that particular service c) Less than 95% : Unsatisfactory performance
2	Average Loading time for Transaction Pages	95% within the limit of : Bandwidth of 2MBPS : 5 Sec or As mutually agreed between Dept. and SI.	<ul style="list-style-type: none"> a) >= 95 %: No penalty. b) Between <95 to > 85: 1% of O&M cost for that qtr. for each percentage of drop for that particular service c) <85 : Unsatisfactory performance
3	Average Loading time for Report	95% within the limit of : Bandwidth of 2MBPS : 20 Sec or As mutually agreed between Dept. and SI.	<ul style="list-style-type: none"> a) >= 95 %: No penalty. b) Between <95 to > 85: 1% of O&M cost for that qtr. for each percentage of drop for that particular service c) <85 : Unsatisfactory performance

S No	Activity	Required Service Level	Penalty
4	Resolution Time: (Minor Enhancement and bug fixing)	Resolution Time: Should be resolved with 12 hrs of reporting or mutually agreed timeline between Dept. and SI	Beyond Mutually Agreed time: Penalty of 0.01% of O&M cost for that qtr. per day for that particular service Beyond 2days: Penalty of 0.1% of O&M cost for that Qtr. per day for that particular service
5	Business transaction response time involving uploading / downloading of documents (average size of 500 KB)	95% of business transactions within the limit of : Bandwidth of 2MBPS : 20 Sec	Less than 95% but more than 93% : Penalty of 0.5% of EQI Less than 93% : Penalty of 5 % of EQI
<p><i>* Service time excludes time taken by external systems like payment gateway, or any other third party applications are beyond the control of SI</i></p>			
<p><i>**Business time (8 am to 8 pm)</i></p>			
<p>Onsite Resource (During O&M Phase)</p>			

S No	Activity	Required Service Level	Penalty
1	Absence of Onsite Resource (During O&M Phase)	Onsite Resource (During O&M Phase) is absent for more than 3 consecutive days without any prior approval and replacement.	Rs.5000 penalty per day
Help Desk			
1	Shortfall of Helpdesk operators	Operator is absent without any prior approval and replacement	Rs.750 penalty per day for each absentee
Manpower			
Data Entry Operators			
1	Shortfall of Data entry operators	Operator is absent without any prior approval and replacement	Rs.750 penalty per day for each absentee



Labour Directorate,
Govt. of Odisha

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1. Introduction

This document describes the user-level functional requirements of the Labour & ESI Department application. The system will be a robust application with state-of-art features. The system would encompass services rendered by Labour Directorate and Directorate of Factories and Boilers. Some services within State Action Plan would also be orchestrated through this system.

The application will have a portal interface and will be supported with features like search (single sign on, forms, checklists, approvals, currency of registration/ licence governed under different acts by the Labour department. It is also envisaged that the Portal would provide Management Dashboard with Analytical reports to abet the officials in reviewing the various services rendered by the Department; assisting in taking informed decision and analysing the performance of different offices operating in the state of Odisha and thereby assisting Directorate of Factories & Boilers under Department of Labour & ESI to meet its objectives which are stated as below:

- Enforcement of various Acts governed by Labour Directorate
- Ensuring Industrial Safety & Accidental Prevention
- To Ensure Harmonious Industrial Relations,
- Ensuring conducive Labour atmosphere in the state
- To extend welfare facilities to organized and unorganized sectors
- To protect the interest of organized and unorganized labour in Odisha
- To cause social security of workers / employees through implementation of Relevant Acts
- To create an enabling environment for safety and welfare of Migrant Workmen
- To prohibit engagement of Children (below 14 years) in all occupation / processes and adolescents (between 15 to 18 years) in hazardous occupations
- To eliminate child labour through a convergence model and facilitate through a convergence model
- Ensuring payment of compensation by implementation of various social service schemes
- Time Bound and Transparent delivery of Services under the Statute in a User Friendly Manner

The portal would serve as a façade to provide services to both internal and external stakeholders of the ecosystem in timely, cost effective and transparent manner and thereby abet in improving the ranking of “Ease of Doing Business” for the state.

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This portal can be accessed by multiple individuals accessing and sharing information, documents, reports etc. and to the extent possible eliminate the need of the businesses to visit government office for service request.

The Portal would be accessible through browser as well mobile devices. It would have features such as analytics features, Information Rights management, workflow management, enterprise service bus, notification and alerts etc.

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1.1. Overall Functional Architecture

The overall Functional Architecture of the System is shown in the schematic below:

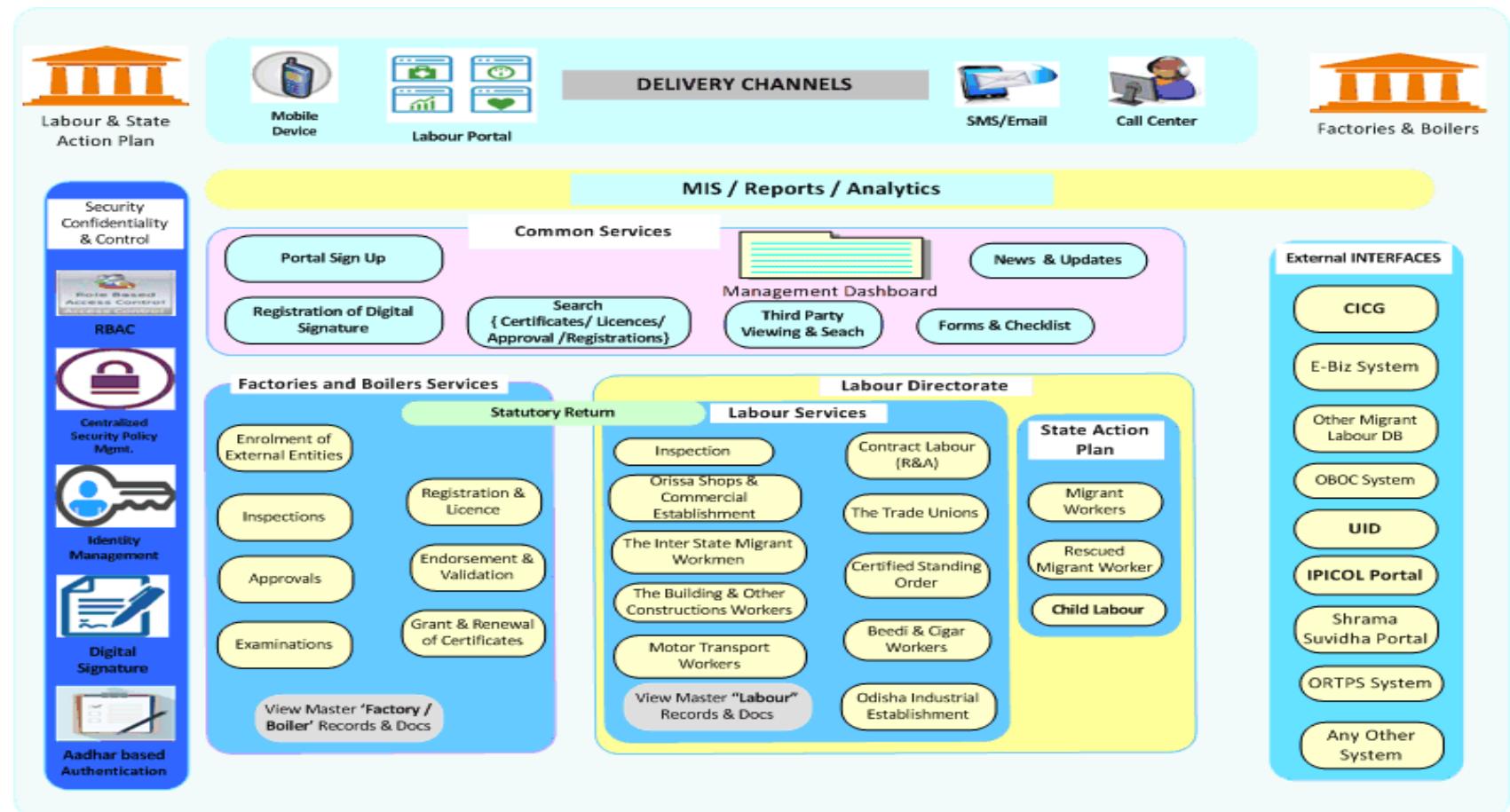


Fig 1: High Level Overall Functional Architecture

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1.2. Functional Architecture : Labour and State Action Plan

The functional architecture of Labour & State Action Plan is shown below:



Fig 2: High Level Labour and State Action Plan Functional Architecture

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1.3. Indicative Functional Modules

Act Name		Service
Labour Directorate Services governed under various Acts		
1.	Orissa Shops & Commercial Establishments Act, 1956	1. New Registration of RC
		2. Amendment/Transfer / Cancellation/ Closure of RC
2.	Contract Labour (R&A) Act, 1970 And Its Rules, 1975	1. New RC
		2. Amendment of RC
		3. New License / Renewal of License to Contractor
		4. Amendment of License
		5. Appeal
3.	The Inter State Migrant Workmen (RE&CS) Act, 1979	1. New Certificate of Registration
		2. Amendment of Certification of Registration
		3. New License / Renewal of License to Contractor/ Agent for Recruitment/ Employment
		4. Amendments of License to Agent / Contractor
		5. Appeal for Registration Certificate / License
4.	The Motor Transport Workers Act, 1961 And Its Rules, 1966	1. New Certificate of Registration or Renewal of Certificate of Registration
		2. Amendment or Transfer or Cancellation of Certificate of Registration
5.	The Beedi and Cigar Workers (CE) Act, 1966 And Its Rules, 1969	1. New License / Renewal of License
		2. Cancellation of License
		3. Appeal

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Act Name		Service
Labour Directorate Services governed under various Acts		
6.	The Building And Other Construction Workers (Re&Cs), 1996	1. Certificate of Registration
		2. Amendment of Certification of Registration
		3. Appeal
7.	The Trade Unions Act, 1962 And Regulation, 1941	1. Granting Certificate of Registration
		2. Amendment of Certification of Registration
8.	Certified Standing Order (Industrial Employment (Standing Orders))Act, 1946	1. Certified Standing Order
		2. Modification of Certified Standing Order
9.	Odisha Industrial Establishments (National & Festival) Holidays Act, 1969	1. Approval of Holidays
State Action Plan		Service
10.	State Action Plan	1. Voluntary Registration of Migrant Workers
		2. MIS Data of Rescued Migrant Worker
		3. Rescue of Child Labour and Follow Up Action
Inspection		Service
11.	Inspection	1. Uploading of Inspection Report by the Inspector and Online Approval of Draft Prosecution Report 2. Submission of monthly Report by DLOs, DLCs
12.	Self-Certification/ Voluntary Compliance Scheme	a) Self-Certification of Orissa Shops & Commercial Establishments Act, 1956 And Orissa Rules 1958 b) Self-Certification for establishment registered under Start-Up Odisha Policy 2016. i. Self-Certification Checklist for the Building And Other Construction Workers' (RE&CS), 1996 And Orissa Rules 2002 ii. Self-Certification Checklist for the Inter State Migrant Workmen (RE&CS) Act, 1979 and Orissa

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Act Name	Service
Labour Directorate Services governed under various Acts	
	<p>Rules 1980</p> <ul style="list-style-type: none">iii. Self-Certification Checklist for the Contract Labour (R&A) Act, 1970 And Orissa Rules, 1975iv. Self-Certification Checklist for the Payment Gratuity Act, 1972 and Rules 1974c) Enrolment under the voluntary compliance scheme for Industries & Commercial Establishments.d) Self-Certification of Factories and Boilers

**The system will follow the approach of identifying the creator, editor and approver of the data respectively. The workflow of data entry shall have role based access control for the data entry operators, and other stakeholders.*

All the above-mentioned modules transfer data and interact with each other. The integration requirements and the detailed functional requirements are mentioned in subsequent sections of this document. The functional requirement section has been written in system perspective, i.e it will depict the behaviours of the system upon various conditions and workflow processes.

For exchanging data with external agencies for purposes like registration, CIF Inspection, etc., the system will have interfaces to municipal corporation, e-Biz, UID, CICG and any other relevant agency.

The system is designed in a manner that it can be accessed through any device such as desktop/laptop and compatible mobile devices and can be accessed both over the SWAN/ VPN and the public Internet.

The system will have necessary security features like role based access control, identity management and a centralized security policy.

Annexure: FRS Labour

2. Common Service

2.1. Portal Sign Up

2.1.1. Applicant and / or Business Details

Applicant and / or Business Details	
Sign Up as a User in the Portal	
S No	Functional Requirements
1.	<ul style="list-style-type: none">- Ability to capture the personal details including but not limited to:<ul style="list-style-type: none">i. First Name, Middle Name & Last Nameii. Fathers / Mother's / Spouse Nameiii. Genderiv. Date of Birth (DD/ MM/ YYYY)v. Address : Shop Number / House / Building Number ; Street Name; Mohalla / Colony/ Suburb; Block / District Name, State and Country ; Pin/ Post Codevi. Email id(s)vii. Mobile Number(s)
For Foreign Nationals (Additional Information to be captured)	
2.	<ul style="list-style-type: none">- Ability to capture the Passport number along with it's place of issuance, 'dates of Issuance and expiry'
3.	<ul style="list-style-type: none">- Ability to capture the Unique Identifier, name of the Unique Number relevant to that Country
4.	<ul style="list-style-type: none">- Ability to register the Digital Signature of the Applicant
Business Details	
5.	<ul style="list-style-type: none">- Ability to capture Business Details including but not limited to:<ul style="list-style-type: none">a. Name of the firm / businessb. ROC Number, if anyc. Business Organization type – Sole Proprietor, Partnership, Pvt Ltd Co, Ltd. Co, Co / HUF etc.d. PAN Numbere. TIN Number

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Applicant and / or Business Details	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Sign Up as a User in the Portal	
	f. GST Number
6.	- Ability to capture the username and check it's availability
7.	- Ability to capture if the Applicant has transacted business with the Directorate
8.	- Ability to highlight and prompt the Applicant to fill mandatory fields in the portal

Annexure: FRS Labour

2.1.2. Applicant (Having License / Registration)

Applicants License or Registration Details	
Licence or Registration details, if Applicant has transacted business with Directorate	
S No	Functional Requirements
9.	- Ability to capture the Licence or Registration details issued under the Governing Act(s) along with its validity
10.	- Ability to attach and Upload the Registration / Licence
11.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
12.	- Ability to submit the Licence or Registration

Annexure: FRS Labour

2.1.3. Applicant Authentication

Applicant Authentication	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Authentication of User (Both National and Foreign National)	
S No	Functional Requirements
For Applicants Residing in India (either of PAN or Aadhar based Authentication or both)	
13.	- Ability to perform Online PAN Validation by Third Party Service Provider such as NSDL
14.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
15.	- Ability to send instructions to Third Party System (CDAC or NSDL etc.) to send OTP through SMS or email
16.	- Ability to capture the OTP received by the user and validate with the Third Party System
Case : Validation Successful	
17.	- Ability to send email to the registered email id of the applicant
18.	- Ability to Register the Digital Signature of the User (Optional)
19.	- User logs on to the registered email id; clicks on the link provided; system navigates to the portal
20.	- Ability to allow the user to create new password
21.	- Ability to upload passport size digital photograph
For Foreign Nationals (On Successful Registration of Digital Signature)	
22.	- Ability to send email to the registered email id of the applicant
23.	- User logs on to the registered email id; clicks on the link provided; system navigates to the portal
24.	- Ability to allow the user to create new password
25.	- Ability to upload passport size digital photograph

Annexure: FRS Labour

Applicant Authentication	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Authentication of User (Both National and Foreign National)	
	Case: Validation Unsuccessful
26.	- Ability to disallow signing up in the Portal

Annexure: FRS Labour

2.1.4. MIS Report

Portal Sign Up	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Users Signed Up the Portal group by Country, State, District, Sub Division, Pin / Post Code etc.
Rp.2	- List of User from foreign nationalities signed up the Portal group by Country, Age, Gender etc.
Rp.3	- List of User who have transacted business with the Department group by Directorate, Governing Act
Rp.4	- List of Users who have not transacted business with the Department group by Directorate
Rp.5	- List of Total Aadhaar and / or PAN Based Authentication performed
Rp.6	- Demographic profile of Users grouped by Age, Gender, Country , State, District etc.

Annexure: FRS Labour

3. Orissa Shops & Commercial Establishments Act, 1956

3.1. New Registration

3.1.1. Application Submission and Payment

Application Submission and Payment

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Registration New and Fill Up e-Form, Documents	
New Registration	
1.	- Ability to select relevant e-form (Form 1) for New of Registration for the Governing Act
2.	- Ability to auto populate the details of the Applicant in the relevant e-form
3.	- Ability to allow the user to enter new details (in the form of text, Combo text, check box etc. as required)
4.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
5.	- Ability to capture the number of years for which Registration is requested
6.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
7.	Ability to allow applicant to upload supported documents required information
8.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
9.	- Ability to save the application at any stage of form / data filling and fill it later
10.	- Ability to provide Self Declaration about the correctness and completeness of the Application
11.	- Ability to add new document, provide clarification at any stage of Application processing
12.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
Online Payment	
13.	- Ability to auto- calculate the payable fees for the service request
14.	- Ability to display the available payment methods to the Applicant

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
15.	- Ability to allow online payment through the selected payment method
16.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

3.1.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
17.	- Ability to display Notification about Application for New Registration to the Directorate User
18.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
19.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
20.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
21.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

3.1.3. Application Outcome – New Registration

Application Processing – Application Outcome – New Registration	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
22.	- Ability to display Notification about Application for New Registration to the Directorate User
23.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
24.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
25.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
26.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New Registration Certification
27.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
28.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the New Registration Certification
	Case B: Application Not Approved
29.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
30.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

3.1.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- District wise information of the Monthly Progress Report under O.S. & C.E. ACT.1956
Rp.2	- List of Applications submitted for New Registration group by New application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.3	- List of Application where Documents needs to be resubmitted
Rp.4	- List of Application at various stages of Application Processing by New application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.5	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

3.2. Amendment or Cancellation or Closure of RC

3.2.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Amendment RC or Cancellation of Existing and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-form for Amendment or cancellation or Closure of Registration for the Governing Act
2.	- Ability to auto populate the details of the Registration details in the relevant e-form
	Case I: Amendment
3.	- Ability to capture nature of the Amendment or the reasons for amendment
4.	- Ability to allow the user to enter new details or edit existing details against the reasons for amendment
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to prompt User to fill mandatory data and upload mandatory documents
	Case II: Cancellation
7.	- Ability to capture the reasons for Cancellation
8.	- Ability to allow applicant to upload supported documents required information
9.	- Ability to prompt User to fill mandatory data and upload mandatory documents
	Case III: Closure
10.	- Ability to select relevant e-form (Form 16) for Closure for the Governing Act
11.	- Ability to capture the reasons for Closure
12.	- Ability to allow applicant to upload supported documents required information
13.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
14.	- Ability to save the application at any stage of form / data filling and fill it later

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Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
15.	- Ability to provide Self Declaration about the correctness and completeness of the Application
16.	- Ability to add new document, provide clarification at any stage of Application processing
17.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
18.	- Ability to auto- calculate the payable fees for the service request
19.	- Ability to display the available payment methods to the Applicant
20.	- Ability to allow online payment through the selected payment method
21.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

3.2.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
22.	- Ability to display Notification about Application for Amendment or Cancellation or Closure of Registration to the Directorate User
23.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
24.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
25.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
26.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

3.2.3. Application Outcome

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
27.	- Ability to display Notification about Application for Amendment or Cancellation or Closure of Registration to the Directorate User
28.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
29.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
30.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
31.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New or Renewed Registration Certification
32.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
33.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the Amended RC or Letter of Cancellation
	Case B: Application Not Approved
34.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
35.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

3.2.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications submitted for Amendment or Cancellation or Closure of Registration group by Amendment or Cancellation or Closure, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.3	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by Amendment or Cancellation application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

4. Contract Labour (R&A) Act, 1970 And Its Rules, 1975

4.1. New RC

4.1.1. Application Submission and Payment

Application Submission and Payment

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Registration New and Fill Up e-Form, Documents	
Retrieving Past RC Records	
1.	- Ability to find previous RC of the applicant, if applicable, residing in the system based on parameters such as Applicant name, Address, Govt. Issued ID card etc.
2.	- Ability to suggest the applicant for renewal of RC
New RC	
3.	- Ability to select relevant e-form (Form 1) for New RC for the Governing Act
4.	- Ability to auto populate the details of the Applicant in the relevant e-form
5.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
6.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
7.	- Ability to capture the number of years for which Registration is requested
8.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
9.	Ability to allow applicant to upload supported documents required information
10.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
11.	- Ability to save the application at any stage of form / data filling and fill it later
12.	- Ability to provide Self Declaration about the correctness and completeness of the Application
13.	- Ability to add new document, provide clarification at any stage of Application processing
14.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Online Payment	
15.	- Ability to auto- calculate the payable fees for the service request
16.	- Ability to display the available payment methods to the Applicant
17.	- Ability to allow online payment through the selected payment method
18.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

4.1.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
19.	- Ability to display Notification about Application for New Registration to the Directorate User
20.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
21.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
22.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
23.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

4.1.3. Application Outcome – New RC

Application Processing – Application Outcome – New RC	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
24.	- Ability to display Notification about Application for New Registration to the Directorate User
25.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
26.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
27.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
28.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New Registration Certification
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
30.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the New Registration Certification
	Case B: Application Not Approved
31.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
32.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

4.1.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- District wise Monthly Return on Contract Labour (R&A) Act, 1970 for Registration of Establishment
Rp.2	- List of Applications submitted for New of Registration group by New application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.3	- List of Application where Documents needs to be resubmitted
Rp.4	- List of Application at various stages of Application Processing by New application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.5	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

4.2. Amendment of RC

4.2.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Amendment RC of Existing and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-form for Amendment of Registration for the Governing Act
2.	- Ability to auto populate the details of the Registration details in the relevant e-form
3.	- Ability to capture nature of the Amendment or the reasons for amendment
4.	- Ability to allow the user to enter new details or edit existing details against the reasons for amendment
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to prompt User to fill mandatory data and upload mandatory documents
7.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
8.	- Ability to save the application at any stage of form / data filling and fill it later
9.	- Ability to provide Self Declaration about the correctness and completeness of the Application
10.	- Ability to add new document, provide clarification at any stage of Application processing
11.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
12.	- Ability to auto- calculate the payable fees for the service request
13.	- Ability to display the available payment methods to the Applicant
14.	- Ability to allow online payment through the selected payment method
15.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

4.2.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
16.	- Ability to display Notification about Application for Amendment of Registration to the Directorate User
17.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
18.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
19.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
20.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

4.2.3. Application Outcome

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
21.	- Ability to display Notification about Application for Amendment of Registration to the Directorate User
22.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
23.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
24.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
25.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the Amended Registration Certification
26.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
27.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the Amended RC
	Case B: Application Not Approved
28.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

4.2.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Applications submitted for Amendment of Registration group by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	- List of Application where Documents needs to be resubmitted
Rp.3	- List of Application at various stages of Application Processing by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

4.3. New License / Renewal of License to Contractor

4.3.1. Application Submission and Payment

New License or Renewal of License	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of License New or Renewal of Existing and Fill Up e-Form, Documents	
Retrieving Past License Records	
1.	- Ability to find previous License of the applicant, if applicable, residing in the system based on parameters such as Applicant name, Address, Govt. Issued ID card etc.
2.	- Ability to suggest the applicant for renewal of License
New license / Renewal of License Process	
3.	- Ability to select relevant e-form (Form IV for New & Form VII for Renewal) for New or Renewal of License for the Governing Act
4.	- Ability to auto populate the details of the Applicant in the relevant e-form
5.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
6.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
7.	- Ability to capture the number of years for which License / Renewal of License is requested
8.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
9.	Ability to allow applicant to upload supported documents required information
10.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
11.	- Ability to save the application at any stage of form / data filling and fill it later
12.	- Ability to provide Self Declaration about the correctness and completeness of the Application
13.	- Ability to add new document, provide clarification at any stage of Application processing
14.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	

Annexure: FRS Labour

New License or Renewal of License	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
15.	- Ability to auto- calculate the payable fees for the service request
16.	- Ability to display the available payment methods to the Applicant
17.	- Ability to allow online payment through the selected payment method
18.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

4.3.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
19.	- Ability to display Notification about Application for New License or Renewal of License to the Directorate User
20.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
21.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
22.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
23.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Licensing Officer)

Annexure: FRS Labour

4.3.3. Application Outcome – New or Renewed License

Application Processing – Application Outcome – New or Renewed License	
Directorate User (Licensing Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
24.	- Ability to display Notification about Application for New License or Renewal of License to the Directorate User
25.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
26.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
27.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
28.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New or Renewed License
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
30.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the New or Renewed License
	Case B: Application Not Approved
31.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
32.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

4.3.4. MIS Reports

New License or Renewal of License	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- District wise Monthly Return on Contract Labour (R&A) Act, 1970 for Licence of Contractors
Rp.2	<ul style="list-style-type: none">- List of Applications submitted for New or Renewal License of Registration group by New or Renewal application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.3	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.4	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by New or Renewal application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.5	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

4.4. Amendment of License

4.4.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Amendment License of Existing and Fill Up e-Form, Documents	
1.	- Ability to select application for Amendment of License for the Governing Act
2.	- Ability to auto populate the details of the License details in the relevant e-form
3.	- Ability to capture nature of the Amendment or the reasons for amendment
4.	- Ability to allow the user to enter new details or edit existing details against the reasons for amendment
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to prompt User to fill mandatory data and upload mandatory documents
7.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
8.	- Ability to save the application at any stage of form / data filling and fill it later
9.	- Ability to provide Self Declaration about the correctness and completeness of the Application
10.	- Ability to add new document, provide clarification at any stage of Application processing
11.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
12.	- Ability to auto- calculate the payable fees for the service request
13.	- Ability to display the available payment methods to the Applicant
14.	- Ability to allow online payment through the selected payment method
15.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

4.4.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
16.	- Ability to display Notification about Application for Amendment of License to the Directorate User
17.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
18.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
19.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
20.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Licensing Officer)

Annexure: FRS Labour

4.4.3. Application Outcome

Amendment of License	
Directorate User (Licensing Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
21.	- Ability to display Notification about Application for Amendment of License to the Directorate User
22.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
Document Verification	
Case I: Applicant to Resubmit Additional Document or Provide Clarification	
23.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
Case II: Document Check Over	
24.	- Ability to approve or reject the application with remarks for such decision
Case A: Application Approved	
25.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the Amended License
26.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
27.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the Amended License
Case B: Application Not Approved	
28.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

4.4.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Applications submitted for Amendment of License group by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	- List of Application where Documents needs to be resubmitted
Rp.3	- List of Application at various stages of Application Processing by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

4.5. Appeal

4.5.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Appeal Application and fill up e-Form, Documents	
1.	- Ability to select Appeal application for Registration Certificate or License for the Governing Act
2.	- Ability to auto populate the details of the Applicant in the relevant e-form
3.	- Ability to allow the user to enter new details (in the form of text, Combo text, check box etc. as required)
For Orders passed using paper based system	
4.	- Ability to capture date of order, unique number of order, along with the Name, Designation and Office Jurisdiction of the Directorate Officer
5.	- Ability to not allow the Appeal application if the date of filing of appeal is greater than a predefined number of days (currently it is 30 days)
6.	- Ability to capture the reasons for appeal in the form of free flow text
7.	- Ability to allow applicant to upload the scanned copy of the Rejection order document
8.	- Ability to allow uploading of supporting documents in support of the appeal application
For Order passed using Online System	
9.	- Ability to allow user to file application within a predefined period after passing of Order (currently it is 30 days)
10.	- Ability to auto populate the date of rejection order, along with details of Directorate Office, Directorate Officer
11.	- Ability to attach the Reject order with the application
12.	- Ability to capture the reasons for appeal and also attach the scanned copy of the order
13.	- Ability to perform validation on date of order for a pre defined period(currently it is 30 days)
14.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
15.	- Ability to allow applicant to upload supported documents required information

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Form Validation	
16.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
17.	- Ability to save the application at any stage of form / data filling and fill it later
18.	- Ability to provide Self Declaration about the correctness and completeness of the Application
19.	- Ability to add new document, provide clarification at any stage of Application processing
20.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
21.	- Ability to auto- calculate the payable fees for the service request by considering the date of receipt
22.	- Ability to display the available payment methods to the Applicant
23.	- Ability to allow online payment through the selected payment method
24.	- Ability to generate Notification (SMS/ Email / Portal) having Appeal Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

4.5.2. Application Review & Document Resubmission

Application Processing – Application Review & Document Resubmission	
Directorate User(Appellate Authority) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
	Check the Completeness and Correctness of the Application and Supporting Documents
25.	- Ability to display Notification about Application for Appeal of Registration / License to the Directorate User
26.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing, as applicable
	Document Verification & Completeness
	Case 1: Applicant to Resubmit Additional or Provide Clarification
27.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Document Request from another Directorate User
28.	- Ability to send Notification (SMS/ Email / Portal) having Tracking Number to another Directorate User to provide additional document relevant to the appeal application
29.	- Ability to peruse the application along with the attachments and capture the Appeal outcome in the form of free flow text, check box, radio buttons, drop down etc.
30.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

4.5.3. Appeal Outcome & Notifications

Appeal Outcome & Notifications	
Notification to download Appeal Outcome	
S No	Functional Requirements
31.	<ul style="list-style-type: none">- Ability to send Notification (SMS/ Email / Portal) having Appeal Number to Applicant and other relevant Directorate User about the Appeal Outcome
Case: Appeal Allowed	
32.	<ul style="list-style-type: none">- Ability to send 2D Digitally Signed Bar Code Registration / License Order in Registered Email / Portal Account of the Applicant
33.	<ul style="list-style-type: none">- Ability to send Password Hint Template Notification (Email / Portal) for opening the Registration / License Certificate
Case Appeal Not allowed	
34.	<ul style="list-style-type: none">- Ability to send 2D Digitally Signed Bar Coded Rejection Letter in Registered Email / Portal Account of the Applicant

Annexure: FRS Labour

4.5.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications submitted for Appeal of Registration /License group Appeal of Registration / License, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.3	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by Appeal of Registration /License, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	<ul style="list-style-type: none">- List of Total e KYC performed
Rp.5	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

5. The Inter State Migrant Workmen (RE&CS) Act, 1979

5.1. New Certificate of Registration

5.1.1. Application Submission and Payment

Application Submission and Payment

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Registration New and Fill Up e-Form, Documents	
Retrieving Past RC Records	
1.	- Ability to find previous RC of the applicant, if applicable, residing in the system based on parameters such as Applicant name, Address, Govt. Issued ID card etc.
2.	- Ability to suggest the applicant for renewal of RC
3. New Registration	
4.	- Ability to select relevant e-Form (Form I) for New RC for the Governing Act
5.	- Ability to auto populate the details of the Applicant in the relevant e-form
6.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
7.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
8.	- Ability to capture the number of years for which Registration is requested
9.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
10.	Ability to allow applicant to upload supported documents required information
11.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
12.	- Ability to save the application at any stage of form / data filling and fill it later
13.	- Ability to provide Self Declaration about the correctness and completeness of the Application
14.	- Ability to add new document, provide clarification at any stage of Application processing
15.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
16.	- Ability to auto- calculate the payable fees for the service request
17.	- Ability to display the available payment methods to the Applicant
18.	- Ability to allow online payment through the selected payment method
19.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

5.1.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
20.	- Ability to display Notification about Application for New Registration to the Directorate User
21.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
22.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
23.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
24.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

5.1.3. Application Outcome – New Registration

Application Processing – Application Outcome – New Registration	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
25.	- Ability to display Notification about Application for New Registration to the Directorate User
26.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
27.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
28.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
29.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New Registration Certification
30.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
31.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the New Registration Certification
	Case B: Application Not Approved
32.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
33.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

5.1.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- District wise Monthly Return on Inter-State Migrant Workmen (RE&CS) Act (Registration of Establishment)
Rp.2	- List of Applications submitted for New of Registration group by New application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.3	- List of Application where Documents needs to be resubmitted
Rp.4	- List of Application at various stages of Application Processing by New application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.5	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

5.2. Amendment of Certification of Registration

5.2.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Amendment RC of Existing and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-Form for Amendment of Registration for the Governing Act
2.	- Ability to auto populate the details of the Registration details in the relevant e-form
3.	- Ability to capture nature of the Amendment or the reasons for amendment
4.	- Ability to allow the user to enter new details or edit existing details against the reasons for amendment
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to prompt User to fill mandatory data and upload mandatory documents
7.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
8.	- Ability to save the application at any stage of form / data filling and fill it later
9.	- Ability to provide Self Declaration about the correctness and completeness of the Application
10.	- Ability to add new document, provide clarification at any stage of Application processing
11.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
12.	- Ability to auto- calculate the payable fees for the service request
13.	- Ability to display the available payment methods to the Applicant
14.	- Ability to allow online payment through the selected payment method
15.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

5.2.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
16.	- Ability to display Notification about Application for Amendment of Registration to the Directorate User
17.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
18.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
19.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
20.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

5.2.3. Application Outcome

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
21.	- Ability to display Notification about Application for Amendment of Registration to the Directorate User
22.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
23.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
24.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
25.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the Amended Registration Certification
26.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
27.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the Amended RC
	Case B: Application Not Approved
28.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

5.2.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications submitted for Amendment of Registration group by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.3	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

5.3. New License / Renewal of License to Contractor/ Agent for Recruitment/ Employment

5.3.1. Application Submission, Capturing Migrant Worker's Details & Payment

Application Submission, Capturing Migrant Worker's Details and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
Selection of License New or Renewal of Existing and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-Forms for New License / Renewal of License to Contractor / Agent for Recruitment / Employment for the Governing Act
2.	- Ability to auto populate the details of the Applicant in the relevant e-form
3.	- Ability to fill the mandatory details such as Name, Age, Address, Place of work of migrant workmen
4.	- Ability to capture the number of years for which License / Renewal of License is requested
5.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
6.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
7.	- Ability to Capture Total Number of Migrant Workmen for which Licence is being applied
8.	- Ability to upload scanned copy of Form X and Form XI(for renewal)
9.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
Capture Each Migrant Workmen's Personal & Bank Details	
10.	- Ability to capture Name, Age / Date of Birth, Sex, Caste, Address(inclusive of Pin Code)
11.	- Ability to capture the mobile number
12.	- Ability to capture the details of Government Issued ID Card
13.	- Ability to capture OBOC card details (if any)
14.	- Ability to capture the details of MGNREGS Job card
15.	- Ability to capture details of RSBY, BKY Card details
16.	- Ability to capture Aadhaar details and provision for uploading the scanned copy of Aadhaar card

Annexure: FRS Labour

Application Submission, Capturing Migrant Worker's Details and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
17.	- Ability to upload photograph of respective workmen
18.	- Ability to capture Bank Details (Name of the Bank, Branch, with MICR and IFSC Code) of the Migrant worker
19.	- Ability to allow applicant to upload supported documents required information
20.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
21.	- Ability to save the application at any stage of form / data filling and fill it later
22.	- Ability to provide Self Declaration about the correctness and completeness of the Application
23.	- Ability to add new document, provide clarification at any stage of Application processing
24.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
25.	- Ability to auto- calculate the payable fees for the service request
26.	- Ability to display the available payment methods to the Applicant
27.	- Ability to allow online payment through the selected payment method
28.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

5.3.2. Application Review

Application Processing – Application Review	
Directorate User(Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
29.	- Ability to display Notification about Application for New License or Renewal of License to the Directorate User
30.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
31.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
32.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
33.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Licensing Officer)

Annexure: FRS Labour

5.3.3. Application Outcome – New or Renewed License

New License / Renewal of License to Contractor / Agent for Recruitment / Employment	
S No	Functional Requirements
34.	- Ability to display Notification about Application for New License or Renewal of License to the Directorate User
35.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
Document Verification	
Case I: Applicant to Resubmit Additional Document or Provide Clarification	
36.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
Case II: Document Check Over	
37.	- Ability to approve or reject the application with remarks for such decision
Case A: Application Approved	
38.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New or Renewed License
39.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
40.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the New or Renewed License
Case B: Application Not Approved	
41.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
42.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

5.3.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- District wise Monthly Return on Inter-State Migrant Workmen (RE&CS) Act (Licence for Employment and Recruitment)
Rp.2	<ul style="list-style-type: none">- List of Applications submitted for New or Renewal of Registration group by New or Renewal application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.3	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.4	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by New or Renewal application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.5	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

5.4. Amendments of License to Agent / Contractor

5.4.1. Application Submission and Payment

Application Submission and Payment

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Amendment License of Existing and Fill Up e-Form, Documents	
1.	- Ability to select application for Amendment of License for the Governing Act
2.	- Ability to auto populate the details of the License details in the relevant e-form
3.	- Ability to capture nature of the Amendment or the reasons for amendment
4.	- Ability to allow the user to enter new details or edit existing details against the reasons for amendment
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to prompt User to fill mandatory data and upload mandatory documents
7.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
8.	- Ability to save the application at any stage of form / data filling and fill it later
9.	- Ability to provide Self Declaration about the correctness and completeness of the Application
10.	- Ability to add new document, provide clarification at any stage of Application processing
11.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
12.	- Ability to auto- calculate the payable fees for the service request
13.	- Ability to display the available payment methods to the Applicant
14.	- Ability to allow online payment through the selected payment method
15.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

5.4.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
16.	- Ability to display Notification about Application for Amendment of License to the Directorate User
17.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
18.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
19.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
20.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Licensing Officer)

Annexure: FRS Labour

5.4.3. Application Outcome

Application Processing – Application Outcome	
Directorate User (Licensing Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
21.	- Ability to display Notification about Application for Amendment of License to the Directorate User
22.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
23.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
24.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
25.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the Amended License
26.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
27.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the Amended License
	Case B: Application Not Approved
28.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

5.4.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Applications submitted for Amendment of License group by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	- List of Application where Documents needs to be resubmitted
Rp.3	- List of Application at various stages of Application Processing by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

5.5. FRS for New License / Renewal of License to Agent for Recruitment

Deleted and Merged with

New License / Renewed License to Contractor for Recruitment / Employer

5.6. FRS for Amendment / Cancellation of License to Agent

Deleted and Merged

5.7. FRS for Amendment / Cancellation of License to Contractor/Agent

Deleted and Merged

Annexure: FRS Labour

5.8. Appeal for Registration Certificate / License

5.8.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
Selection of Appeal Application and fill up e-Form, Documents	
1.	- Ability to select Appeal application for Registration Certificate or License for the Governing Act
2.	- Ability to auto populate the details of the Applicant in the relevant e-form
3.	- Ability to allow the user to enter new details (in the form of text, Combo text, check box etc. as required)
For Orders passed using paper based system	
4.	- Ability to capture date of order, unique number of order, along with the Name, Designation and Office Jurisdiction of the Directorate Officer
5.	- Ability to not allow the Appeal application if the date of filing of appeal is greater than a predefined number of days (currently it is 30 days)
6.	- Ability to capture the reasons for appeal in the form of free flow text
7.	- Ability to allow applicant to upload the scanned copy of the Rejection order document
8.	- Ability to allow uploading of supporting documents in support of the appeal application
For Order passed using Online System	
9.	- Ability to allow user to file application within a predefined period after passing of Order (currently it is 30 days)
10.	- Ability to auto populate the date of rejection order, along with details of Directorate Office, Directorate Officer
11.	- Ability to attach the Reject order with the application
12.	- Ability to capture the reasons for appeal and also attach the scanned copy of the order
13.	- Ability to perform validation on date of order for a pre defined period(currently it is 30 days)
14.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
15.	- Ability to allow applicant to upload supported documents required information

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Form Validation	
16.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
17.	- Ability to save the application at any stage of form / data filling and fill it later
18.	- Ability to provide Self Declaration about the correctness and completeness of the Application
19.	- Ability to add new document, provide clarification at any stage of Application processing
20.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
21.	- Ability to auto- calculate the payable fees for the service request by considering the date of receipt
22.	- Ability to display the available payment methods to the Applicant
23.	- Ability to allow online payment through the selected payment method
24.	- Ability to generate Notification (SMS/ Email / Portal) having Appeal Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

5.8.2. Application Review & Document Resubmission

Application Processing – Application Review & Document Resubmission	
Directorate User(Appellate Authority) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
	Check the Completeness and Correctness of the Application and Supporting Documents
25.	- Ability to display Notification about Application for Appeal of Registration / License to the Directorate User
26.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing, as applicable
	Document Verification & Completeness
	Case 1: Applicant to Resubmit Additional or Provide Clarification
27.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Document Request from another Directorate User
28.	- Ability to send Notification (SMS/ Email / Portal) having Tracking Number to another Directorate User to provide additional document relevant to the appeal application
29.	- Ability to peruse the application along with the attachments and capture the Appeal outcome in the form of free flow text, check box, radio buttons, drop down etc.
30.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

5.8.3. Appeal Outcome & Notifications

Appeal Outcome & Notifications	
Notification to download Appeal Outcome	
S No	Functional Requirements
31.	<ul style="list-style-type: none">- Ability to send Notification (SMS/ Email / Portal) having Appeal Number to Applicant and other relevant Directorate User about the Appeal Outcome
Case: Appeal Allowed	
32.	<ul style="list-style-type: none">- Ability to send 2D Digitally Signed Bar Code Registration / License Order in Registered Email / Portal Account of the Applicant
33.	<ul style="list-style-type: none">- Ability to send Password Hint Template Notification (Email / Portal) for opening the Registration / License Certificate
Case Appeal Not allowed	
34.	<ul style="list-style-type: none">- Ability to send 2D Digitally Signed Bar Coded Rejection Letter in Registered Email / Portal Account of the Applicant

Annexure: FRS Labour

5.8.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Applications submitted for Appeal of Registration /License group Appeal of Registration / License, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	- List of Application where Documents needs to be resubmitted
Rp.3	- List of Application at various stages of Application Processing by Appeal of Registration /License, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- List of Total e KYC performed
Rp.5	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

6. The Motor Transport Workers Act, 1961 And Its Rules, 1966

6.1. New Certificate of Registration or Renewal of Certificate of Registration

6.1.1. Application Submission and Payment

Application Submission and Payment

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Registration New or Renewal of Existing and Fill Up e-Form, Documents	
Retrieving Past RC Records	
1.	- Ability to find previous RC of the applicant, if applicable, residing in the system based on parameters such as Applicant name, Address, Govt. Issued ID card etc.
2.	- Ability to suggest the applicant for renewal of RC
New Registration or Renewal of Existing	
3.	- Ability to select application for New or Renewal of Registration for the Governing Act
4.	- Ability to auto populate the details of the Applicant in the relevant e-form
5.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
6.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
7.	- Ability to capture the number of years for which Registration / Renewal of Registration is requested
8.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
9.	Ability to allow applicant to upload supported documents required information
10.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
11.	- Ability to save the application at any stage of form / data filling and fill it later
12.	- Ability to provide Self Declaration about the correctness and completeness of the Application
13.	- Ability to add new document, provide clarification at any stage of Application processing
14.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
	Service Providers such as NSDL or C-DAC or others
Online Payment	
15.	- Ability to auto- calculate the payable fees for the service request
16.	- Ability to display the available payment methods to the Applicant
17.	- Ability to allow online payment through the selected payment method
18.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

6.1.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
19.	- Ability to display Notification about Application for New Registration or Renewal of Registration to the Directorate User
20.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
21.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
22.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
23.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

6.1.3. Application Outcome – New or Renewed Registration

Application Processing – Application Outcome – New or Renewed Registration	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
24.	- Ability to display Notification about Application for New Registration or Renewal of Registration to the Directorate User
25.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
26.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
27.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
28.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New or Renewed Registration Certification
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
30.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the New or Renewed Registration Certification
	Case B: Application Not Approved
31.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
32.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

6.1.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- District wise Monthly Return under M.T.W. Act, 1961
Rp.2	<ul style="list-style-type: none">- List of Applications submitted for New or Renewal of Registration group by New or Renewal application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.3	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.4	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by New or Renewal application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.5	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

6.2. Amendment or Transfer or Cancellation of Certificate of Registration

6.2.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Amendment RC or Transfer of Existing and Fill Up e-Form, Documents	
1.	- Ability to select application for Amendment or Transfer or cancellation of Registration for the Governing Act
2.	- Ability to auto populate the details of the Registration details in the relevant e-form
	Case I: Amendment
3.	- Ability to capture nature of the Amendment or the reasons for amendment
4.	- Ability to allow the user to enter new details or edit existing details against the reasons for amendment
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to prompt User to fill mandatory data and upload mandatory documents
	Case II: Transfer
7.	- Ability to capture the reasons for Transfer
8.	- Ability to allow applicant to upload supported documents required information
9.	- Ability to prompt User to fill mandatory data and upload mandatory documents
	Case III: Cancellation
10.	- Ability to capture the reasons for Cancellation
11.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
12.	- Ability to prompt User to fill mandatory data and upload mandatory documents
13.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
14.	- Ability to save the application at any stage of form / data filling and fill it later
15.	- Ability to provide Self Declaration about the correctness and completeness of the Application
16.	- Ability to add new document, provide clarification at any stage of Application processing
17.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
18.	- Ability to auto- calculate the payable fees for the service request
19.	- Ability to display the available payment methods to the Applicant
20.	- Ability to allow online payment through the selected payment method
21.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

6.2.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
22.	- Ability to display Notification about Application for Amendment or Transfer or Cancellation of Registration to the Directorate User
23.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
24.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
25.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
26.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

6.2.3. Application Outcome

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
27.	- Ability to display Notification about Application for Amendment or Transfer or Cancellation of Registration to the Directorate User
28.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
29.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
30.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
31.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New or Renewed Registration Certification
32.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
33.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the Amended RC or Letter of Cancellation
	Case B: Application Not Approved
34.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
35.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

6.2.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications submitted for Amendment or Transfer or Cancellation of Registration group by Amendment or Transfer or Cancellation, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.3	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by Amendment or Cancellation application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

7. The Beedi and Cigar Workers (CE) Act, 1966 And Its Rules, 1969

7.1. New License / Renewal of License

7.1.1. Application Submission and Payment

Application Submission and Payment

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of License New or Renewal of Existing and Fill Up e-Form, Documents	
Retrieving Past License Records	
1.	- Ability to find previous License of the applicant, if applicable, residing in the system based on parameters such as Applicant name, Address, Govt. Issued ID card etc.
2.	- Ability to suggest the applicant for renewal of License
New License or Renewal of Existing	
3.	- Ability to select relevant e-Form (Form I) for New or Renewal of License for the Governing Act
4.	- Ability to auto populate the details of the Applicant in the relevant e-form
5.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
6.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
7.	- Ability to capture the number of years for which License / Renewal of License is requested
8.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
9.	Ability to allow applicant to upload supported documents required information
10.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
11.	- Ability to save the application at any stage of form / data filling and fill it later
12.	- Ability to provide Self Declaration about the correctness and completeness of the Application
13.	- Ability to add new document, provide clarification at any stage of Application processing

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
14.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
15.	- Ability to auto- calculate the payable fees for the service request
16.	- Ability to display the available payment methods to the Applicant
17.	- Ability to allow online payment through the selected payment method
18.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

7.1.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
19.	- Ability to display Notification about Application for New License or Renewal of License to the Directorate User
20.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
21.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
22.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
23.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Licensing Officer)

Annexure: FRS Labour

7.1.3. Application Outcome – New or Renewed License

Application Processing – Application Outcome – New or Renewed License	
Directorate User(Licensing Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
24.	- Ability to display Notification about Application for New License or Renewal of License to the Directorate User
25.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
26.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
27.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
28.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New or Renewed License
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
30.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the New or Renewed License
	Case B: Application Not Approved
31.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
32.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

7.1.4. Monthly Return Submission

Monthly Return Submission	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Monthly Return and Fill Up e-Form	
33.	- Ability to select relevant e-Form (Form XI) for Monthly Return for the Governing Act
34.	- Ability to select Month and Year for submission of Month Return
35.	- Ability to auto populate the details of the Applicant, full postal address in the relevant e-form
36.	- Ability to auto populate Licence number and issued date
37.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
38.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
39.	Ability to allow applicant to upload supported documents required information
40.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
41.	- Ability to save the application at any stage of form / data filling and fill it later
42.	- Ability to provide Self Declaration about the correctness and completeness of the Application
43.	- Ability to add new document, provide clarification at any stage of Application processing
44.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
45.	- Ability to submit the Monthly Returns for the Governing Act
46.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with Time stamp of Application Submission
47.	- Ability to send notification to the Applicant to submit Monthly Return on or before a specified date

Annexure: FRS Labour

7.1.5. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications submitted for New or Renewal License of Registration group by New or Renewal application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.3	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by New or Renewal application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.5	<ul style="list-style-type: none">- List of Applications submitted and not submitted Monthly Return group by Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

7.2. Cancellation of License

7.2.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Cancellation License of Existing and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-Form for Cancellation of License for the Governing Act
2.	- Ability to auto populate the details of the License details in the relevant e-form
3.	- Ability to capture the reasons for Cancellation
4.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
5.	- Ability to prompt User to fill mandatory data and upload mandatory documents
6.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
7.	- Ability to save the application at any stage of form / data filling and fill it later
8.	- Ability to provide Self Declaration about the correctness and completeness of the Application
9.	- Ability to add new document, provide clarification at any stage of Application processing
10.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
11.	- Ability to auto- calculate the payable fees for the service request
12.	- Ability to display the available payment methods to the Applicant
13.	- Ability to allow online payment through the selected payment method
14.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

7.2.2. Application Review

Application Processing – Application Review	
Directorate User(Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
15.	- Ability to display Notification about Application for Cancellation of License to the Directorate User
16.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
17.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
18.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
19.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Licensing Officer)

Annexure: FRS Labour

7.2.3. Application Outcome

Application processing – Application Outcome	
Directorate User (Licensing Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
20.	- Ability to display Notification about Application for Cancellation of License to the Directorate User
21.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
22.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
23.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
24.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the Cancellation Letter
25.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
26.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the Amended License
	Case B: Application Not Approved
27.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
28.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

7.2.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Applications submitted for Cancellation of License group by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	- List of Application where Documents needs to be resubmitted
Rp.3	- List of Application at various stages of Application Processing by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

7.3. Appeal

7.3.1. Application Submission and Payment

Application Submission and Payment	
S No	Functional Requirements
Selection of Appeal Application and fill up e-Form, Documents	
1.	- Ability to select Appeal application for Registration Certificate or License for the Governing Act
2.	- Ability to auto populate the details of the Applicant in the relevant e-form
3.	- Ability to allow the user to enter new details (in the form of text, Combo text, check box etc. as required)
For Orders passed using paper based system	
4.	- Ability to capture date of order, unique number of order, along with the Name, Designation and Office Jurisdiction of the Directorate Officer
5.	- Ability to not allow the Appeal application if the date of filing of appeal is greater than a predefined number of days (currently it is 30 days)
6.	- Ability to capture the reasons for appeal in the form of free flow text
7.	- Ability to allow applicant to upload the scanned copy of the Rejection order document
8.	- Ability to allow uploading of supporting documents in support of the appeal application
For Order passed using Online System	
9.	- Ability to allow user to file application within a predefined period after passing of Order (currently it is 30 days)
10.	- Ability to auto populate the date of rejection order, along with details of Directorate Office, Directorate Officer
11.	- Ability to attach the Reject order with the application
12.	- Ability to capture the reasons for appeal and also attach the scanned copy of the order
13.	- Ability to perform validation on date of order for a pre defined period(currently it is 30 days)
14.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
15.	- Ability to allow applicant to upload supported documents required information

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Form Validation	
16.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
17.	- Ability to save the application at any stage of form / data filling and fill it later
18.	- Ability to provide Self Declaration about the correctness and completeness of the Application
19.	- Ability to add new document, provide clarification at any stage of Application processing
20.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
21.	- Ability to auto- calculate the payable fees for the service request by considering the date of receipt
22.	- Ability to display the available payment methods to the Applicant
23.	- Ability to allow online payment through the selected payment method
24.	- Ability to generate Notification (SMS/ Email / Portal) having Appeal Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

7.3.2. Application Review & Document Resubmission

Application Processing – Application Review & Document Resubmission	
Directorate User (Appellate Authority) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
	Check the Completeness and Correctness of the Application and Supporting Documents
25.	- Ability to display Notification about Application for Appeal of Registration / License to the Directorate User
26.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing, as applicable
	Document Verification & Completeness
	Case 1: Applicant to Resubmit Additional or Provide Clarification
27.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Document Request from another Directorate User
28.	- Ability to send Notification (SMS/ Email / Portal) having Tracking Number to another Directorate User to provide additional document relevant to the appeal application
29.	- Ability to peruse the application along with the attachments and capture the Appeal outcome in the form of free flow text, check box, radio buttons, drop down etc.
30.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

7.3.3. Appeal Outcome & Notifications

Appeal Outcome & Notifications	
Notification to download Appeal Outcome	
S No	Functional Requirements
31.	<ul style="list-style-type: none">- Ability to send Notification (SMS/ Email / Portal) having Appeal Number to Applicant and other relevant Directorate User about the Appeal Outcome
Case: Appeal Allowed	
32.	<ul style="list-style-type: none">- Ability to send 2D Digitally Signed Bar Code Registration / License Order in Registered Email / Portal Account of the Applicant
33.	<ul style="list-style-type: none">- Ability to send Password Hint Template Notification (Email / Portal) for opening the Registration / License Certificate
Case Appeal Not allowed	
34.	<ul style="list-style-type: none">- Ability to send 2D Digitally Signed Bar Coded Rejection Letter in Registered Email / Portal Account of the Applicant

Annexure: FRS Labour

7.3.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Applications submitted for Appeal of Registration /License group Appeal of Registration / License, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	- List of Application where Documents needs to be resubmitted
Rp.3	- List of Application at various stages of Application Processing by Appeal of Registration /License, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- List of Total e KYC performed
Rp.5	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

8. The Building And Other Construction Workers (Re&Cs), 1996

8.1. Certificate of Registration

8.1.1. Application Submission and Payment

Application Submission and Payment

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Registration New and Fill Up e-Form, Documents	
Retrieving Past RC Records	
1.	- Ability to find previous RC of the applicant, if applicable, residing in the system based on parameters such as Applicant name, Address, Govt. Issued ID card etc.
2.	- Ability to suggest the applicant for renewal of RC
New Registration	
3.	- Ability to select relevant e-Form (Form I) for New RC for the Governing Act
4.	- Ability to auto populate the details of the Applicant in the relevant e-form
5.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
6.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
7.	- Ability to capture the number of years for which Registration is requested
8.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
9.	Ability to allow applicant to upload supported documents required information
10.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
11.	- Ability to save the application at any stage of form / data filling and fill it later
12.	- Ability to provide Self Declaration about the correctness and completeness of the Application
13.	- Ability to add new document, provide clarification at any stage of Application processing
14.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Online Payment	
15.	- Ability to auto- calculate the payable fees for the service request
16.	- Ability to display the available payment methods to the Applicant
17.	- Ability to allow online payment through the selected payment method
18.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

8.1.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
19.	- Ability to display Notification about Application for New Registration to the Directorate User
20.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
21.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
22.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
23.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

8.1.3. Application Outcome – New Registration

Application Processing – Application Outcome – New Registration	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
24.	- Ability to display Notification about Application for New Registration to the Directorate User
25.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
26.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
27.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
28.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New Registration Certification
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
30.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the New Registration Certification
	Case B: Application Not Approved
31.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
32.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

8.1.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Applications submitted for New of Registration group by New application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	- List of Application where Documents needs to be resubmitted
Rp.3	- List of Application at various stages of Application Processing by New application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

8.2. Amendment of Certification of Registration

8.2.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Amendment RC of Existing and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-Form for Amendment of Registration for the Governing Act
2.	- Ability to auto populate the details of the Registration details in the relevant e-form
3.	- Ability to capture nature of the Amendment or the reasons for amendment
4.	- Ability to allow the user to enter new details or edit existing details against the reasons for amendment
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to prompt User to fill mandatory data and upload mandatory documents
7.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
8.	- Ability to save the application at any stage of form / data filling and fill it later
9.	- Ability to provide Self Declaration about the correctness and completeness of the Application
10.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
11.	- Ability to perform Aadhaar based Authentication service of the user provided by Service Providers such as C DAC or NSDL
Online Payment	
12.	- Ability to auto- calculate the payable fees for the service request
13.	- Ability to display the available payment methods to the Applicant
14.	- Ability to allow online payment through the selected payment method
15.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

8.2.2. Application Review

Application Processing – Application review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
16.	- Ability to display Notification about Application for Amendment of Registration to the Directorate User
17.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
18.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
19.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
20.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

8.2.3. Application Outcome

Application processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
21.	- Ability to display Notification about Application for Amendment of Registration to the Directorate User
22.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
23.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
24.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
25.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the Amended Registration Certification
26.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
27.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the Amended RC
	Case B: Application Not Approved
28.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

8.2.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Applications submitted for Amendment of Registration group by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	- List of Application where Documents needs to be resubmitted
Rp.3	- List of Application at various stages of Application Processing by Amendment, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

8.3. Appeal

8.3.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Appeal Application and fill up e-Form, Documents	
1.	- Ability to select Appeal application for Registration Certificate or License for the Governing Act
2.	- Ability to auto populate the details of the Applicant in the relevant e-form
3.	- Ability to allow the user to enter new details (in the form of text, Combo text, check box etc. as required)
For Orders passed using paper based system	
4.	- Ability to capture date of order, unique number of order, along with the Name, Designation and Office Jurisdiction of the Directorate Officer
5.	- Ability to not allow the Appeal application if the date of filing of appeal is greater than a predefined number of days (currently it is 30 days)
6.	- Ability to capture the reasons for appeal in the form of free flow text
7.	- Ability to allow applicant to upload the scanned copy of the Rejection order document
8.	- Ability to allow uploading of supporting documents in support of the appeal application
For Order passed using Online System	
9.	- Ability to allow user to file application within a predefined period after passing of Order (currently it is 30 days)
10.	- Ability to auto populate the date of rejection order, along with details of Directorate Office, Directorate Officer
11.	- Ability to attach the Reject order with the application
12.	- Ability to capture the reasons for appeal and also attach the scanned copy of the order
13.	- Ability to perform validation on date of order for a pre defined period(currently it is 30 days)
14.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
15.	- Ability to allow applicant to upload supported documents required information

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Form Validation	
16.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
17.	- Ability to save the application at any stage of form / data filling and fill it later
18.	- Ability to provide Self Declaration about the correctness and completeness of the Application
19.	- Ability to add new document, provide clarification at any stage of Application processing
20.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
21.	- Ability to auto- calculate the payable fees for the service request by considering the date of receipt
22.	- Ability to display the available payment methods to the Applicant
23.	- Ability to allow online payment through the selected payment method
24.	- Ability to generate Notification (SMS/ Email / Portal) having Appeal Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

8.3.2. Application Review & Document Resubmission

Application Processing – Application Review & Document Resubmission	
Directorate User(Appellate Authority) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
	Check the Completeness and Correctness of the Application and Supporting Documents
25.	- Ability to display Notification about Application for Appeal of Registration / License to the Directorate User
26.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing, as applicable
	Document Verification & Completeness
	Case 1: Applicant to Resubmit Additional or Provide Clarification
27.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Document Request from another Directorate User
28.	- Ability to send Notification (SMS/ Email / Portal) having Tracking Number to another Directorate User to provide additional document relevant to the appeal application
29.	- Ability to peruse the application along with the attachments and capture the Appeal outcome in the form of free flow text, check box, radio buttons, drop down etc.
30.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

8.3.3. Appeal Outcome & Notifications

Appeal Outcome & Notifications	
Notification to download Appeal Outcome	
S No	Functional Requirements
31.	<ul style="list-style-type: none">- Ability to send Notification (SMS/ Email / Portal) having Appeal Number to Applicant and other relevant Directorate User about the Appeal Outcome
Case: Appeal Allowed	
32.	<ul style="list-style-type: none">- Ability to send 2D Digitally Signed Bar Code Registration / License Order in Registered Email / Portal Account of the Applicant
33.	<ul style="list-style-type: none">- Ability to send Password Hint Template Notification (Email / Portal) for opening the Registration / License Certificate
Case Appeal Not allowed	
34.	<ul style="list-style-type: none">- Ability to send 2D Digitally Signed Bar Coded Rejection Letter in Registered Email / Portal Account of the Applicant

Annexure: FRS Labour

8.3.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications submitted for Appeal of Registration /License group Appeal of Registration / License, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.3	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by Appeal of Registration /License, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	<ul style="list-style-type: none">- List of Total e KYC performed
Rp.5	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

9. The Trade Unions Act, 1962 And Regulation, 1941

9.1. Granting Certificate of Registration

9.1.1. Application Submission and Payment

Application Submission and Payment

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Registration and Fill Up e-Form, Documents	
1.	- Ability to select relevant eform (Form A) for Registration for the Governing Act
2.	- Ability to auto populate the details of the Applicant in the relevant e-form
3.	- Ability to allow the user to enter new details or edit existing details
Uniqueness of Trade Union Name	
4.	- Ability to validate the uniqueness of the Trade Union Name entered, if not prompting to edit details.
Supporting Document	
5.	<ul style="list-style-type: none">- Ability to display the list of mandatory documents to be attached based on e-form inputs such as<ul style="list-style-type: none">a. Draft ByeLawsb. List of Office Bearersc. Resolution of General Body Meetingd. Statement of Liability and assetse. Membership & Subscription Registerf. Any Other Document
6.	<ul style="list-style-type: none">- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
7.	<ul style="list-style-type: none">- Ability to save the application at any stage of form / data filling and fill it later
8.	<ul style="list-style-type: none">- Ability to provide Self Declaration about the correctness and completeness of the Application
9.	<ul style="list-style-type: none">- Ability to add new document, provide clarification at any stage of Application processing
10.	<ul style="list-style-type: none">- Ability to capture Aadhaar numbers of the applicant members (seven) of the proposed union

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
11.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
12.	- Ability to auto- calculate the payable fees for the service request
13.	- Ability to display the available payment methods to the Applicant
14.	- Ability to allow online payment through the selected payment method
15.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

9.1.2. Application Review & Document Check

Application Review – Document Check	
Directorate User(Registering Authority) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
	Check the Completeness and Correctness of the Application and Supporting Documents
16.	- Ability to display Notification about Application for Registration to the Directorate User
17.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
18.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
19.	- Ability to allow the Directorate User (DLO) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of free flow text, drop down, text, Combo text, check box etc. as required)
	Document Verification
20.	Case I: Applicant to Resubmit Additional Document or Provide Clarification
21.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
22.	Case II: Mandatory Documents submitted
23.	- Ability to allow the Directorate User (Registering Officer) to forward it to the another Directorate User (DLO)

Annexure: FRS Labour

9.1.3. Verification & Authentication

Verification and Authentication	
Directorate User(DLO) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
e-KYC Validation and Outcome	
24.	- Ability to send Notification (SMS / Email / Portal) to applicant members to attend for member authentication through eKYC .
25.	- Ability to perform the eKYC of applicant members
26.	- Ability to display the results of eKYC Validation
27.	- Ability to allow the Directorate User (DLO) forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

9.1.4. Application Outcome

Application Outcome	
Directorate User(Registering Authority) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
	<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>
	System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.
28.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the New Registration Certification
29.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome to Applicant / Other members / Directorate
30.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the RC
	Case A: Positive e-KYC
31.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
32.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome to Applicant / Other members / Directorate
	Case B: Negative e-KYC

Annexure: FRS Labour

9.1.5. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- District wise Monthly Report on enforcement of Trade Union Act, 1926
Rp.2	- List of Applications submitted for Registration group by Registration Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.3	- List of Application where Documents needs to be resubmitted
Rp.4	- List of Application at various stages of Application Processing by Amendment or Cancellation application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.5	- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

9.2. Amendment / Cancellation of Certification of Registration

9.2.1. Application Submission and Payment

Application Submission and Payment

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Amendment RC or Cancellation of Existing and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-Form for Amendment or Cancellation of Registration for the Governing Act
2.	- Ability to auto populate the details of the Registration details in the relevant e-form
	Case I: Amendment
3.	- Ability to capture nature of the Amendment or the reasons for amendment
4.	- Ability to allow the user to enter new details or edit existing details against the reasons for amendment
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to prompt User to fill mandatory data and upload mandatory documents
	Case II: Cancellation
7.	- Ability to capture the reasons for Cancellation
8.	- Ability to allow applicant to upload supported documents required information
9.	- Ability to prompt User to fill mandatory data and upload mandatory documents
10.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
11.	- Ability to save the application at any stage of form / data filling and fill it later
12.	- Ability to provide Self Declaration about the correctness and completeness of the Application
13.	- Ability to add new document, provide clarification at any stage of Application processing
14.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Online Payment	
15.	- Ability to auto- calculate the payable fees for the service request

Annexure: FRS Labour

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
16.	- Ability to display the available payment methods to the Applicant
17.	- Ability to allow online payment through the selected payment method
18.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS Labour

9.2.2. Application Review

Application Processing – Application Review	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
19.	- Ability to display Notification about Application for Amendment or Cancellation of Registration to the Directorate User
20.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
21.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
22.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
23.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
24.	Case II: Document Check Over
25.	- Ability to allow the Directorate User (Registering Officer) to forward it to the another Directorate User (DLO)

Annexure: FRS Labour

9.2.3. Application Outcome

Application Processing – Application Outcome	
Directorate User (DLO) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
26.	- Ability to display Notification about Application for Amendment or Cancellation of Registration to the Directorate User
27.	- Ability to peruse the application provided by the Directorate User (Receiving Officer) and also provide remarks
	Case A: Application Approved
28.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
29.	- Ability to send Password Hint Template Notification (Email / Portal) for opening the Amended RC or Letter of Cancellation
	Case B: Application Not Approved
30.	- Ability to Generate Rejection Letter and allow the Directorate User to Digitally Sign it
31.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

Annexure: FRS Labour

9.2.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications submitted for Amendment or Cancellation of Registration group by Amendment or Cancellation, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted
Rp.3	<ul style="list-style-type: none">- List of Application at various stages of Application Processing by Amendment or Cancellation application, Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	<ul style="list-style-type: none">- List of Applications with group by Application Outcome (Approved or Rejected), Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

10. Certified Standing Order (Industrial Employment (Standing Orders))Act, 1946

10.1. Certified Standing Order

10.1.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
Selection of Registration and Fill Up e-Form, Documents	
1.	- Ability to select relevant e form (application form for Standing Order) for the Governing Act
2.	- Ability to auto populate the details of the applicant in the relevant e-form
3.	- Ability to allow the user to enter new details or edit existing details (in the form of text. Combo text, check box etc. as required)
4.	- Ability to capture Trade Union details or Representative of Workmen, as applicable
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
7.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
8.	- Ability to allow applicant to upload supported documents, if required
9.	- Ability to save the application at any stage of form / data filling and fill it later
10.	- Ability to provide Self Declaration about the correctness and completeness of the Application
11.	- Ability to add new document, provide clarification at any stage of Application processing
12.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
13.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application and forwards it to (Certifying Officer)

Annexure: FRS Labour

10.1.2. Review, Schedule Date for Hearing

Review, Schedule Date for Hearing	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
14.	- Ability to display Notification about Application for Standing Order to the Directorate User
15.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
16.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
17.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
	Case a: If Trade Union Exists
18.	- Ability to check / validate the trade union details
	Case b: If Trade Union Does Not Exist
19.	- Ability to display the Representative of Workmen entered by Directorate User (DLO)
20.	- Ability to select the workmen representatives
	Schedule Date for Hearing
21.	- Ability to schedule date for hearing on Standing Order
22.	- Ability to revise the date for hearing on Standing Order
23.	- Ability to upload the written submission.
24.	- Ability to generate Notification (SMS/ Email / Portal) to Trade Union or Workmen Representatives to attend hearing, as applicable
25.	- Ability to record the proceedings of the hearing on Standing Order and its outcome

Annexure: FRS Labour

10.1.3. Outcome: Certified Standing Order

Outcome – Certified Standing Order	
Trade Union Representative / Workmen Representative types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System allocates the application to the Relevant Directorate Officials based on Authority to Act and Jurisdiction.	
S No	Functional Requirements
26.	- Ability to decide the Application (Approve or otherwise) with remarks
27.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the Standing Order
28.	- Ability to generate Notification (SMS/ Email / Portal) to Applicant/ Trade Union / Workmen Representatives / Directorate about the Certified Standing Order or otherwise
29.	- Ability to download and print the copy of Certified standing order

Annexure: FRS Labour

10.1.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- District wise Monthly Report on the working of the Industrial Employment (Standing Orders) Act, 1946
Rp.2	- List of Applications submitted for Certified Standing Order group by Registration Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.3	- List of Application where Documents needs to be resubmitted
Rp.4	- List of Application in various stages of processing

Annexure: FRS Labour

10.2. Modification of Certified Standing Order

10.2.1. Application Submission and Payment

Application Submission and Payment	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Registration and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-form (application form for Modification of Standing Order) for the Governing Act
2.	- Ability to auto populate the details of the applicant in the relevant e-form
3.	- Ability to allow the user to enter new details or edit existing details (in the form of text. Combo text, check box etc. as required)
4.	- Ability to capture Trade Union details or Representative of Workmen, as applicable
5.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
6.	- Ability to tag supporting documents provided in previous applications (previous applications made to the Directorate for other service requests), as applicable, in the Portal Account of the Applicant.
7.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
8.	- Ability to allow applicant to upload supported documents, if required
9.	- Ability to save the application at any stage of form / data filling and fill it later
10.	- Ability to provide Self Declaration about the correctness and completeness of the Application
11.	- Ability to add new document, provide clarification at any stage of Application processing
12.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
13.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application and forwards it to (Certifying Officer)

Annexure: FRS Labour

10.2.2. Review & Schedule Date for Hearing

Review, Schedule Date for Hearing	
Directorate User (Certifying Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
14.	- Ability to display Notification about Application for Standing Order to the Directorate User
15.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
16.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
17.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
	Case a: If Trade Union Exists
18.	- Ability to check / validate the trade union details
	Case b: If Trade Union Does Not Exist
19.	- Ability to display the Representative of Workmen entered by Directorate User (DLO)
20.	- Ability to select the workmen representatives
	Schedule Date for Hearing
21.	- Ability to schedule date for hearing on Standing Order
22.	- Ability to revise the date for hearing on Standing Order
23.	- Ability to upload the written submission.
24.	- Ability to generate Notification (SMS/ Email / Portal) to Trade Union or Workmen Representatives to attend hearing, as applicable
25.	- Ability to record the proceedings of the hearing on Standing Order and its outcome

Annexure: FRS Labour

10.2.3. Outcome - Modified Certified Standing Order

Outcome – Certified Standing Order	
Trade Union Representative / Workmen Representative types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
26.	- Ability to decide the Application (Approve or otherwise) with remarks
27.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign the Standing Order
28.	- Ability to generate Notification (SMS/ Email / Portal) to Applicant/ Trade Union / Workmen Representatives / Directorate about the Certified Standing Order or otherwise
29.	- Ability to download and print the copy of Certified standing order

Annexure: FRS Labour

10.2.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications submitted for Modified Certified Standing Order group by Registration Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.2	<ul style="list-style-type: none">- List of Application where Documents needs to be resubmitted

11. Odisha Industrial Establishments (National & Festival) Holidays Act, 1969

11.1. Approval of Holidays

11.1.1. Application Submission

Application Submission

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Registration and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-Form (Form I) for the Governing Act
2.	- Ability to auto populate the details of the applicant in the relevant e-form
3.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
4.	- Ability to auto populate the list of mandatory National holidays
5.	- Ability to display list of tentative (Festival) holidays
6.	- Ability to select / edit / delete date of festival holidays (Non Mandatory)
7.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
8.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application and forwards it to (Inspector)

Annexure: FRS Labour

11.1.2. Application Review

Application Processing – Application Review	
Directorate User(Inspector) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Application Verification	
9.	- Ability to display Notification about Application for approval of holidays to the Directorate User
10.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
11.	- Ability to allow Directorate User to forward it to Trade Union / Employer
Application Verification	
Case a: If Trade Union Exists	
12.	- Ability to generate Notification (SMS/ Email / Portal) to Trade Union for suggestions / objections
Case b: If Trade Union Does Not Exist	
13.	- Ability to generate Notification (SMS/ Email / Portal) to Employer / Workmen Representative to display suggestions / objections on notice board

Annexure: FRS Labour

11.1.3. Validating & Acquiring Suggestions / Objections

Validation & Acquiring Suggestion / Objections	
<u>TRADE UNION EXISTS</u>	
S No	Functional Requirements
Validation and Suggestions (If Trade Union Exists)	
14.	- Ability to display Notification about Application for approval of holidays list
15.	- Ability to respond to notification within a stipulated timeframe
16.	- Ability to populate the list of holidays forwarded by directorate user
17.	- Ability to capture suggestions / objections (In the form of Text)
18.	- Ability to forward the list with suggestions it to the Directorate User
19.	- Ability to generate Notification (SMS/ Email / Portal) to Directorate User for approval of holidays list
Validation and Suggestions (If Trade Union Does Not Exists)	
20.	- Ability to display Notification to Employer about to display in the notice board for suggestions and Objections
21.	- Ability to respond to notification within a stipulated timeframe
22.	- Ability to forward the list with suggestions it to the Directorate User
23.	- Ability to generate Notification (SMS/ Email / Portal) to Directorate User for approval of holidays list

Annexure: FRS Labour

11.1.4. Application Outcome

Application Outcome	
Directorate User (Inspector) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Suggestions and Objections	
24.	- Ability to display Notification sent by Trade Union / Employer to Directorate User for approval of holidays list along with the Suggestions
25.	- Ability to approve the list of holidays and forwards it to the Employer
26.	- Ability to generate Notification (SMS/ Email / Portal) to Directorate User / Trade Union / Employer for downloading the approved list

Annexure: FRS Labour

11.1.5. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Applications submitted for approval of holidays group by Registration Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.

Annexure: FRS Labour

12. State Action Plan

12.1. Voluntary Registration of Migrant Worker

12.1.1. Capture Details of Migrant Workers

Capture Details of Migrant Worker

- Gram Panchayat User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded
- Gram Panchayat User logs on to the Application desktop / laptop / device deployed in the device. System does not Internet Connectivity (works in standalone mode)

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Note 1: Name, Address and Contact details of Odisha Association / Helpdesk in different states / districts are digitized and reside in the system

Note 2: Details of MoU with Destination states are digitized and reside in the system

Migrant Worker details are entered in the System.

System works in Online/ Offline Mode with features to extract data in a structured format and synchronize with central system

S No	Functional Requirements
Capture Personal Details	
1.	Case: Migrant Worker had earlier Registered with the Department @ Gram Panchayat <ul style="list-style-type: none">- Ability to search Migrant Worker details based on search parameters such as Aadhaar Card Number, OBOC No, Bank Details, Mobile number and populate the details in the screen
2.	<ul style="list-style-type: none">- Ability to retrieve Migrant Worker detail using Unique Number provided in the Migrant Worker Card
3.	<ul style="list-style-type: none">- Ability to edit the details of the Migrant Worker auto-populated in the system
	Case: Migrant Worker had not earlier Registered with the Department @ Gram Panchayat
	Capture Personal & Family Details
4.	<ul style="list-style-type: none">- Ability to perform e-KYC of the Migrant Worker (Optional) - (Gram Panchayat has Internet Connectivity)

Annexure: FRS Labour

Capture Details of Migrant Worker	
<ul style="list-style-type: none"> ▪ Gram Panchayat User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded ▪ Gram Panchayat User logs on to the Application desktop / laptop / device deployed in the device. System does not Internet Connectivity (works in standalone mode) 	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: Name, Address and Contact details of Odisha Association / Helpdesk in different states / districts are digitized and reside in the system</u>	
<u>Note 2: Details of MoU with Destination states are digitized and reside in the system</u>	
5.	<ul style="list-style-type: none"> - Ability to capture the Personal & Family details of the Migrant Worker such as <ul style="list-style-type: none"> a. Name, Age / Date of Birth, Sex, Caste, Address(inclusive of Pin Code) b. Name, Age / Date of Birth, Sex of the other members of the family members migrating with the Migrant Worker c. Age / Date of Birth, Sex of the other members of the family members not migrating with the Migrant Worker d. Details of Children within 6 – 14 years of age e. Details of Children within 15 - 18 years of age
6.	<ul style="list-style-type: none"> - Ability to capture the mobile number of Migrant Worker
7.	<ul style="list-style-type: none"> - Ability to capture the Name and mobile number of Next of Kin not Migrating outside Odisha
Capture Identity Proof & Bank Details	
8.	<ul style="list-style-type: none"> - Ability to capture Bank Details (Name of the Bank, Branch, with MICR and IFSC Code) of the Migrant worker
9.	<ul style="list-style-type: none"> - Ability to capture the details Government Issued ID card
10.	<ul style="list-style-type: none"> - Ability to capture the OBOC Card details, if any
11.	<ul style="list-style-type: none"> - Ability to capture the details of MGNREGS Job Card
12.	<ul style="list-style-type: none"> - Ability to capture the period of work under MGNREGS
13.	<ul style="list-style-type: none"> - Ability to capture details of RSBY, BKKY Card details etc.
14.	<ul style="list-style-type: none"> - Ability to perform Authentication of Migrant Worker using Aadhaar based authentication services provided by Third Party Service Providers such as C-DAC or NSDL - (Gram Panchayat has Internet Connectivity)
15.	<ul style="list-style-type: none"> - Ability to scan and upload Aadhaar Card, or any other Government Issued ID Card

Annexure: FRS Labour

12.1.2. Capturing Destination and Migrant Agent Details

Capturing Destination and Migrant Agent Details	
<ul style="list-style-type: none">▪ Gram Panchayat User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded▪ Gram Panchayat User logs on to the Application desktop / laptop / device deployed in the device. System does not Internet Connectivity	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: Name, Address and Contact details of Odisha Association / Helpdesk in different states / districts are digitized and reside in the system</u>	
<u>Note 2: Details of MoU with Destination states are digitized and reside in the system</u>	
Capture details of Destination State / Migration Agent / Employing Agency	
S No	Functional Requirements
	Through Migration Agent / Employer
16.	<ul style="list-style-type: none">– Ability to capture the details of Migration Agent / Employing Agency, if applicable, such as<ol style="list-style-type: none">a. Name, Licence Number & Address with Mobile / Telephone Numberb. Name of the Employer, Address with Mobile / Telephone Numberc. Advance given by the Migration Agent
	Suo Motu
17.	<ul style="list-style-type: none">– Ability to capture the name and mobile number of another Migrant Worker / Relative / Local Resident at Destination Place
18.	<ul style="list-style-type: none">– Ability to capture the Destination State with Address, if applicable
19.	<ul style="list-style-type: none">– Ability to capture the expected date of return of Migrant Worker to Odisha

Annexure: FRS Labour

12.1.3. Generation of Migrant Worker Card

Generation of Migrant Worker Card	
<ul style="list-style-type: none">▪ Gram Panchayat User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded▪ Gram Panchayat User logs on to the Application desktop / laptop / device deployed in the device. System does not Internet Connectivity	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: Name, Address and Contact details of Odisha Association/ Helpdesk in different states / districts are digitized and reside in the system</u>	
<u>Note 2: Details of MoU with Destination states are digitized and reside in the system</u>	
Generate Migrant Worker Card, take print and hand it over to the Migrant Worker	
S No	Functional Requirements
20.	<ul style="list-style-type: none">– Ability to populate the Migrant Worker Card with details such as Name of each Migrant Worker with Age, Sex and Bank Details etc.
21.	<ul style="list-style-type: none">– Ability to auto-populate the Migrant Worker Card in a pre-printed format with Support Information such as:<ol style="list-style-type: none">a. Details of Odisha Association / Helpdesk in different States / Districts such as Name and contact number of key office bearersb. Details of Emergency Contact with Address of the Destination State Labour Officec. Toll Free Number of Shramik Sahayata Helpline(Odisha)
22.	<ul style="list-style-type: none">– Ability to auto-populate the details of schools for Migrant worker children at Odisha District/ Location along with Address and contact number
23.	<ul style="list-style-type: none">– Ability to print the Migrant Worker card in a pre-printed format with a Unique Migrant Worker Card Number
24.	<ul style="list-style-type: none">– Ability to send Notification (SMS /Email / Portal) to the Destination State / District / Location- Odisha Association about the Migrant Worker and in the Mobile of the Migrant Worker, if available

Annexure: FRS Labour

12.1.4. Modify Migrant Worker Contact or Temporary Registration thru SSH

Modify Migrant Worker Contact or Temporary Registration thru SSH	
<p>Shramik Sahayata Helpline Call Executive receives call from the Migrant Worker</p> <p>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</p> <p><u>Note 1: Name, Address and Contact details of Odisha Association / Helpdesk in different states / districts are digitized and reside in the system</u></p> <p><u>Note 2: Details of MoU with Destination states are digitized and reside in the system</u></p>	
<p>Migrant Worker Calls Toll Free Number of Shramik Sahayata Helpline and provides Mobile Number Address Change at the Destination</p>	
S No	Functional Requirements
	Migrant Worker Voluntarily Registered in the System
25.	<ul style="list-style-type: none">— Ability to retrieve Migrant Worker details based on search parameters such as Aadhaar Card Number, OBOC No, Bank Details, Mobile number and populate the details in the screen
26.	<ul style="list-style-type: none">— Ability to add the new mobile number of the Migrant Worker
27.	<ul style="list-style-type: none">— Ability to add the new address of the Migrant Worker
	Migrant Worker not Voluntarily Registered in the System <i>"Migrant worker provides details of another Voluntarily Registered Migrant Worker such as Name, Mobile Number, Agent Details, Unique Migrant Card Number etc."</i>
28.	<ul style="list-style-type: none">— Ability to verify the Reference of another Migrant Worker Voluntarily Registered in the System.
	On Successful Reference
29.	<ul style="list-style-type: none">— Ability to capture the Personal Information of the Migrant Worker along with the members of the family who have migrated with him / her.
30.	<ul style="list-style-type: none">— Ability to capture the details of the members who have not migrated with the Migrant worker
31.	<ul style="list-style-type: none">— Ability to capture the mobile number, address and expected date of return of the Migrant Worker
32.	<ul style="list-style-type: none">— Ability to send OTP to the mobile number of the Migrant Worker

Annexure: FRS Labour

Modify Migrant Worker Contact or Temporary Registration thru SSH

Shramik Sahayata Helpline Call Executive receives call from the Migrant Worker

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Note 1: Name, Address and Contact details of Odisha Association / Helpdesk in different states / districts are digitized and reside in the system

Note 2: Details of MoU with Destination states are digitized and reside in the system

33.	<ul style="list-style-type: none">— Ability to capture the OTP in the system and generate a Temporary Migrant Unique Id and send to the Migrant Worker mobile
34.	<ul style="list-style-type: none">— Ability to send the Emergency Contact Number & Name of the Odisha Association Officer bearers to the mobile number of the Migrant Worker
35.	<ul style="list-style-type: none">— Details of Emergency Contact with Address of the Destination State Labour Offices with which Odisha has signed MoU
36.	<ul style="list-style-type: none">— Ability to send Notification (SMS /Email / Portal) to the <u>Destination State / District / Location- Odisha Association</u> about the Migrant Worker and in the Mobile of the Migrant Worker, if available, with date and time stamp

Annexure: FRS Labour

12.1.5. Recording of Grievance

Recording of Grievance	
<p><u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u></p> <p><u>Note 1: Name, Address and Contact details of Odisha Association/ Helpdesk in different states / districts are digitized and reside in the system</u></p> <p><u>Note 2: Details of MoU with Destination states are digitized and reside in the system</u></p>	
<p>Record the Grievance of the Migrant Worker, if any, on return to Odisha</p> <p>Record Grievance of Migrant Worker, thru Toll Free Number of Shramik Sahayata Helpline</p>	
S No	Functional Requirements
	Identifying Migrant Worker over SSH Toll Free Number
37.	<ul style="list-style-type: none">- Ability to identify the Migrant Worker using parameters such as Name, Mobile Number, Agent Details, Unique Migrant Card Number etc.
	Grievance recording over SSH Toll Free Number or On Return of Migrant Worker to Odisha
38.	<ul style="list-style-type: none">- Ability to capture the grievance of the Migrant Workers in the categories such as<ol style="list-style-type: none">a. Grievance Related to Wagesb. Grievance Related to Medical Facilityc. Grievance Related to Education Facilityd. Grievance Related to Physical Assaulte. Any Other
39.	<ul style="list-style-type: none">- Ability to tag the grievance with the Licence number of the Migrant Agent, if applicable

Annexure: FRS Labour

12.1.6. MIS Report

Voluntary Registration of Migrant Worker	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Migrant Worker Voluntarily Registered in the System group by Gram Panchayat, Sub Division, District
Rp.2	<ul style="list-style-type: none">- List of Migrant Worker Voluntarily Registered in the System migrating with Migration Agent group by Gram Panchayat, Sub Division, District
Rp.3	<ul style="list-style-type: none">- List of Migrant Worker Voluntarily Registered in the System migrating Suo Motu group by Gram Panchayat, Sub Division, District
Rp.4	<ul style="list-style-type: none">- List of Migrant Worker Voluntarily Registered (Temporary)in the System through Shramik Sahayata Helpline Toll Free Number group by Gram Panchayat, Sub Division, District
Rp.5	<ul style="list-style-type: none">- List of Migrant Worker Voluntarily Registered who have provided new Mobile number / address through Shramik Sahayata Helpline Toll Free Number group by Gram Panchayat, Sub Division, District
Rp.6	<ul style="list-style-type: none">- List of e-KYC done at Gram Panchayat group by Gram Panchayat, Sub Division, District
Rp.7	<ul style="list-style-type: none">- List of Migrant Worker Voluntarily Registered who have registered Grievance group by Grievance Type, Migration Agent, Gram Panchayat, Sub Division, District
Rp.8	<ul style="list-style-type: none">- List of Grievance received group by Destination State, District, Agent, if applicable, Employer recorded through Shramik Sahayata Helpline Toll Free Number or Return Visit of the Migrant Worker

Annexure: FRS Labour

12.2. MIS Data of Rescued Migrant Worker

12.2.1. Log Information about Migrant Worker in Distress

Log Information about Migrant Worker in Distress

Shramik Sahayata Helpline Call Executive receives call from the Migrant Worker

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Note 1: Name, Address and Contact details of Odisha Association in different states / districts are digitized and reside in the system

Note 2: Details of MoU with Destination states are digitized and reside in the system

Department gets information about Migrant Worker who is in distress either through Media / Call / Family Member / Friends / Villager / Any other source

S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to capture the name, sex, Address and probable destination state where the Migrant Worker has migrated
Case: Migrant Worker Voluntary Registered @ Directorate	
2.	<ul style="list-style-type: none">– Ability to search Migrant Worker details based on search parameters such as Gram Panchayat, Aadhaar Card Number, OBOC No, Bank Details, Mobile number and populate the details in the screen
3.	<ul style="list-style-type: none">– Ability to capture the name, address and mobile number of the person who provided the information with date and time stamp
Case: Migrant Worker Voluntary Not Registered @ Directorate	
4.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to conduct enquiry about Migrant Worker in the village with date and time stamp
5.	<ul style="list-style-type: none">– Ability to capture the name, address and mobile number of the person who provided the information with date and time stamp

Annexure: FRS Labour

12.2.2. Conduct Enquiry at District Level

Conduct Enquiry at District Level

District Officials (User) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Note 1: Name, Address and Contact details of Odisha Association in different states / districts are digitized and reside in the system

Note 2: Details of MoU with Destination states are digitized and reside in the system

Conduct Enquiry for Missing Migrant Worker (under Distress)

S No	Functional Requirements
6.	<ul style="list-style-type: none">– Ability to assign or reassign District Officials to conduct enquiry about the Missing Migrant Worker with date and time stamp
7.	<ul style="list-style-type: none">– Ability to capture the Enquiry Report in a pre-printed format with date and time stamp
8.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to Directorate Officials about the submission of Enquiry Report with date and time stamp

Annexure: FRS Labour

12.2.3. Establish Communication with Destination State

Establish Communication with Destination State

Directorate Officials (User) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Note 1: Name, Address and Contact details of Odisha Association in different states / districts are digitized and reside in the system

Note 2: Details of MoU with Destination states are digitized and reside in the system

On affirmation in the Enquiry Report about the Migrant Worker has migrated outside Odisha

S No	Functional Requirements
9.	<ul style="list-style-type: none">– Ability to write email to the Destination State Labour Office / Labour Commissioner
10.	<ul style="list-style-type: none">– Ability to write email to the Destination State / District / Location Odisha Association / Helpdesk registered email id(s)
11.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) with details of Missing Migrant Worker to Destination State / District / Location Odisha Association / Helpdesk with date and time stamp
12.	<ul style="list-style-type: none">– Ability to capture the response from the Odisha Association / Helpdesk/ Labour Commissioner with date and time stamp
13.	<ul style="list-style-type: none">– Ability to capture the travel details of the Rescued Migrant Worker

Annexure: FRS Labour

12.2.4. Rescue and Rehabilitate

Rescue and Rehabilitate

District Officials (User) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Note 1: Name, Address and Contact details of Odisha Association / Helpdesk in different states / districts are digitized and reside in the system

Note 2: Details of MoU with Destination states are digitized and reside in the system

S No	Functional Requirements
14.	<ul style="list-style-type: none">— Ability to assign or reassign officer to work to rehabilitate the Rescued Migrant Worker
15.	<ul style="list-style-type: none">— Ability to capture the details of date / time of arrival of Rescued Migrant Worker
16.	<ul style="list-style-type: none">— Ability to capture the Passbook Details of the Rescued Migrant Worker, if available
17.	<ul style="list-style-type: none">— Ability to capture the details of employer / migration agent etc. at the Destination state along with address
18.	<ul style="list-style-type: none">— Ability to capture details to create Migrant Worker Card & Passbook, if migrated through an Agent / Employer
19.	<ul style="list-style-type: none">— Ability to capture whether the Migrant Worker has Aadhaar Card and OBOC Card
20.	<ul style="list-style-type: none">— Ability to capture details of Aadhaar Card, OBOC Card and Bank Account details
21.	<ul style="list-style-type: none">— Ability to recommend Rehabilitation Benefits (one or more) to the Migrant Worker such as<ol style="list-style-type: none">a. Predefined Monetary Reliefb. Linking with Welfare Schemes of Governmentc. Cycled. Predefined amount of Monetary Support to build housee. Any other Rehabilitation Benefits

Annexure: FRS Labour

12.2.5. MIS Reports

MIS Data of Rescued Migrant Worker	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">– List of Migrant Workers for which Information was logged group by Gram Panchayat, Sub Division, District and Destination State/ District
Rp.2	<ul style="list-style-type: none">– List of Voluntary Registered Migrant Workers Voluntary Registered for which Information was logged group by Gram Panchayat, Sub Division, District and Destination State/ District
Rp.3	<ul style="list-style-type: none">– List of Enquiry reports where enquiry report was positive group by Gram Panchayat, Sub Division, District, Official Name, District and Destination State/ District
Rp.4	<ul style="list-style-type: none">– List of Missing Migrant Workers where email / phone calls have been made by Directorate Officials group by Gram Panchayat, Sub Division, District, Official Name, District and Destination State/ District
Rp.5	<ul style="list-style-type: none">– List of Missing Migrant Workers where response has been received by Directorate Officials group by Gram Panchayat, Sub Division, District, Official Name, District and Destination State/ District
Rp.6	<ul style="list-style-type: none">– List of Missing Migrant Workers arriving to Odisha group by date, time, Gram Panchayat, Sub Division, District, Official Name, District and Destination State/ District
Rp.7	<ul style="list-style-type: none">– List of Missing Migrant Workers for whom OBOC Card was recommended to be created group by date, time, Gram Panchayat, Sub Division, District, Official Name, District and Destination State/ District
Rp.8	<ul style="list-style-type: none">– List of Missing Migrant Workers for whom Rehabilitation has been recommended and its details group by date, time, Gram Panchayat, Sub Division, District, Official Name, District and Destination State/ District
Rp.9	<ul style="list-style-type: none">– List of Destination State/ District from where Migrant Workers are rescued group by Value (High – Low)
Rp.10	<ul style="list-style-type: none">– List of Agents / Employers from where Migrant Workers have been rescued group by value (High – Low)

Annexure: FRS Labour

12.3. Rescue of Child Labour & Follow Up Action

12.3.1. Log Information and Communicate with DLMCL

Log Information about Child Labour

Directorate Officials (User) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Department gets information about Child Labour either through Media / Call / Family Member / Friends / Villager / Any other source

S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to capture the name, sex, probable location where the Child Worker is working
2.	<ul style="list-style-type: none">– Ability to capture the name, address and mobile number of the person who provided the information with date and time stamp
3.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to the DLMCL team member with date and time stamp

Annexure: FRS Labour

12.3.2. Rescue and Rehabilitate

Rescue and Rehabilitate	
Child Welfare Committee (User) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1 : System has the list and details of Rehabilitation Center</u>	
S No	Functional Requirements
4.	<ul style="list-style-type: none">– Ability to assign or reassign officer to work rehabilitate the Rescued Migrant Worker
5.	<ul style="list-style-type: none">– Ability to capture the name and other details of the Erring Employer and the business type (such as Brick Kiln, Hotels / Factories etc.)
6.	<ul style="list-style-type: none">– Ability to capture the Aadhaar details of Erring Employer, if available
7.	<ul style="list-style-type: none">– Ability to capture the Name, Date of Birth / Aadhaar details of the Rescued Child Worker
8.	<ul style="list-style-type: none">– Ability to capture the Address, Parents name, Next of Kin name, mobile number of rescued Child Worker
9.	<ul style="list-style-type: none">– Ability to capture the Rehabilitation Plan of the Rescued Child Worker such as<ol style="list-style-type: none">a. Sent back to Parentsb. Sent to Rehabilitation Centerc. Any Other Plan
10.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) to the Directorate Officials about the Rescue of Child Worker with date and time stamp

Annexure: FRS Labour

12.3.3. Initiate Prosecution

Initiate Prosecution	
DLMCL (User) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Initiate Prosecution against the Erring Employer	
S No	Functional Requirements
11.	<ul style="list-style-type: none">— Ability to capture the details of Prosecution Case details with Police / Labour department, as applicable, such as<ul style="list-style-type: none">a. FIR Number and Police Station Nameb. Labour Case Number with Office Name
12.	<ul style="list-style-type: none">— Ability to send Notifications (SMS / Email / Portal) to Directorate Officials with details of Prosecution case
13.	<ul style="list-style-type: none">— Ability to capture the details of outcome of the Prosecution Case
14.	<ul style="list-style-type: none">— Ability to capture the details of imposed penalty and the outcome from Court / Quasi Court / Labour Office
15.	<ul style="list-style-type: none">— Ability to date and time stamp the details of Fine imposed, collected, punishment etc.
16.	<ul style="list-style-type: none">— Ability to send Notifications (SMS / Email / Portal) to Directorate Officials with details of case and outcome with date

Annexure: FRS Labour

12.3.4. MIS Reports

Rescue of Child Labour and Follow Up Actions	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">– List of Child Workers for which Information was logged group by Gram Panchayat, Sub Division, District
Rp.2	<ul style="list-style-type: none">– List of Rescued Child Workers for which Information was logged group by Gram Panchayat, Sub Division, District and Erring Employers and their business type (such as Brick Kiln, Hotels / Factories etc.)
Rp.3	<ul style="list-style-type: none">– List of Rescued Child Worker who have been rehabilitated group by Rehabilitation Type (Sent to Parents / Sent to Rehabilitation Centers etc.)
Rp.4	<ul style="list-style-type: none">– List of District / Sub Division/ Block / Erring Employer and business type (such as Brick Kiln, Hotels / Factories etc.) from where Rescued Child Workers are rescued group by Value (High – Low)
Rp.5	<ul style="list-style-type: none">– List of Erring Employers with Business Type (such as Brick Kiln, Hotels / Factories etc.) group by Gram Panchayat, Sub Division, District
Rp.6	<ul style="list-style-type: none">– List of Rescued Child Worker group by Gram Panchayat, Sub Division, District
Rp.7	<ul style="list-style-type: none">– List of Prosecution in different stages group Gram Panchayat, Sub Division, District and Erring Employers and their Business Type
Rp.8	<ul style="list-style-type: none">– List of Prosecution where fine / penalty has been recovered group by Gram Panchayat, Sub Division, District and Erring Employers and their Business Type
Rp.9	<ul style="list-style-type: none">– List of Prosecution where fine / penalty could not be recovered group by Gram Panchayat, Sub Division, District and Erring Employers and their Business Type

13. Inspection

13.1. Uploading of Inspection Report & Online Approval of Draft Prosecution Reports

13.1.1. Schedule Inspection

13.1.1.1. CICG Schedule or Composite Inspection Scheme

CICG Schedule or Composite Inspection Scheme

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note: Registration / Licence documents have been digitized and the details reside in the system

Inspection Schedule under CICG or Composite Inspection Scheme

S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to interface with CIF System to exchange data (bi-directional) about the ‘Inspections scheduled by CIF’ or Inspection Scheduled by Labour Directorate
2.	<ul style="list-style-type: none">– Ability to populate the Inspection Scheduled by CIF under CICG schedule
Inspection Scheduling by Directorate Officials	
3.	<ul style="list-style-type: none">– Ability to display the “Establishments” not inspected by CIF
4.	<ul style="list-style-type: none">– Ability to schedule inspection of Establishment not inspected by CICG
5.	<ul style="list-style-type: none">– Ability to schedule Inspection under Composite Inspection Scheme of ‘Establishments’
6.	<ul style="list-style-type: none">– Ability to capture the reason and the Inspection Schedule & Time
7.	<ul style="list-style-type: none">– Ability to schedule the Inspection based on availability of Inspecting Officials on the date and time with no conflict with previous Inspection scheduled timelines
8.	<ul style="list-style-type: none">– Ability to identify any specific Inspecting Official and assign to the Inspection Process or remove from Inspection Process
9.	<ul style="list-style-type: none">– Ability to form a Inspecting Team (with contact details) to carry out specified Inspection

Annexure: FRS Labour

CICG Schedule or Composite Inspection Scheme	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System</u>	
	<u>Note: Registration / Licence documents have been digitized and the details reside in the system</u>
	Inspection Scheduling by System
10.	<ul style="list-style-type: none">— Ability to generate Inspection Schedule based on predefined parameters such as<ul style="list-style-type: none">a. Category of Establishment such as registered under Various Acts governed by the Labour Directorateb. Inspection already completedc. Any other parameter(s)
11.	<ul style="list-style-type: none">— Ability to schedule the Inspection based on availability of Inspecting Officials on the date and time with no conflict with previous Inspection scheduled timelines

Annexure: FRS Labour

13.1.1.2. Inspection Schedule on Complaint

Schedule Inspection on Complains	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System</u>	
<u>Note: Registration / Licence documents have been digitized and the details reside in the system</u>	
S No	Functional Requirements
Inspection Scheduling by Directorate Officials	
1.	<ul style="list-style-type: none">– Ability to schedule inspection of Establishment on amongst others for the Complaints received
2.	<ul style="list-style-type: none">– Ability to capture the reason and the Inspection Schedule & Time
3.	<ul style="list-style-type: none">– Ability to schedule the Inspection based on availability of Inspecting Officials on the date and time with no conflict with previous Inspection scheduled timelines
4.	<ul style="list-style-type: none">– Ability to identify any specific Inspecting Official and assign to the Inspection Process or remove from Inspection Process
5.	<ul style="list-style-type: none">– Ability to form a Inspecting Team (with contact details) to carry out specified Inspection

Annexure: FRS Labour

13.1.2. Notification to Inspecting Officials

Notification to Inspecting Officials

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Note: Registration / Licence documents have been digitized and the details reside in the system

Inspection Officials details such as jurisdiction, contact details reside in the system

Notification to Inspecting Officials about the Inspection Schedule

S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to relevant Inspecting Officials based on Jurisdiction & Authority about the Inspection Schedule
2.	<ul style="list-style-type: none">– Ability send Notification to the identified Inspection Officials / Others who have been assigned to the Inspection Process
3.	<ul style="list-style-type: none">– Ability to date and time stamp the Notification

Annexure: FRS Labour

13.1.3. Inspection Process & Composite Inspection Report

Inspection Process & Composite Inspection Report	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System</u>	
<u><i>Note: Registration / Licence documents have been digitized and the details reside in the system</i></u>	
<u><i>Note: System has details of Establishment such as name of the proprietor / competent manager, address etc.</i></u>	
S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to capture the details of the Inspecting Officials based on login credentials along with geo tags
2.	<ul style="list-style-type: none">– Ability to auto- populate the details of the Establishment where Inspection would be carried out
3.	<ul style="list-style-type: none">– Ability to auto-populate the Acts under which the Establishment has Registered or obtained Licence the details thereof
4.	<ul style="list-style-type: none">– Ability to auto - populate the date on which previous Inspection was carried out
5.	<ul style="list-style-type: none">– Ability to auto-populate / capture the name / address of Occupier / Manager person responsible for the supervision of the Establishment
6.	<ul style="list-style-type: none">– Ability to generate a Composite Inspection Format (clear elicitation of mandatory fields under each Act along with other fields) where data and remarks would be captured
7.	<ul style="list-style-type: none">– Ability to capture data as per the Composite Inspection Format in the form of drop down, check box, combo.text, image box and remarks box etc.
8.	<ul style="list-style-type: none">– Ability to auto – populate / capture the number of workers employed in the Establishment as Regular Worker(male/ female), Temporary(male/ female), Contract Labour (male and female) under categories such as Unskilled, Semi-Skilled, Skilled, Highly Skilled and Supervisors
9.	<ul style="list-style-type: none">– Ability to capture the rate of wages paid to the workers employed in the Establishment as Regular Worker(male/ female), Temporary(male/ female), Contract Labour (male and female) under categories such as Unskilled, Semi-Skilled, Skilled, Highly Skilled and Supervisors
10.	<ul style="list-style-type: none">– Ability to capture narrative in the form of free flow text for any parameter of in the

Annexure: FRS Labour

Inspection Process & Composite Inspection Report	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System</u>	
<u>Note: Registration / Licence documents have been digitized and the details reside in the system</u>	
<u>Note: System has details of Establishment such as name of the proprietor / competent manager, address etc.</u>	
	Composite Inspection Format
11.	<ul style="list-style-type: none">– Ability to record violations and non-compliances, take pictures of violations and non-compliances (time and geo tagged), and write remarks against such violations & non-compliances, as applicable under the various acts
12.	<ul style="list-style-type: none">– Ability to prompt to fill in data as per mandatory fields in the Composite Inspection Format
13.	<ul style="list-style-type: none">– Ability to save the application at any stage of form / data filling and fill it later
14.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
15.	<ul style="list-style-type: none">– Ability to generate Inspection Report with details of Violations and Non-Compliance under different acts governed by the Labour Directorate
16.	<ul style="list-style-type: none">– Ability to attach the Violations and Non-Compliances with relevant (time and geo tagged)
17.	<ul style="list-style-type: none">– Ability to scan and attach any other documents, if required
18.	<ul style="list-style-type: none">– Ability to capture the “Dateline” to submit “Compliance Report by the Establishment User”
19.	<ul style="list-style-type: none">– Ability to Digitally Sign 2D Bar Coded Inspection Report having details of Violations and Non-Compliance grouped under different Acts
20.	<ul style="list-style-type: none">– Ability to send Notification(SMS / Email/ Portal) to the Directorate Official and to Establishment User to download the Inspection Report with details of Violations and Non-Compliance
21.	<ul style="list-style-type: none">– Ability to allow the Inspecting official to edit within predefined time hours of submission the Inspection Report and resubmit as new version
22.	<ul style="list-style-type: none">– Ability to make the latest submission as the relevant and final Inspection Report

Annexure: FRS Labour

13.1.4. Compliance, Submission of Compliance Report; Show Cause & Prosecution Report

13.1.4.1. Download Composite Inspection Report

Download Composite Inspection Report	
Establishment Owner / Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded <u>Enters Login / Password and Captcha and logs in to the System</u>	
Notification about the Composite Inspection Report	
S No	Functional Requirements
	Download Inspection Report
1.	<ul style="list-style-type: none">– Ability to view and download the Composite Inspection Report with details of Violations and Non-Compliance
2.	<ul style="list-style-type: none">– Ability to notify the Directorate Official that Composite Inspection Report with details of Violations and Non-Compliance has been viewed or downloaded by the Factory Owner

Annexure: FRS Labour

13.1.4.2. Submission of Compliance within Date Line

Compliance Report Submission	
Establishment Owner / Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded <u>Enters Login / Password and Captcha and logs in to the System</u>	
S No	Functional Requirements
	Compliance Report Submission
	Establishment User
1.	<ul style="list-style-type: none">— Ability to allow the User to seek extension of time for submission of Compliance Report, along with ability to capture reasons for such extension and to attach supporting document(s), as required
2.	<ul style="list-style-type: none">— Ability to send Notification (SMS/ Email / Portal) for such extension seeking time along with date and time stamp
	Directorate User
3.	<ul style="list-style-type: none">— Ability to allow the User to allow / partially allow/ reject the request for extension of time for submission of Compliance Report
4.	<ul style="list-style-type: none">— Ability to send Notification (SMS/ Email / Portal) about the outcome of request for extension seeking time for submission of Compliance Report along with date and time stamp
	Establishment User
5.	<ul style="list-style-type: none">— Ability to allow Establishment User to upload Compliance action / report against each Violation and Non Compliance item along with Remarks
6.	<ul style="list-style-type: none">— Ability to upload for each Compliance action against each Violation and Non Compliance item within each Act, as applicable
7.	<ul style="list-style-type: none">— Ability to prompt Establishment User to provide action each Violation & Non-Compliance Item
8.	<ul style="list-style-type: none">— Ability to save the application at any stage of form / data filling and fill it later
9.	<ul style="list-style-type: none">— Ability to perform Aadhaar based Authentication provided by CCA Emppaneled e Sign Providers such as NSDL or C-DAC or others

Annexure: FRS Labour

Compliance Report Submission	
Establishment Owner / Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded <u>Enters Login / Password and Captcha and logs in to the System</u>	
10.	<ul style="list-style-type: none">– Ability to generate Compliance Report with Images and Remarks against each Violation and Non-Compliance item
11.	<ul style="list-style-type: none">– Ability to e-Sign / Digitally Sign the Compliance Report and submit it with date and time stamp
12.	<ul style="list-style-type: none">– Ability to send a copy of the Compliance Report to the Directorate User / Establishment User(Email / Portal) along with Date and Time Stamp
13.	<ul style="list-style-type: none">– Ability to send Notification(SMS/ Email / Portal) to Directorate Officials and Authorized Establishment User about submission of Compliance Report with Date and Time stamp
Directorate User	
14.	<ul style="list-style-type: none">– Ability to peruse / review the Compliance Report by the Directorate User
15.	<ul style="list-style-type: none">– Ability to approve / partially / reject the Compliance Report submitted by the Establishment User along with assigning reason for the same
16.	<ul style="list-style-type: none">– Ability to prepare Draft Prosecution Report / Claims(if applicable) for the violations under the various Acts

Annexure: FRS Labour

13.1.4.3. Non Submission of Compliance Report within Date Line

Non Submission of Compliance Report within Date Line	
Establishment Owner / Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded <u>Enters Login / Password and Captcha and logs in to the System</u>	
S No	Functional Requirements
	Upload Compliance Action, Dateline; Show Cause & Revised Date line
1.	<ul style="list-style-type: none">– Ability to send reminders (SMS/ Email / Portal) to upload Compliance Report to the Establishment User before Dateline in a predefined frequency
	Compliance Report not submitted within Date Line & Issuance of Show Cause
2.	<ul style="list-style-type: none">– Ability to prompt the Directorate User about non submission of Compliance Report
3.	<ul style="list-style-type: none">– Ability to allow Directorate User to Issue 2D Bar Coded Digitally Signed Show Cause to the Establishment User with Revised Date Line to submit Compliance Report
4.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to the Establishment User about Issuance of Show Cause along with Date & Time Stamp
5.	<ul style="list-style-type: none">– Ability to send reminders (SMS/ Email / Portal) to upload Compliance Report to the Establishment User before Revised Dateline as per Show Cause in a predefined frequency
	Establishment User
6.	<ul style="list-style-type: none">– Ability to allow the User to seek extension of Revised timeline for submission of Compliance Report, along with ability to capture reasons for such extension and to attach supporting document(s), as required
7.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) for such extension seeking time along with date and time stamp
	Directorate User
8.	<ul style="list-style-type: none">– Ability to allow the User to allow / partially allow/ reject the request for extension of time for submission of Compliance Report
9.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) about the outcome of request

Annexure: FRS Labour

Non Submission of Compliance Report within Date Line	
Establishment Owner / Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded <u>Enters Login / Password and Captcha and logs in to the System</u>	
	for extension seeking time for submission of Compliance Report along with date and time stamp
	Establishment User
	Compliance Report submitted within Revised Date Line & Issuance of Show Cause
10.	– Ability to send Notification (SMS / Email / Portal) about the submission of Compliance Report along with date and time stamp

Annexure: FRS Labour

13.1.4.4. Online Claims Preparation

Online Claims Preparation	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded <u>Enters Login / Password and Captcha and logs in to the System</u>	
<i>For Violation in Minimum Wages Act,1948 ; Payment of Wages Act, 1936 and Equal Remuneration Act, 1976</i>	
S No	Functional Requirements
	Non Submission of Compliance Report within as per Show Cause Revised Date Time
	Violations under the Acts on which Claims have to initiated
1.	<ul style="list-style-type: none">– Ability to allow the Users to prepare Claims for violations – non compliances detected in the Acts where there is provisions for Claims initiation
2.	<ul style="list-style-type: none">– Ability to save / edit and fill the claims preparation and fill it up later
3.	<ul style="list-style-type: none">– Ability to generate Digitally Signed 2D Bar Coded Claims File(s) under each Act in which violations have been identified with the relevant details
4.	<ul style="list-style-type: none">– Ability to save / print the Digitally Signed 2D Bar Coded Claims File(s)
5.	<ul style="list-style-type: none">– Ability to capture the date on which the Claims is initiated against the violating Establishment
6.	<ul style="list-style-type: none">– Ability to capture the amount received by the Workmen against the Claims for violation under different Acts along with date and time stamp

Annexure: FRS Labour

13.1.4.5. Online Approval of Draft Prosecution Report

Generation and Approval of Draft Approval Report	
Directorate User (Inspecting and / Or Approving) User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded <u>Enters Login / Password and Captcha and logs in to the System</u>	
S No	Functional Requirements
	Non Submission of Compliance Report within as per Show Cause Revised Date Time
1.	Generate Draft Prosecution Report
2.	<ul style="list-style-type: none">– Ability to prompt the Directorate User about Non Submission of Compliance Report within Revised Date Line as per Show Cause (Date Line)
3.	<ul style="list-style-type: none">– Ability to allow Directorate User to generate separate Draft Prosecution Report(s) under different Acts in prescribed(s) format for approval of the Approving Authority
4.	<ul style="list-style-type: none">– Ability to auto populate the Establishment Details in the Draft Prosecution Report
5.	<ul style="list-style-type: none">– Ability to save/ edit the Draft Prosecution Report before Submission to Approving Authority
	Approval of Draft Prosecution Report
6.	<ul style="list-style-type: none">– Ability to send Notification to the Approving Authority about Submission of Draft Prosecution Report
7.	<ul style="list-style-type: none">– Ability to allow the Approving Authority to seek clarification from the Directorate User about the Draft Prosecution Report
8.	<ul style="list-style-type: none">– Ability to edit the Draft Prosecution Report, if required and approve the Draft Prosecution Report by the Approving Authority
9.	<ul style="list-style-type: none">– Ability to send Notification to the Directorate User about the Approval of Draft Prosecution Report
10.	<ul style="list-style-type: none">– Ability to generate Digitally Signed 2D Bar Coded Prosecution Report for Prosecution
11.	<ul style="list-style-type: none">– Ability to save, print the Prosecution Report

Annexure: FRS Labour

Generation and Approval of Draft Approval Report

Directorate User (Inspecting and / Or Approving) User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded
Enters Login / Password and Captcha and logs in to the System

12.

– Ability to allow the capture of Date of Filing of Prosecution against Establishment

Annexure: FRS Labour

13.1.5. MIS Reports

Uploading of Inspection Report by the Inspection & Online Approval of Draft Prosecution Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- District wise Monthly Report on Inspections under various labour Laws
Rp.2	<ul style="list-style-type: none">- Dashboard of Inspection on parameters such as CICG / CIF and Complaints with respective dates of Inspection
Rp.3	<ul style="list-style-type: none">- Detail Schedule of Inspections with their current stage, name of the Establishment details, Group by Governing Act
Rp.4	<ul style="list-style-type: none">- List of Establishment where Inspections are scheduled group by Directorate Jurisdiction, Directorate Officer, Inspection Type etc.
Rp.5	<ul style="list-style-type: none">- List of Establishment where Inspections are under different stages group by Directorate Jurisdiction, Directorate Officer, Inspection Type etc.
Rp.6	<ul style="list-style-type: none">- List of Establishment where Inspection Reports have been submitted group by Directorate Jurisdiction, Directorate Officer, Inspection Type etc.
Rp.7	<ul style="list-style-type: none">- List of Establishment where Compliance Reports have been submitted group by Directorate Jurisdiction, Directorate Officer, Inspection Type etc.
Rp.8	<ul style="list-style-type: none">- List of Establishment where Compliance Reports have not been submitted along with Dateline group by Directorate Jurisdiction, Directorate Officer Inspection Type etc.
Rp.9	<ul style="list-style-type: none">- List of Establishment where Revised Date line has been requested for Submission of Compliance Report , along with the Outcome(allowed / partially allowed/ rejected) with Dateline group by Directorate Jurisdiction, Directorate Officer Inspection Type etc.
Rp.10	<ul style="list-style-type: none">- List of Establishment against whom Show Cause has been issued group by Directorate Jurisdiction, Directorate Officer, Inspection Type etc.
Rp.11	<ul style="list-style-type: none">- List of Establishment where Revised Date line has been requested for Submission of Compliance Report after Show Cause , along with the Outcome(allowed / partially allowed/ rejected) with Dateline group by Directorate Jurisdiction, Directorate Officer Inspection Type etc.
Rp.12	<ul style="list-style-type: none">- List of Establishment against whom Draft Prosecution Report has been prepared or pending group by Directorate Jurisdiction, Directorate Officer, Inspection Type etc.

Annexure: FRS Labour

Uploading of Inspection Report by the Inspection & Online Approval of Draft Prosecution Reports	
Illustrative List of MIS reports (Not Exhaustive)	
Rp.13	- List of Establishment against whom Draft Prosecution Report has been approved or pending approval group by Directorate Jurisdiction, Directorate Officer, Inspection Type etc.
Rp.14	- List of Establishment against whom Prosecution Report has been submitted for approval group by Directorate Jurisdiction, Directorate Officer, Inspection Type etc.
Rp.15	- List of Establishments against whom Prosecution has been filed along with the date
Rp.16	- List of Establishment against whom Claims (with claims amount) has been prepared under different Acts group by Directorate Jurisdiction, Directorate Officer, Inspection Type etc.
Rp.17	- List of Establishment against whom Claims (with claims amount) has been initiated group by Directorate Jurisdiction, Directorate Officer, Inspection Type, Act etc.
Rp.18	- List of Establishments against whom Claims amount has been recovered along with the date group by Directorate Jurisdiction, Directorate Officer, Inspection Type, Act etc.

Annexure: FRS Labour

13.2. Miscellaneous Monthly Returns/ Reports

The following reports shall be prepared and submitted to the Labour Directorate on monthly basis by DLCs/ DLOs/ ALOs of respective district as per the prescribed format.

S No	Monthly Returns/ Reports
Rp.1	Monthly Report on Prosecutions under various labour Laws
Rp.2	Monthly Progress Report on the implementation of Beedi and Cigar Workers (Condition of Employment) Act, 1966 Issue of Identify Cards to the workers
Rp.3	Monthly statement showing the position of inspection, prosecution and claim petitions filed on the administration of the Payment of Wages Act, 1936
Rp.4	Monthly Report on the enforcement of M.W. Act 1948
Rp.5	Monthly Return on complaint for the month
Rp.6	Monthly Return of E.C. Cases for the month
Rp.7	Return of claim cases under payment of gratuity act for the month
Rp.8	Return on claim cases under minimum wages act for the month
Rp.9	Monthly Return on the State of Industrial Relations for the month
Rp.10	Monthly Return on Retrenchment, Lay-off and Closure for the month
Rp.11	Monthly Report on violence for the month or a date range
Rp.12	Status Report on implementation of the notification prohibition of employment on children as on domestic servants on Dhabas, Road side Eatores, Restaurants, Motels etc. W.E.F
Rp.13	District wise Monthly report on the working of the Industrial dispute

Annexure: FRS Labour

13.2.1. Returns/ Reports Fill-up and Submission

Returns/ Reports Fill-up and Submission	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded.	
S No	Functional Requirements
Selection of Returns/ Reports, Fill-up and Submission	
1.	- Ability to select relevant Returns/ Reports for the Governing Act
2.	- Ability to select month and year
3.	- Ability to auto populate the existing details in the relevant Returns/ Reports
4.	- Ability to allow the user to enter new details (in the form of text, Combo text, check box etc. as required)
5.	- Ability to save the application at any stage of form / data filling and fill it later
6.	- Ability to submit the Returns/ Reports to the Directorate office.
7.	- Ability to generate Notification through Portal for successful submission of Returns/ Reports and forwards it to the Directorate office.

Annexure: FRS Labour

13.2.2. MIS Reports

Monthly Returns/ Report	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Reports
Rp.1	- District wise for submission and non-submission of Monthly Returns/ Reports
Rp.2	- District wise yearly consolidated report for submission and non-submission Returns/ Reports
Rp.3	- Any Other User Defined Report

Annexure: FRS Labour

14. Self-Certification and Voluntary Compliance Scheme

14.1. Self- Certification under Orissa Shops & Commercial Establishments Rules 1958

14.1.1. Application Submission

Application Submission	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Selection of Registration and Fill Up e-Form, Documents	
1.	- Ability to select relevant e-Form (Form 15) of the Governing Rule for the ensuing calendar year
2.	- Ability to auto populate the details of the applicant in the relevant e-form
3.	- Ability to auto populate the Registration Number, Name and Address of the Establishment
4.	- Ability to display list of Number of Employees Employed
5.	- Ability to allow the user to enter new details or edit existing details (in the form of text, Combo text, check box etc. as required)
6.	- Ability to save the application at any stage of form / data filling and fill it later
7.	- Ability to submit the application before a specified (31 st December) of each year
8.	- Ability to provide Self Declaration about the correctness and completeness of the Application
9.	- Ability to add new document, provide clarification at any stage of Application processing
10.	- Ability to perform Aadhar based Authentication (for both Manager and Occupier) provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Application Submission & Tracking Number	
11.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with Time stamp of Application Submission
12.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application to the Directorate Jurisdiction Office

Annexure: FRS Labour

14.1.2. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
13.	- Ability to display Notification about Application for review to the Directorate User
14.	- Ability to allow the Directorate User to review the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
15.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

14.1.3. Application Outcome

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
16.	- Ability to display Notification about Application for Review to the Directorate User
17.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
Document Verification	
Case I: Applicant to Resubmit Additional Document or Provide Clarification	
18.	- Ability to send Notification to the Applicant to submit Additional Document or provide

Annexure: FRS Labour

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
	clarification, as required
Case II: Document Check Over	
19.	- Ability to approve or reject the application with remarks for such decision
Case A: Application Approved	
20.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
Case B: Application Not Approved	
21.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

14.1.4. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Application/Undertakings Self Certification undertaking with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.2	- List of Application/Undertakings where clarification/ additional document was requested
Rp.3	- List of successful and unsuccessful under Self Certification undertaking group by Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- Any Other User Defined Report

Annexure: FRS Labour

14.2. Self-Certification for establishment registered under Start-Up Odisha Policy 2016.

Government of Odisha introduces Self Certification Scheme for the purpose of exemption from inspection under 4 Labour Acts. For Establishment registered under Odisha Startup Policy.

14.2.1. Self-Certification Checklist for The Building And Other Construction Workers' (RE&CS), 1996 And Orissa Rules 2002

14.2.2. Application Submission

Application Submission

Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Selection of Registration and Fill Up e-Form, Documents	
1.	- Ability to auto populate the details of the applicant in the relevant e-form
2.	- Ability to enter the Registration Number of the Establishment registered under Odisha Startup Policy
3.	- Ability to attach relevant supporting documents related to registration of Establishment under Odisha Startup Policy
4.	- Ability to select the following e-Forms (in single or multiple option) a. Building & Other Construction Workers (RE&CS) Act, 1996 b. The Payment Of Gratuity Act, 1972 c. The Inter-State Migrant Workmen (RE&CS) Act, 1979 d. The Contract Labour (Regulation And Abolition) Act, 1970
5.	- Ability to enter the details in the relevant e-Forms of the concerned Act (in the form of text. Combo text, check box etc. as required)
6.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
7.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
8.	- Ability to save the application at any stage and submit the application for verification
9.	- Ability to provide Self Declaration about the correctness and completeness of the Application

Annexure: FRS Labour

Application Submission	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
10.	- Ability to add new document, provide clarification at any stage of Application processing
11.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e-Sign Service Providers such as NSDL or C-DAC or others
Application Submission & Tracking Number	
12.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with Time stamp of Application Submission
13.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application to the Directorate Jurisdiction Office

14.2.3. Application Review

Application Processing – Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
14.	- Ability to display Notification about Application for Review to the Directorate User
15.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
16.	- Ability to allow the Directorate User to review the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
17.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS Labour

14.2.4. Application Outcome

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
18.	- Ability to display Notification about Application for Review to the Directorate User
19.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
20.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
21.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
22.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome
	Case B: Application Not Approved
23.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome

14.2.5. MIS Reports

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Application for enrollment with Self Certification Scheme with Directorate

Annexure: FRS Labour

MIS Reports	
Illustrative List of MIS reports (Not Exhaustive)	
	Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.2	- List of Application for enrollment where clarification/ additional document was requested
Rp.3	- List of Successful and unsuccessful application for enrollment under Self Certification Scheme group by Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- Any Other User Defined Report

Annexure: FRS Labour

14.3. Enrolment under Voluntary Compliance Scheme for Industries & Commercial Establishments.

The Voluntary Compliance Scheme has been introduced to simplify the process of implementation of Labour Laws in Industries and Commercial Establishment except hazardous factories/ establishments.

14.1.1. Application to join under Voluntary Compliance Scheme

Application to join under Voluntary Compliance Scheme	
S No	Functional Requirements
1.	- Ability to select relevant e-form (Form I) to join Voluntary Compliance Scheme
2.	- Ability to auto-populate the application form including Details of the Establishment, Name, Address and Contact Detail of the Employer
3.	- Ability to choose type of ownership from the below list a. Proprietary b. Partnership c. Company
4.	- Ability to fill remaining fields of the application (in the form of text, Combo text, check box etc. as required)
5.	- Ability to attach the Affidavit (by the Owner / Occupier / Manager on a Non judicial Stamp Paper) as per Form II.
6.	- Ability to display the list of mandatory documents to be attached based on e-form inputs
7.	- Ability to perform validation on e-form such that mandatory fields and logical field gets validated
8.	- Ability to save the application at any stage and submit the application for verification
9.	- Ability to provide Digitally Signed Self Declaration about the correctness and completeness of the Application
10.	- Ability to facilitate online help on type of applicant to provide Digitally Signed Self Declaration based on type of ownership

Annexure: FRS Labour

Application to join under Voluntary Compliance Scheme	
Application Submission & Tracking Number	
11.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with Time stamp of Application Submission
12.	- Ability to send Notification to the Directorate Official about successful submission of application along with Time stamp of Application Submission
Option for Quitting the Scheme	
13.	- Ability to quit the scheme by the occupier at any time by giving pre-decided Cut-Off timeline from the date of opting to quit
14.	<ul style="list-style-type: none"> - Ability to put the status of the applicant as suspended till completion of Inspection process/ investigation of a complaint (if any) and compliance of report satisfactorily. - In this scenario, ability to prevent the applicant to quit from the scheme

14.1.2. Application Review

Application Processing – Application Review	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	Functional Requirements
15.	<ul style="list-style-type: none"> - Ability to provide the time period of max 30 days for Application Review from the date of application submission
16.	<ul style="list-style-type: none"> - Ability to send Notification (SMS/ Email/ Portal) to the Designated Official for review of Application
17.	<ul style="list-style-type: none"> - Ability to peruse the documents attached and submitted with the application
18.	<ul style="list-style-type: none"> - Ability to provide comments on the completeness or otherwise of the documents
19.	<ul style="list-style-type: none"> - Ability to send Notification (SMS/ Email/ Portal) to Applicant to submit additional document or provide clarification on the document submitted with date and time stamp

Annexure: FRS Labour

Application Processing – Application Review	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
20.	<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u> – Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

14.3.1. Application Outcome

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
21.	- Ability to display Notification about Application for Review to the Directorate User
22.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
23.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
24.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application Approved
25.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome of joining the Voluntary Compliance Scheme
	Case B: Application Not Approved
26.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome of

Annexure: FRS Labour

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
	joining the Voluntary Compliance Scheme

14.3.2. MIS Report

Portal Sign Up	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Application for enrollment of joining under Voluntary Compliance Scheme with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.2	<ul style="list-style-type: none">- List of Application submitted for joining where clarification/ additional document was requested
Rp.3	<ul style="list-style-type: none">- List of Successful and unsuccessful application joining under Voluntary Compliance Scheme group by Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	<ul style="list-style-type: none">- List of Application of the Voluntary Compliance Scheme quit the scheme group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.5	<ul style="list-style-type: none">- List of Application in the suspended status group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.6	<ul style="list-style-type: none">- Any Other User Defined Report

14.1.3. Filling of Combined Annual Return

Form Fill Up and Submission

Annexure: FRS Labour

After joining the Voluntary Compliance Scheme authorized user allow to submit the Combined Annual Return.

Authorized User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note1: Registration / Licence documents have been digitized and the details reside in the system.

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

System allows Authorized User to fill Combined Annual Return and Submit to Directorate

S No	Functional Requirements
27.	- Ability to send Reminders / Notifications (SMS/ Email / Portal) to submit the Combined Annual Return from a certain date (1 st Feb of the succeeding year) in a pre-defined frequency before a pre-decided Cut-Off Date (15 days extra) for such submission
28.	- Ability to auto-populate the Establishment details (non-editable) such as Name, Address, Date of Commencement, Authorized Occupier or Manager etc. in relevant e-Form (Currently - Form III)
29.	- Ability to auto-populate the Registration Number, Industrial Classification of the Factory (non- editable) in e-Form(Currently - Form III)
30.	- Ability to fill remaining fields of the e-Form (Currently - Form III) with system prompting for filling the mandatory fields
31.	- Ability to prompt the Applicant to fill mandatory fields in the e-Form (Currently - Form III)
32.	- Ability to Digitally Sign the e-Form (Currently - Form III) once all the mandatory fields are filled by the Applicant
33.	- Ability to Digitally Self Declaration about the correctness and completeness of the Application (Optional, if the Applicant has Digital Signature)
34.	- Ability to save the application at any stage of form / data filling and fill it later
35.	- Ability to re submit Combined Annual Return, if suggested by the Directorate User before a pre-decided date
36.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
37.	- Ability to submit the duly filled in e-Form (Currently - Form III)

Annexure: FRS Labour

Form Fill Up and Submission

After joining the Voluntary Compliance Scheme authorized user allow to submit the Combined Annual Return.

Authorized User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note1: Registration / Licence documents have been digitized and the details reside in the system.

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

38.	- Ability to send Acknowledgement Receipt for successful submission of the Combined Annual Return with a Unique Tracking Number (SMS/Email / Portal) with date and time stamp
39.	- Ability to mark the Acknowledgment as " On Time Submission " or " Late Submission " based on the date of Submission and the pre-decided last date of Submission
40.	- Ability to send a copy of the Submitted Combined Annual Return (Email / Portal) to the Applicant

14.3.3. Review/ Validation of Combined Annual Returns

Review/ Validation of Combined Annual Returns

Authorized User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note1: Registration / Licence documents have been digitized and the details reside in the system.

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

System allows Authorized Directorate User to validate Data of Combined Annual Returns

S No	Functional Requirements
41.	- Ability to send Notification (SMS/ Email/ Portal) to the Designated Official for review of Application
42.	- Ability to peruse the documents attached and submitted with the application
43.	- Ability to provide comments on the completeness or otherwise of the documents
44.	- Ability to send Notification (SMS/ Email/ Portal) to Applicant to submit additional

Annexure: FRS Labour

Review/ Validation of Combined Annual Returns

Authorized User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note1: Registration / Licence documents have been digitized and the details reside in the system.

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

	document or provide clarification on the document submitted with date and time stamp
45.	<ul style="list-style-type: none">- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

14.3.4. MIS Report

Portal Sign Up

Illustrative List of MIS reports (Not Exhaustive)

S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Combined Annual Reports Filed at any time group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.2	<ul style="list-style-type: none">- List of Combined Annual Reports Filed within the Pre – Defined Cutoff Date group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.3	<ul style="list-style-type: none">- List of Combined Annual Reports filed after the Cut Off Date group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.4	<ul style="list-style-type: none">- List of Combined Annual Reports which were reviewed by Directorate Officers group with Directorate Jurisdiction Officers, Designations, , Districts, Sub Division , Pin Code, Industry Category etc
Rp.5	<ul style="list-style-type: none">- List of Combined Annual Returns where clarifications / data resubmission was suggested by the Directorate Officer group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.6	<ul style="list-style-type: none">- List of Combined Annual Returns where Resubmissions were done within the

Annexure: FRS Labour

Portal Sign Up	
Illustrative List of MIS reports (Not Exhaustive)	
	revised time, group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.7	- List of Combined Annual Returns where Resubmissions were done beyond the cutoff date group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.8	- Any Other User Defined Report





Directorate of
Factories & Boilers,
Govt. of Odisha

Annexure: FRS F&B

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1. Introduction

This document describes the user-level functional requirements of the Labour & ESI Department application. The system will be a robust application with state-of-art features. The system would encompass services rendered by Labour Directorate and Directorate of Factories and Boilers. Some services within State Action Plan would also be orchestrated through this system.

The application will have a portal interface and will be supported with features like search (single sign on, personalization, forms, checklists, approvals, currency of registration/ licence governed) under different acts governed by the Labour department. It is also envisaged that the Portal would provide Management Dashboard with Analytical reports to abet the officials in reviewing the various services rendered by the Department; assisting in taking informed decision and analysing the performance of different offices operating in the state of Odisha and thereby assisting Directorate of Factories & Boilers under Department of Labour & ESI to meet its objectives which are stated as below:

- Enforcement of Provisions of Factories and Boilers Act
- Ensuring Industrial Safety & Accidental Prevention
- Time Bound and Transparent delivery of Services under the Statute in a User Friendly Manner

The portal would serve as a façade to provide services to both internal and external stakeholders of the ecosystem in timely, cost effective and transparent manner and thereby abet in improving the ranking of “**Ease of Doing Business**” for the state.

This portal can be accessed by multiple individuals accessing and sharing information, documents, reports etc. and to the extent possible eliminate the need of the businesses to visit government office for service request.

The Portal would be accessible through browser as well mobile devices. It would feature such as analytics features, Information Rights management, workflow management, enterprise service bus, notification and alerts etc.

It is also envisaged that some functionalities viz., Inspection would also have a mobile application, in addition to the browser based delivery channel.

Annexure: FRS F&B

1.1. Overall Functional Architecture

The overall Functional Architecture of the System would be as shown in the schematic below:

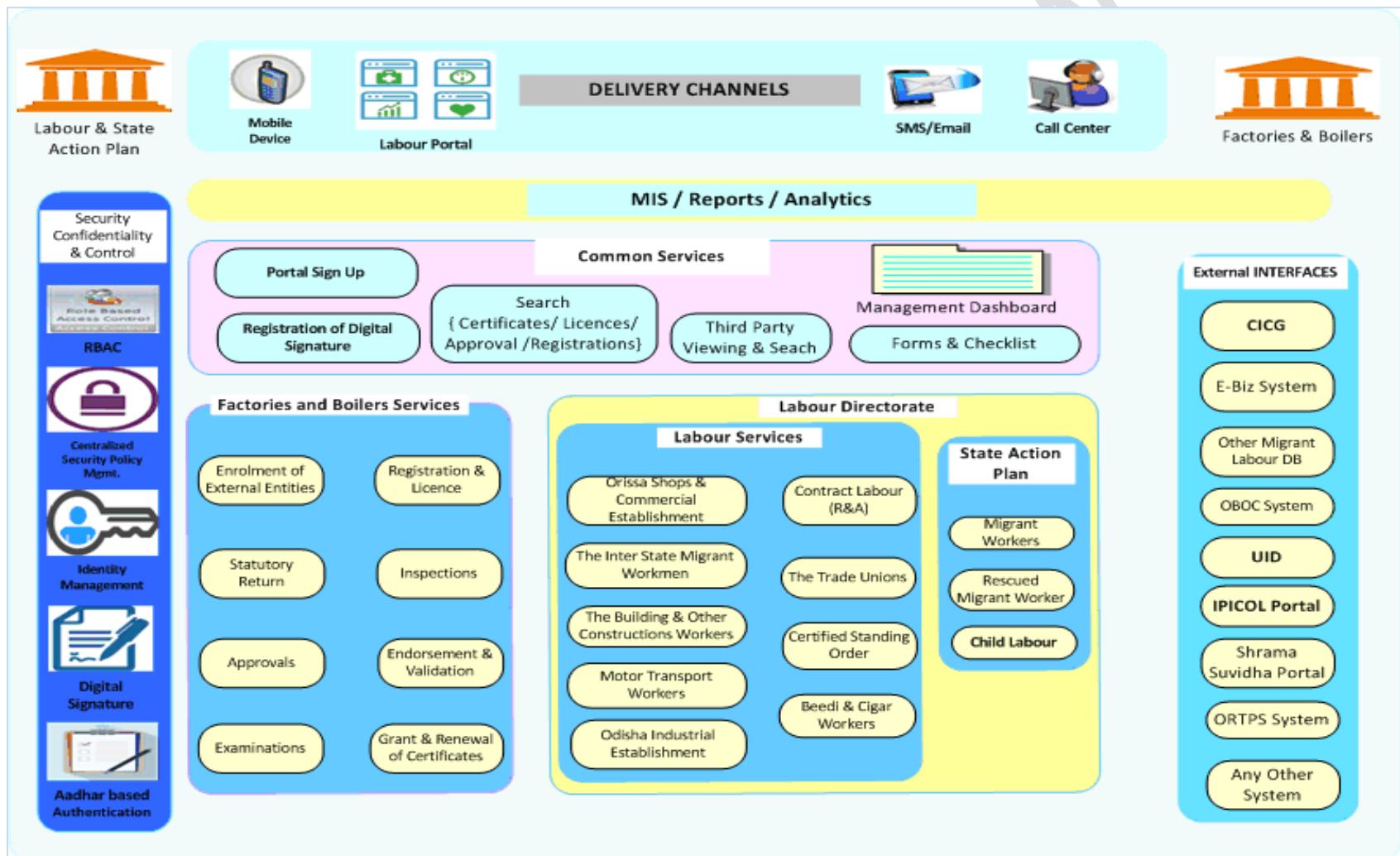


Fig 1: High Level Overall Functional Architecture

Annexure: FRS F&B

1.2. Functional Architecture: Factories and Boilers

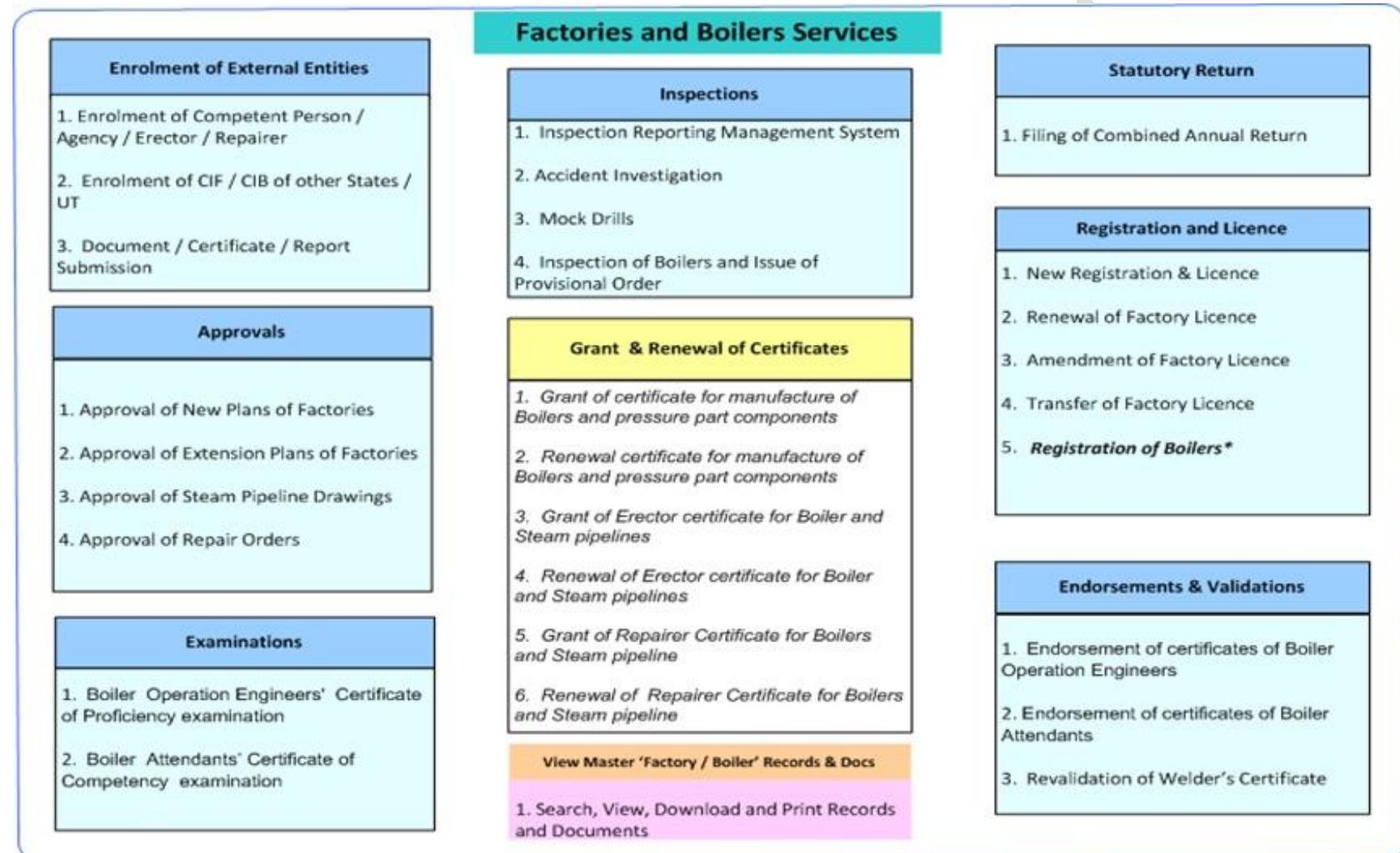


Fig 2: High Level Factories and Boilers Functional Architecture

Annexure: FRS F&B

1.3. Indicative Functional Modules

Service Group		Service
1.	Enrolment of External Entities	1. Enrolment of Competent Person / Agency / Erector/ Repairer
		2. Enrolment of CIF / CIB of other States / UTs
		3. Certificate / Document / Report Submission by Enrolled Entities
2.	Statutory Return	1. Filing of Combined Annual Return
3.	Statutory Inspection	1. Inspection Reporting Management System
		2. Accident Investigation
		3. Mock Drill
		4. Inspection of Boilers & Issue of Provisional Order / Certificate / Grant of short duration certificate under the Boilers Act, 1923
4.	Statutory Approvals	1. Approval of New Plan of Factories
		2. Approval of Extension Plan of Factories
		3. Approval of Steam Pipeline Drawings
		4. Approval of Repair Order
5.	Endorsements and Validations	1. Endorsement of Certificates of Boiler Operations

Annexure: FRS F&B

Service Group	Service
	Attendant's issued by Other States
	2. Endorsement of Certificates of Boiler Operations Engineer's Certificate issued by Other States
	3. Revalidation of Welders Certificate
6.	1. New Registration and Licence 2. Renewal of Factory Licence 3. Amendment of Factory Licence 4. Transfer of Factory Licence 5. <i>Registration of Boilers*</i>
7.	1. Boiler Operation Engineers' Certificate of Proficiency examination 2. Boiler Attendants' Certificate of Competency examination
8.	<i>Grant & Renewal of Certificates*</i> <ul style="list-style-type: none"> 1. <i>Grant of certificate for manufacture of Boilers and pressure part components</i> 2. <i>Renewal certificate for manufacture of Boilers and pressure part components</i> 3. <i>Grant of Erector certificate for Boiler and Steam pipelines</i> 4. <i>Renewal of Erector certificate for Boiler and Steam pipelines</i>

Annexure: FRS F&B

Service Group	Service
	<p>5. <i>Grant of Repairer Certificate for Boilers and Steam pipeline</i></p> <p>6. <i>Renewal of Repairer Certificate for Boilers and Steam pipeline</i></p>

*The work flow would follow a life cycle approach where Application can be made online with supporting documents, payments can be made online. Successful submission would provide a Tracking Number to the Applicant to track the application.

Review/ scrutiny/ inspection / approval would be undertaken through the system. Outcome of the application would be provided through SMS/ Email/ Portal.

The system will follow the approach of identifying the creator, editor and approver of the data respectively. The workflow of data entry shall have role based access control for the data entry operators, and other stakeholders.

All the above-mentioned modules transfer data and interact with each other. The integration requirements and the detailed functional requirements are mentioned in subsequent sections of this document. The functional requirement section has been written in system perspective, i.e it will depict the behaviours of the system upon various conditions and workflow processes.

For exchanging data with external agencies for purposes like registration, CIF Inspection, etc., the system will have interfaces to municipal corporation, e-Biz, UID, CICG and any other relevant agency.

The system is designed in a manner that it can be accessed through any device such as desktop/laptop and compatible mobile devices and can be accessed both over the SWAN/ VPN and the public Internet.

The system will have necessary security features like role based access control, identity management and a centralized security policy.

Annexure: FRS F&B

2. Common Service

2.1. Portal Sign Up

2.1.1. Applicant and / or Business Details

Applicant and / or Business Details	
Sign Up as a User in the Portal	
S No	Functional Requirements
1.	<ul style="list-style-type: none">- Ability to capture the personal details including but not limited to:<ul style="list-style-type: none">i. First Name, Middle Name & Last Nameii. Fathers / Mother's / Spouse Nameiii. Genderiv. Date of Birth (DD/ MM/ YYYY)<ul style="list-style-type: none">a. Address : Shop Number / House / Building Number ; Street Name; Mohalla / Colony/ Suburb; Block / District Name, State and Country ; Pin/ Post Codeb. Email id(s)c. Mobile Number(s)
For Foreign Nationals (Additional Information to be captured)	
2.	<ul style="list-style-type: none">- Ability to capture the Passport number along with it's place of issuance, 'dates of Issuance and expiry'
3.	<ul style="list-style-type: none">- Ability to capture the Unique Identifier, name of the Unique Number relevant to that Country
4.	<ul style="list-style-type: none">- Ability to register the Digital Signature of the Applicant
Business Details	
5.	<ul style="list-style-type: none">- Ability to capture Business Details including but not limited to:<ul style="list-style-type: none">a. Name of the firm / businessb. ROC Number, if anyc. Business Organization type – Sole Proprietor, Partnership, Pvt Ltd Co, Ltd. Co, Co / HUF etc.d. PAN Numbere. TIN Number

Annexure: FRS F&B

Applicant and / or Business Details	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Sign Up as a User in the Portal	
	f. GST Number
6.	- Ability to capture the username and check it's availability
7.	- Ability to capture if the Applicant has transacted business with the Directorate
8.	- Ability to highlight and prompt the Applicant to fill mandatory fields in the portal

Annexure: FRS F&B

2.1.2. Applicant (Having License / Registration)

Applicants License or Registration Details	
Licence or Registration details, if Applicant has transacted business with Directorate	
S No	Functional Requirements
9.	- Ability to capture the Licence or Registration details issued under the Governing Act(s) along with its validity
10.	- Ability to attach and Upload the Registration / Licence
11.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
12.	- Ability to submit the Licence or Registration

Annexure: FRS F&B

2.1.3. Applicant Authentication

Applicant Authentication	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Authentication of User (Both National and Foreign National)	
S No	Functional Requirements
For Applicants Residing in India (either of PAN or Aadhar based Authentication or both)	
13.	- Ability to perform Online PAN Validation by Third Party Service Provider such as NSDL
14.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
15.	- Ability to send instructions to Third Party System (CDAC or NSDL or others etc.) to send OTP through SMS or email
16.	- Ability to capture the OTP received by the user and validate with the Third Party System
Case : Validation Successful	
17.	- Ability to send email to the registered email id of the applicant
18.	- Ability to Register the Digital Signature of the User (Optional)
19.	- User logs on to the registered email id; clicks on the link provided; system navigates to the portal
20.	- Ability to allow the user to create new password
21.	- Ability to upload passport size digital photograph
For Foreign Nationals (On Successful Registration of Digital Signature)	
22.	- Ability to send email to the registered email id of the applicant
23.	- User logs on to the registered email id; clicks on the link provided; system navigates to the portal
24.	- Ability to allow the user to create new password
25.	- Ability to upload passport size digital photograph

Annexure: FRS F&B

Applicant Authentication	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Authentication of User (Both National and Foreign National)	
	Case: Validation Unsuccessful
26.	- Ability to disallow signing up in the Portal

Annexure: FRS F&B

2.1.4. MIS Report

Portal Sign Up	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Users Signed Up the Portal group by Country, State, District, Sub Division, Pin / Post Code etc.
Rp.2	- List of User from foreign nationalities signed up the Portal group by Country, Age, Gender etc.
Rp.3	- List of User who have transacted business with the Department group by Directorate, Governing Act
Rp.4	- List of Users who have not transacted business with the Department group by Directorate
Rp.5	- List of Total Aadhaar and / or PAN Based Authentication performed
Rp.6	- Demographic profile of Users grouped by Age, Gender, Country , State, District etc.

Annexure: FRS F&B

3. Enrolment of External Entities

3.1. Enrolment of Competent Person / Agency / Erector/ Repairer

3.1.1. Details of Competent Person / Agency / Erector/ Repairer

Details of Competent Person / Agency / Erector/ Repairer	
S No	Functional Requirements
1.	<ul style="list-style-type: none">- Ability to select the Governing Act for which the user intends to become a Competent Person / Competent Agency / 'Erector with Class' / 'Repairer with Class'<ul style="list-style-type: none">a. Factories Actb. Boilers Actc. Any Other Act
2.	<ul style="list-style-type: none">- Ability to capture the personal details including but not limited to:<ul style="list-style-type: none">a. First Name, Middle Name & Last Nameb. Fathers / Mother's / Spouse Namec. Genderd. Date of Birth (DD/ MM/ YYYY)e. Address : Shop Number / House / Building Number ; Street Name; Mohalla / Colony/ Suburb; Block / District Name, State and Country ; Pin/ Post Codef. Email id(s)g. Mobile Number(s)
3.	<ul style="list-style-type: none">- Ability to capture Business Details including but not limited to:<ul style="list-style-type: none">a. Name of the firm / businessb. ROC Number, if anyc. Business Organization type – Sole Proprietor, Partnership, Pvt Ltd Co, Ltd. Co, Co / HUF etc.d. PAN Numbere. TIN Numberf. GST Numberg. Aadhar Card Number
4.	<ul style="list-style-type: none">- Ability to register the Digital Signature of the Competent Person / Authorized Person of the Competent Agency / Erector/ Repairer

Annexure: FRS F&B

Details of Competent Person / Agency / Erector/ Repairer	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Applicant applies for enrolment in the system along with Certificate Issued by Directorate	
	Existing Competent Person / Agency / Erector/ Repairer
5.	<ul style="list-style-type: none">- Ability to capture the details of the Certificate such as Competent Person under the Governing Act, Name and Designation of the Issuing Officer, Directorate Office Name, Date of Issue, Validity of the Certificate etc.
6.	<ul style="list-style-type: none">- Ability to check if an application with same Certificate details has been applied or not
7.	<ul style="list-style-type: none">- Ability to allow only one application for a particular Certificate details to apply for Enrollment
8.	<ul style="list-style-type: none">- Ability to attach and Upload the Certificate Issued by Directorate
9.	<ul style="list-style-type: none">- Ability to resubmit additional document / or provide clarification
10.	<ul style="list-style-type: none">- Ability to Digitally Sign the Completeness and Correctness of the Application
11.	<ul style="list-style-type: none">- Ability to Digitally Sign the Application and submit
12.	<ul style="list-style-type: none">- Ability to make online payment, if any
13.	<ul style="list-style-type: none">- Ability to send Notification (SMS / Email / Portal) to about submission of Application for Enrollment with date and time stamp along with a Tracking Number

Annexure: FRS F&B

3.1.2. A Review / Validation by Directorate

Review/ Validation by Directorate Official	
Review / Validation of Application and attached Certificate by Applicant	
S No	Functional Requirements
14.	- Ability to generate notification about new application for enrolment as Competent Person / Agency / Erector/ Repairer
15.	- Ability to download the peruse the Application, download the attached Certificate
16.	- Ability to send notification to submit additional document or clarification, if required
17.	- Ability to peruse the application and approve / modify / reject the application for Enrollment as Competent Person / Agency / Erector

Annexure: FRS F&B

3.1.3. Application Outcome

Applicant Outcome	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Validation and Application Outcome	
S No	Functional Requirements
Successful Application	
18.	<ul style="list-style-type: none">- Ability to generate Notification (SMS / Email / Portal) about the successful outcome with date and time stamp to the Applicant
19.	<ul style="list-style-type: none">- Ability to generate Digitally Signed 2D Bar Coded Certificate of Enrollment in a Pre-Printed Stationery under the relevant Governing Act
20.	<ul style="list-style-type: none">- Ability to send the Digitally Signed 2D Bar Coded Certificate of Enrollment in a Pre-Printed Stationery as an email attachment to the registered email id of the Applicant and in the Portal Account
21.	<ul style="list-style-type: none">- Ability to send email link with Username in the registered email id of the Applicant to create a Portal Account
22.	<ul style="list-style-type: none">- Ability to send SMS to the Applicant to create Account in the Portal
23.	<ul style="list-style-type: none">- Ability to disable any application with same Certificate details to apply for enrolment as Competent Person / Agency / Erector/ Repairer

Annexure: FRS F&B

3.1.4. Create Portal Account & Download Enrolment Certificate

Create Portal Account and Download Enrollment Certificate	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
24.	- User logs on to the registered email id; clicks on the link provided; system navigates to the portal
25.	- Ability to allow the user to create new password
26.	- Ability to upload passport size digital photograph
27.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
28.	- Ability to send Notification (SMS / Email / Portal) Password Hint Template for downloading the Enrollment Certificate as Competent Person / Agency / Erector.
29.	- Ability to download the Certificate of Enrollment under the Governing Act
30.	- Ability to send Notification (SMS/ Email / Portal) about the creation of Portal Account to the Directorate Official

Annexure: FRS F&B

3.1.5. MIS Reports

Enrollment of Competent Person / Agency / Erector	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of application for Enrolment with Directorate group by Governing Act, Roles (Competent Person/ Agency / Erector with class / Repairer with class) under different stages of Application Processing
Rp.2	<ul style="list-style-type: none">- List of application for Enrollment where clarification or additional document was requested
Rp.3	<ul style="list-style-type: none">- List of Successful and Unsuccessful Application group by Governing Act, Roles (Competent Person/ Agency / Erector)
Rp.4	<ul style="list-style-type: none">- List of Successful Application where Portal Account has been created by the Applicant

Annexure: FRS F&B

3.2. Enrolment of CIF / CIB of other States / UTs

3.2.1. Details of CIF / CIB

Competent Officer of Issuing State Details	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
CIB / CIF of Other State	
S No	Functional Requirements
1.	<ul style="list-style-type: none">- Ability to capture the personal details including but not limited to:<ul style="list-style-type: none">a. First Name, Middle Name & Last Nameb. Fathers / Mother's / Spouse Namec. Genderd. Date of Birth (DD/ MM/ YYYY)e. Email idf. Mobile Number
2.	<ul style="list-style-type: none">- Ability to capture Official details including but not limited to:<ul style="list-style-type: none">a. Official Designationb. Office Addressc. Fax Number / Telephone Numberd. URL of the Department / Directoratee. Employee Idf. Aadhar Card Number
3.	<ul style="list-style-type: none">- Ability to upload Posting / Notification / Office Order authorizing him to perform the role of CIF / CIB
4.	<ul style="list-style-type: none">- Ability to register the Digital Signature of the Competent Person / Authorized Person of the CIF / CIB
5.	<ul style="list-style-type: none">- Ability to resubmit additional document / or provide clarification, if required
6.	<ul style="list-style-type: none">- Ability to send Notification (SMS / Email / Portal) to about submission of Application for Enrollment with date and time stamp along with a Tracking Number

Annexure: FRS F&B

3.2.2. Application Review

Application Review	
Directorate User (Receiving Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
7.	- Ability to display Notification about Application for Amendment or Cancellation of Registration to the Directorate User
8.	- Ability to display Notification about New Document attached or clarification provided by the Application at any stage of Application Processing
9.	- Ability to allow the Directorate User to review and verify the correctness and completeness of the application
10.	- Ability to allow the Directorate User (Receiving Officer) to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
11.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Registering Officer)

Annexure: FRS F&B

3.2.3. Review / Validation by Directorate

Review/ Validation by Directorate Official	
Review / Validation of Application and attached Certificate by Applicant	
S No	Functional Requirements
12.	- Ability to generate notification about new application for Enrolment as CIF / CIB
13.	- Ability to download the peruse the Application, download the attached Certificate
14.	- Ability to send notification to submit additional document or clarification
15.	- Ability to peruse the application and approve / modify / reject the application for Enrollment as CIF/CIB

Annexure: FRS F&B

3.2.4. Create Portal Account & Download Enrolment Certificate

Create Portal Account and Download Enrolment Certificate	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
16.	- User logs on to the registered email id; clicks on the link provided; system navigates to the portal
17.	- Ability to allow the user to create new password
18.	- Ability to upload passport size digital photograph
19.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
20.	- Ability to send Notification (SMS / Email / Portal) Password Hint Template for downloading the Registration /Licence Certificate
21.	- Ability to download the Certificate of Enrollment as CIF / CIB
22.	- Ability to send Notification (SMS/ Email / Portal) about the creation of Portal Account to the Directorate Official

Annexure: FRS F&B

3.2.5. MIS Reports

Enrollment of CIF / CIB	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of application for Enrolment with Directorate group by Governing Act, State / UT under different stages of Application Processing
Rp.2	- List of application for Enrollment where clarification or additional document was requested
Rp.3	- List of Successful and Unsuccessful Application group by Governing Act, State / UT
Rp.4	- List of Successful Application where Portal Account has been created by CIF / CIB

Annexure: FRS F&B

3.3. Certificate / Document / Report Submission by Enrolled Entities

3.3.1. Certificate / Document / Report Submission by Enrolled User

Reports Submission by Enrolled User

Enrolled User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Submission of Reports by Enrolled User

S No	Functional Requirements
1.	- Ability to enter the Registration Number or Licence Number of the business (Factory Owner)
2.	- Ability to auto-populate the details of the Business (Factory Owner)
3.	- Ability to select the Governing Act under which the Report would be submitted
4.	- Ability to upload the Report / Document for or on behalf of the Business (Factory Owner) such as a. Stability Certificate b. Safety and Health Policy, if submitted c. Onsite Emergency Plan, if required d. Any other document
5.	- Ability to digitally sign the uploaded document
6.	- Ability to provide Digitally Signed Self Declaration about the correctness and completeness of the Uploaded Document
7.	- Ability to give a unique number to each document submitted in the portal
8.	- Ability to send Notification (SMS /Email / Portal) to the Business (Factory Owner) about the submission of the Document / Certificate

Annexure: FRS F&B

3.3.2. View & Download of Certificate / Document / Report by Directorate User

View and Download by Directorate User	
View and Download of document / report / certificate submitted by Enrolled User	
S No	Functional Requirements
31.	- Ability to generate notification about submission of new document in the portal by a Competent Person / Agency / Erector
32.	- Ability to download the peruse the document

Annexure: FRS F&B

3.3.3. MIS Reports

Report Submission by Enrolled User	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Reports / Documents / Certificate submitted by Enrolled User group by Governing Act, Registration Number / Licence Number date and time

4. Statutory Return

4.1. Filing of Combined Annual Return

4.1.1. Form Fill Up & Submission

Form Fill Up and Submission

Authorized User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note1: Registration / Licence documents have been digitized and the details reside in the system.

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

System allows Authorized User to fill Combined Annual Return and Submit to Directorate

S No	Functional Requirements
1.	- Ability to send Reminders / Notifications (SMS/ Email / Portal) to submit the Combined Annual Return from a certain date in a pre-defined frequency before a pre-decided Cut-Off Date for such submission
2.	- Ability to auto-populate the Factory details (non-editable) such as Name, Address, Date of Commencement, Authorized Occupier or Factory Manager etc. in relevant e-Form (Currently - Form 21)
3.	- Ability to auto-populate the Registration Number, Industrial Classification of the Factory (non- editable) in e-Form(Currently - Form 21)
4.	- Ability to Fill remaining fields of the e-Form (Currently - Form 21) with system prompting for filling the mandatory fields
5.	- Ability to prompt the Applicant to fill mandatory fields in the e-Form (Currently - Form 21)
6.	- Ability to Digitally Sign the e-Form (Currently - Form 21) once all the mandatory fields are filled by the Applicant
7.	- Ability to Digitally Self Declaration about the correctness and completeness of the Application (Optional, if the Applicant has Digital Signature)
8.	- Ability to save the application at any stage of form / data filling and fill it later
9.	- Ability to re submit Combined Annual Return, if suggested by the Directorate User

Annexure: FRS F&B

Form Fill Up and Submission

Authorized User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note1: Registration / Licence documents have been digitized and the details reside in the system.

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

	before a pre-decided date
10.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
11.	- Ability to submit the duly filled in e-Form (Currently - Form 21)
12.	- Ability to send Acknowledgement Receipt for successful submission of the Combined Annual Return with a Unique Tracking Number (SMS/Email / Portal) with date and time stamp
13.	- Ability to mark the Acknowledgment as " On Time Submission " or " Late Submission " based on the date of Submission and the pre-decided last date of Submission
14.	- Ability to send a copy of the Submitted Combined Annual Return (Email / Portal) to the Applicant

Annexure: FRS F&B

4.1.2. Data Validation of Combined Annual Returns

Form Fill Up and Submission

Authorized User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note1: Registration / Licence documents have been digitized and the details reside in the system.

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

System allows Authorized User to fill Combined Annual Return and Submit to Directorate

S No	Functional Requirements
15.	- Ability to send Reminders / Notifications (SMS/ Email / Portal) to submit the Combined Annual Return from a certain date in a pre-defined frequency before a pre-decided Cut-Off Date for such submission
16.	- Ability to auto-populate the Factory details (non-editable) such as Name, Address, Date of Commencement, Authorized Occupier or Factory Manager etc. in relevant e-Form (Currently - Form 21)
17.	- Ability to auto-populate the Registration Number, Industrial Classification of the Factory (non- editable) in e-Form(Currently - Form 21)
18.	- Ability to Fill remaining fields of the e-Form (Currently - Form 21) with system prompting for filling the mandatory fields
19.	- Ability to prompt the Applicant to fill mandatory fields in the e-Form (Currently - Form 21)
20.	- Ability to Digitally Sign the e-Form (Currently - Form 21) once all the mandatory fields are filled by the Applicant
21.	- Ability to Digitally Self Declaration about the correctness and completeness of the Application (Optional, if the Applicant has Digital Signature)
22.	- Ability to save the application at any stage of form / data filling and fill it later
23.	- Ability to re submit Combined Annual Return, if suggested by the Directorate User before a pre-decided date
24.	- Ability to perform Aadhar based Authentication of the User provided by Third Party Service Providers such as NSDL or C-DAC
25.	- Ability to submit the duly filled in e-Form (Currently - Form 21)

Annexure: FRS F&B

Form Fill Up and Submission

Authorized User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note1: Registration / Licence documents have been digitized and the details reside in the system.

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

26.	- Ability to send Acknowledgement Receipt for successful submission of the Combined Annual Return with a Unique Tracking Number (SMS/Email / Portal) with date and time stamp
27.	- Ability to mark the Acknowledgment as " On Time Submission " or " Late Submission " based on the date of Submission and the pre-decided last date of Submission
28.	- Ability to send a copy of the Submitted Combined Annual Return (Email / Portal) to the Applicant

Annexure: FRS F&B

4.1.3. MIS Report

Portal Sign Up	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Combined Annual Reports Filed at any time group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.2	- List of Combined Annual Reports Filed within the Pre – Defined Cut off Date group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.3	- List of Combined Annual Reports filed after the Cut Off Date group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.4	- List of Combined Annual Reports which were reviewed by Directorate Officers group with Directorate Jurisdiction Officers, Designations, , Districts, Sub Division , Pin Code, Industry Category etc
Rp.5	- List of Combined Annual Returns where clarifications / data resubmission was suggested by the Directorate Officer group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.6	- List of Combined Annual Returns where Resubmissions were done within the revised time, group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.7	- List of Combined Annual Returns where Resubmissions were done beyond the cut off date group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.8	- Any Other User Defined Report

Annexure: FRS F&B

5. Statutory Inspections

5.1. Inspection Reporting Management System

5.1.1. Schedule Inspection

5.1.1.1. Regular Inspections

Regular Inspection

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

Note 4: System has the list of Factories listed with CIF and Inspections conducted by CIF for a given year

Note 5: System has the list of Factories registered with CIF(Coordinated by Industries department)

Regular Inspection Scheduling for Registered Factories

by Directorate Officials and System Based

S No	Functional Requirements
1.	<ul style="list-style-type: none">— Ability to interface with CIF System to exchange data (bi-directional) about the 'Inspections conducted by CIF' or 'Directorate of Factories and Boilers'
Inspection Scheduling by Directorate Officials	
2.	<ul style="list-style-type: none">— Ability to display the Factories not inspected by CIF
3.	<ul style="list-style-type: none">— Ability to schedule inspection of Factory not inspected by CICG
4.	<ul style="list-style-type: none">— Ability to schedule Inspection Regular Inspection of 'Registered Factories'
5.	<ul style="list-style-type: none">— Ability to capture the reason and the Inspection Schedule & Time
6.	<ul style="list-style-type: none">— Ability to schedule the Inspection based on availability of Inspecting Officials on the date and time with no conflict with previous Inspection scheduled timelines
7.	<ul style="list-style-type: none">— Ability to identify any specific Inspecting Official and assign to the Inspection

Annexure: FRS F&B

Regular Inspection	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System</u>	
<u>Note: Registration / Licence documents have been digitized and the details reside in the system</u>	
<u>Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company</u>	
<u>Note3: System has record of Factory and their Category of Industry</u>	
<u>Note 4: System has the list of Factories listed with CIF and Inspections conducted by CIF for a given year</u>	
<u>Note 5: System has the list of Factories registered with CIF(Coordinated by Industries department)</u>	
	Process or remove from Inspection Process
8.	– Ability to form a Inspecting Team (with contact details) to carry out specified Inspection
	Inspection Scheduling by System
9.	– Ability to generate Inspection Schedule based on predefined parameters such as a. Category of Industry such as MAH, Factories with Hazardous Manufacturing Process, Risk Profile of Factories such as High, Medium, Low, Sector Specific Factories, Carry Out Mock Drill etc. b. Inspection already completed c. Any other parameter(s)
10.	– Ability to schedule the Inspection based on availability of Inspecting Officials on the date and time with no conflict with previous Inspection scheduled timelines

Annexure: FRS F&B

5.1.1.2. Inspections on Complaints or Special Purpose

Schedule Inspection on Complaints or Special Purpose

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

Note 4: System has the list of Inspections conducted by CIF for a given year

Note 5: System has the list of Factories registered with CIF(Coordinated by Industries department)

Inspection Scheduling for Registered Factories for specific purpose & Unregistered Factories (Regular Inspection by Directorate Officials and System Based)

S No	Functional Requirements
Inspection Scheduling by Directorate Officials	
11.	<ul style="list-style-type: none">– Ability to schedule inspection of Factory on amongst others for the following reasons<ul style="list-style-type: none">a. Complaints Enquiryb. Regular Inspection of Unregistered Factoriesc. Special Inspection & Inspections due to other Reasons
12.	<ul style="list-style-type: none">– Ability to capture the reason and the Inspection Schedule & Time
13.	<ul style="list-style-type: none">– Ability to schedule the Inspection based on availability of Inspecting Officials on the date and time with no conflict with previous Inspection scheduled timelines
14.	<ul style="list-style-type: none">– Ability to identify any specific Inspecting Official and assign to the Inspection Process or remove from Inspection Process
15.	<ul style="list-style-type: none">– Ability to form a Inspecting Team (with contact details) to carry out specified Inspection

Annexure: FRS F&B

5.1.2. Notification to Inspecting Officials & Factory Owner

Notification to Inspecting Officials / Factory Owners	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<p><u>Note: Registration / Licence documents have been digitized and the details reside in the system</u></p> <p><u>Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company</u></p> <p><u>Note3: System has record of Factory and their Category of Industry</u></p>	
Notification to Inspecting Officials about the Inspection Schedule	
S No	Functional Requirements
16.	<ul style="list-style-type: none">— Ability to send Notification (SMS / Email / Portal) to relevant Inspecting Officials based on Jurisdiction & Authority about the Inspection Schedule
17.	<ul style="list-style-type: none">— Ability to block Notification to Factory Owners by Directorate Users with ability to capture remarks
18.	<ul style="list-style-type: none">— Ability send Notification to the identified Inspection Official / Others who has been assigned to the Inspection Process
19.	<ul style="list-style-type: none">— Ability to date and time stamp the Notification

Annexure: FRS F&B

5.1.3. Inspection Process

5.1.3.1. Inspecting Officials, Factory Representatives

Inspecting Officials and Factory Representatives

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

Data Capture @ Inspection Process using Field Going Devices (Works Online and Offline Mode)

S No	Functional Requirements
20.	<ul style="list-style-type: none">– Ability to capture the details of the Inspecting Officials based on login credentials along with geo tags
21.	<ul style="list-style-type: none">– Ability to auto-populate the details of the Factory where Inspection would be carried out
22.	<ul style="list-style-type: none">– Ability to auto-populate the Industry classification, category of Industry of the Factory where Inspection would be carried out
23.	<ul style="list-style-type: none">– Ability to capture the dates on which Inspection was carried out
24.	<ul style="list-style-type: none">– Ability to generate a Comprehensive Check List (clear elicitation of mandatory fields along with other fields) where data / images and remarks would be captured
25.	<ul style="list-style-type: none">– Ability to capture data as per the Comprehensive Check List in the form of drop down, check box, combo.text, image box and remarks box etc.
26.	<ul style="list-style-type: none">– Ability to capture narrative in the form of free flow text for any parameter of in the Comprehensive Check List
27.	<ul style="list-style-type: none">– Ability to record violations and non-compliances, take pictures of violations and non-compliances (time and geo tagged), and write remarks against such violations & non-compliances, as applicable
28.	<ul style="list-style-type: none">– Ability to prompt to fill in data as per mandatory fields in the Comprehensive Check List

Annexure: FRS F&B

Inspecting Officials and Factory Representatives

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

29.	<ul style="list-style-type: none">— Ability to save the application at any stage of form / data filling and fill it later
30.	<ul style="list-style-type: none">— Ability to perform Aadhar based Authentication provided by CCA Emppaneled e Sign Providers such as NSDL or C-DAC or others
31.	<ul style="list-style-type: none">— Ability to generate Inspection Report with details of Violations and Non-Compliance
32.	<ul style="list-style-type: none">— Ability to attach the Violations and Non-Compliances with relevant images (time and geo tagged)
33.	<ul style="list-style-type: none">— Ability to scan and attach any other documents, if required
34.	<ul style="list-style-type: none">— Ability to capture the “Dateline” to submit “Compliance Report by the Occupier / Manage of Factory”
35.	<ul style="list-style-type: none">— Ability to Digitally Sign the Inspection Report with detail of Violations and Non-Compliance
36.	<ul style="list-style-type: none">— Ability to send Notification(SMS / Email/ Portal) to the Directorate Official and Factory Owner to download the Inspection Report with details of Violations and Non-Compliance
37.	<ul style="list-style-type: none">— Ability to allow the Inspecting official to edit within predefined time hours (6 hrs) of submission the Inspection Report and resubmit as new version
38.	<ul style="list-style-type: none">— Ability to make the latest submission as the relevant and final Inspection Report

Annexure: FRS F&B

5.1.3.2. Data Capture @ Inspection Site

Data Capture @ Inspection Site	
Data Capture @ Inspection Site using Field Going Devices (Works Online and Offline Mode)	
S No	Functional Requirements
39.	<ul style="list-style-type: none"> – Ability of the Inspection workflow to allow the Inspecting Officials to decide the navigation to capture the Inspection data under various categories
40.	<ul style="list-style-type: none"> – Ability to add, delete, append, modify data, create customized category to capture data and label such category
41.	<ul style="list-style-type: none"> – Ability to add / remove / edit rows / columns / tables/ take pictures and tag to any Inspection category or parameter etc.
Factory, Occupier / Factory Manager, Licence Details and Emergency Plan	
42.	<ul style="list-style-type: none"> – Ability to auto-populate and Factory details such as Name, Address, Category (MAH under of 2(cb) or dangerous operation under 87 Factory Act)etc.
43.	<ul style="list-style-type: none"> – Ability to review and provide narrative about the Category of Factory (MAH under section 2(cb) or section 87 of Factory Act
44.	<ul style="list-style-type: none"> – Ability to auto-populate the Occupier / Factory Manager details
45.	<ul style="list-style-type: none"> – Ability to auto-populate the Licence details such as End date of Licence, Installed Power, total number of manpower etc.
46.	<ul style="list-style-type: none"> – Ability to capture the details of approved Emergency Plan by Competent Person or otherwise
47.	<ul style="list-style-type: none"> – Ability to review and provide narrative about the Emergency Plan based on category of Factory (MAH under section 2(cb) or section 87 of Factory Act
48.	<ul style="list-style-type: none"> – Ability to capture the details of Mock Drills conducted, if applicable
49.	<ul style="list-style-type: none"> – Ability to append / add department / divisions / Units, as required and applicable, and capture the details
Details of Raw Material and Finished Goods	
50.	<ul style="list-style-type: none"> – Ability to capture the details of raw material and the storage amount of hazardous goods, if applicable

Annexure: FRS F&B

Data Capture @ Inspection Site	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
51.	<ul style="list-style-type: none"> – Ability to capture the details of Finished Goods
Pollution Clearance	
52.	<ul style="list-style-type: none"> – Ability to capture the details of NOC / Consent from State Pollution Control Board
Statutory Approvals	
53.	<ul style="list-style-type: none"> – Ability to capture statutory approvals for buildings / structures, extension plan, manpower etc.
54.	<ul style="list-style-type: none"> – Ability to take picture for all such buildings / structures / plans for which approval has not been taken and upload it in the system
Manpower	
55.	<ul style="list-style-type: none"> – Ability to capture the details of aggregate Manpower under categories such as Regular, Contractual, Casual, Male, Female
56.	<ul style="list-style-type: none"> – Ability to capture the details of shift wise Manpower under categories such as Regular, Contractual, Casual, Male, Female
Amenities for Workers	
57.	<ul style="list-style-type: none"> – Ability to capture the details such as availability to Latrines & Urinals, washing places, first aid, fire extinguisher etc., ambulance room and van, rest room and canteen etc. along with their locations
Workplace Practice	
58.	<ul style="list-style-type: none"> – Ability to capture about availability of Welfare Officer with contact details and designation
59.	<ul style="list-style-type: none"> – Ability to capture names and availability of registers such as ‘Notice of Period’, ‘Adult Worker Register’, ‘Leave Worker’, ‘log books’, ‘Over Time’, ‘Over Time Slip’ , ‘Accident Register’, Compensatory Holiday’, ‘Cautionary Notice etc.
60.	<ul style="list-style-type: none"> – Ability to append fields to capture details for capturing notices / registers / slips etc. for each department/ division, unit etc. of the Factory
Health	
61.	<ul style="list-style-type: none"> – Ability to capture details such as Health Policy and Practice in the Factory, Status of

Annexure: FRS F&B

Data Capture @ Inspection Site	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
	Health Check Up of Workers
62.	<ul style="list-style-type: none">– Ability to capture Occupational Disease and study on ergonomics
	Safety
63.	<ul style="list-style-type: none">– Ability to capture safety related details such as number of name and details of Safety Officers, fire hydrants, landing valves, first aid boxes, safety items issued to workers etc.
64.	<ul style="list-style-type: none">– Ability to capture the details of Safety Audit System, number of Audits undertaken, if applicable; Safety Committee and meetings details, Safety Trainings undertaken; details of Safety Investigation Carried Out, Number and Frequency of Mock Drills

Annexure: FRS F&B

5.1.4. Compliance & Dateline

Compliance & Check Up	
<p>Factory Owner / Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded <u>Enters Login / Password and Captcha and logs in to the System</u></p>	
<p><u><i>Note: Registration / Licence documents have been digitized and the details reside in the system</i></u></p>	
<p><u><i>Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company</i></u></p>	
<p><u><i>Note3: System has record of Factory and their Category of Industry</i></u></p>	
Notification to Inspecting Officials about the Inspection Schedule	
S No	Functional Requirements
	Download Inspection Report
65.	<ul style="list-style-type: none">Ability to view and download the Inspection Report with details of Violations and Non-Compliance
66.	<ul style="list-style-type: none">Ability to notify the Directorate Official that Inspection Report with details of Violations and Non-Compliance has been viewed or downloaded by the Factory Owner
	Upload Compliance Action, Dateline, Grace Time and Threshold Time
67.	<ul style="list-style-type: none">Ability to send reminders (SMS/ Email / Portal) to upload Compliance Report to the Portal before Dateline in a predefined frequency
68.	<ul style="list-style-type: none">Ability to allow the Directorate User to extend Dateline by providing Grace Time
69.	<ul style="list-style-type: none">Ability to allow Directorate User to Issue 2D Bar Coded Digitally Signed Show Cause to the Authorized Factory User, if Compliance Report has not been filed within Dateline plus Grace Time and the Threshold Time to submit Compliance Report
70.	<ul style="list-style-type: none">Ability to allow Directorate User to Initiate Action, if the Compliance Report has not been filed within Threshold Time
	Compliance Report Submitted
71.	<ul style="list-style-type: none">Ability to Authorized Factory User to upload Compliance action / report against each Violation and Non Compliance item along with Remarks
72.	<ul style="list-style-type: none">Ability to upload image (time and geo tagged) for each Compliance action against

Annexure: FRS F&B

Compliance & Check Up

Factory Owner / Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

	each Violation and Non Compliance item, as applicable
73.	<ul style="list-style-type: none">– Ability to prompt Authorized Factory User to provide action each Violation & Non-Compliance Item
74.	<ul style="list-style-type: none">– Ability to save the application at any stage of form / data filling and fill it later
75.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
76.	<ul style="list-style-type: none">– Ability to generate Compliance Report with Images and Remarks against each Violation and Non-Compliance item
77.	<ul style="list-style-type: none">– Ability to Digitally Sign the Compliance Report and submit it with date and time stamp
78.	<ul style="list-style-type: none">– Ability to send a copy of the Compliance Report to the Authorized Factory User (Email / Portal) along with Date and Time Stamp
79.	<ul style="list-style-type: none">– Ability to send Notification to Directorate Officials and Authorized Factory User about submission of Compliance Report

Annexure: FRS F&B

5.1.5. Check Up Inspection

Check Up Inspection	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System</u>	
<u><i>Note: Registration / Licence documents have been digitized and the details reside in the system</i></u>	
<u><i>Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company</i></u>	
<u><i>Note3: System has record of Factory and their Category of Industry</i></u>	
<u><i>Note 4: Compliance Report Uploaded by the Factory Owner</i></u>	
Decision on Check Up Inspection and Further Action	
S No	Functional Requirements
80.	<ul style="list-style-type: none">– Ability to peruse and download the Compliance Report submitted by the Authorized Factory User
81.	<ul style="list-style-type: none">– Ability to compare the compliance with the Violation(s) and Non Compliance(s) pointed out in the Inspection Report
82.	<ul style="list-style-type: none">– Ability to allow the Directorate User to capture whether the Compliance Report is satisfactory or otherwise, with ability to write remarks
83.	<ul style="list-style-type: none">– Ability to allow the Directorate User to decide whether Check Up Inspection is required or not with the ability to write remarks
84.	<ul style="list-style-type: none">– Ability to allow the Directorate User (Supervisor) to approve / modify / reject the decision to pursue Check Up Inspection or otherwise
Case I: Check Up Inspection Required	
85.	<ul style="list-style-type: none">– Ability to schedule day for Check Up Inspection for the Factory
86.	<ul style="list-style-type: none">– Ability to send Notifications to Inspecting Officials & Factory User about the Check Up Inspection Schedule
87.	<ul style="list-style-type: none">– Ability to carry out Inspection Process
88.	<ul style="list-style-type: none">– Ability to generate Check Up Inspection Violations & Non Compliance Report along with Dateline for Check Up Inspection Compliance
89.	<ul style="list-style-type: none">– Ability to Digitally Sign 2D Bar Coded Check Up Inspection Violations & Non

Annexure: FRS F&B

Check Up Inspection

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

Note 4: Compliance Report Uploaded by the Factory Owner

	Compliance Report (Edit submitted report within x hours)
	Case II: Check Up Inspection Not Required
90.	<ul style="list-style-type: none">– Ability to allow the Directorate User to write remarks for reasons for non-requirement of Check Up Inspection
	Compliance Report Analysis
91.	<ul style="list-style-type: none">– Ability to compare the compliance with the Violation(s) and Non Compliance(s) pointed out in the Inspection Report
92.	<ul style="list-style-type: none">– Ability to allow the Directorate User to record whether the Compliance Report is satisfactory or otherwise, with ability to write remarks
93.	<ul style="list-style-type: none">– Ability to approve Compliance Report, in case, the Violations and Non Compliances are rectified, as applicable
94.	<ul style="list-style-type: none">– Ability to allow Directorate User to Initiate Action, if the Compliance Actions are not satisfactory

Annexure: FRS F&B

5.1.6. Information Dissemination and Regulatory Compliance

Information Dissemination and Regulatory Compliance	
Outcome of Inspection Process	
S No	Functional Requirements
95.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) to Authorized Factory User about the Outcome of Inspection Process and Check Up Inspection Process), if applicable
96.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) to concerned Directorate Officials / Authorized Factory User to “Initiate Action”, if applicable
97.	<ul style="list-style-type: none">– Ability to publish in the Portal about the Action Taken against the said Factory
98.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) to Authorized Factory User to initiate process for Approval for extension plan
99.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) to Authorized Factory User to initiate process for Amendment of Factory Licence

Annexure: FRS F&B

5.1.7. MIS Reports

Inspection Management Reporting System	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- Dashboard of Types of Factories, factories Inspected / Not Inspected / Frequency of Inspection / Major Violations
Rp.2	<ul style="list-style-type: none">- Detail Schedule of Inspections with their current stage, Industry category type / Sector etc.
Rp.3	<ul style="list-style-type: none">- List of Factory where Inspections are scheduled group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.4	<ul style="list-style-type: none">- List of Factory where Inspections are under different stages group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.5	<ul style="list-style-type: none">- List of Factory where Inspection Reports have been submitted group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.6	<ul style="list-style-type: none">- List of Factory where Compliance Reports have been submitted group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.7	<ul style="list-style-type: none">- List of Factory where Compliance Reports have not been submitted along with Dateline group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.8	<ul style="list-style-type: none">- List of Factory against whom Show Cause has been issued group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.9	<ul style="list-style-type: none">- List of Factory against whom Legal Action has been initiated group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.10	<ul style="list-style-type: none">- List of Factories where Check Up Inspection was carried out group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.11	<ul style="list-style-type: none">- Report on List of Factories where Check Up Inspection was not carried out group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.

Annexure: FRS F&B

Inspection Management Reporting System	
Illustrative List of MIS reports (Not Exhaustive)	
Rp.12	<ul style="list-style-type: none"> - Report on Actions on Non Compliance group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.13	<ul style="list-style-type: none"> - Report on List of Factory which have Violations and Non Compliances group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.14	<ul style="list-style-type: none"> - Report on List of Factory which should undertake Approvals and Amendment of Factory Licence
Rp.15	<ul style="list-style-type: none"> - Accident Analysis Report
Rp.16	<ul style="list-style-type: none"> - Integration of Onsite Offsite plan
Rp.17	<ul style="list-style-type: none"> - Annual Administrative Report
Rp.18	<ul style="list-style-type: none"> - Report on Number of Fatal Accidents / Non Fatal Accidents / Serious Accidents/ Dangerous Occurrence group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.19	<ul style="list-style-type: none"> - Accident Analysis – Body part wise / Cause wise / sector wise / etc. group by registered / unregistered - details of casualty – demography
Rp.20	<ul style="list-style-type: none"> - List of Factories against which Action Taken by Directorate – (Prosecution / Warnings / etc.) group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.21	<ul style="list-style-type: none"> - Number of Prohibition Orders issued
Rp.22	<ul style="list-style-type: none"> - Report on Mock Drills Scheduled and – Conducted – Pending group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.23	<ul style="list-style-type: none"> - Report on Mock Drills – nature – Toxic Release / Fire / Explosion group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.24	<ul style="list-style-type: none"> - Report on Number of Onsite Plan prepared / Accepted / Updated group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.25	<ul style="list-style-type: none"> - Report on Number of Offsite Plans prepared / Accepted / Updated group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.

Annexure: FRS F&B

5.2. Mock Drills

5.2.1. Schedule

Schedule Inspection – Mock Drills

Factory/ Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note 1: Registration / Licence documents have been digitized and the details reside in the system

Note 2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note 3: System has record of Factory and their Category of Industry

Note 4: System has the list of Inspections conducted by CIF for a given year

Note 5: System has the list of Factories registered with CIF(Coordinated by Industries department)

Inspection Scheduling – System Based and by Directorate Officials

S No	Functional Requirements
	Scheduling by Directorate Officials / Factory User - Mock Drills Category I: Witnessed by Directorate Officials
1.	<ul style="list-style-type: none">– Ability to schedule Mock Drills which would be conducted by Occupier /Factory Manager
2.	<ul style="list-style-type: none">– Ability to capture the Type of Mock Drill such as<ul style="list-style-type: none">a. Fireb. Explosionc. Toxic Gas Leakaged. Others (Specify)
3.	<ul style="list-style-type: none">– Ability to revise the schedule of Mock Drill
4.	<ul style="list-style-type: none">– Ability to schedule the Inspection based on availability of Inspecting Officials with no conflict with previously scheduled Inspections
5.	<ul style="list-style-type: none">– Ability to identify any specific Inspecting Official and assign to the Inspection Process or remove from Inspection Process
6.	<ul style="list-style-type: none">– Ability to form a Inspecting Team (Government side, Special Invitee along with contact details) to carry out the specified Mock Drill

Annexure: FRS F&B

Schedule Inspection – Mock Drills

Factory/ Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note 1: Registration / Licence documents have been digitized and the details reside in the system

Note 2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note 3: System has record of Factory and their Category of Industry

Note 4: System has the list of Inspections conducted by CIF for a given year

Note 5: System has the list of Factories registered with CIF(Coordinated by Industries department)

	Scheduling by Directorate Officials / Factory User - Mock Drills Category II: Conducted and witnessed by Factory Employees
7.	<ul style="list-style-type: none">– Ability to schedule Mock Drills which would be conducted by Occupier /Factory Manager
8.	<ul style="list-style-type: none">– Ability to revise the schedule of Mock Drill
	Scheduling by System : Mock Drill I - Witnessed by the Directorate Officials
9.	<ul style="list-style-type: none">– Ability to generate Mock Drill Schedule based on predefined parameters such as<ol style="list-style-type: none">a. Category of Industry such as MAH, Factories with Hazardous Manufacturing Process, Risk Profile of Factories such as High, Medium, Low, Sector Specific Factories, Carry Out Mock Drill etc.b. Mock Drill 1 already completedc. Any other parameter(s)
	Scheduling by System : Mock Drill 2 - Conducted and witnessed by Factory
10.	<ul style="list-style-type: none">– Ability to generate Mock Drill Schedule based on predefined parameters such as<ol style="list-style-type: none">a. Category of Industry such as MAH, Factories with Hazardous Manufacturing Process, Risk Profile of Factories such as High, Medium, Low, Sector Specific Factories, Carry Out Mock Drill etc.b. Mock Drill 2d already completedc. Any other parameter(s)

Annexure: FRS F&B

5.2.2. Notification

Notification to Inspecting Officials / Factory Owners

DIRECTORATE User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Note1: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

Notification to Inspecting Officials about the Inspection Schedule

S No	Functional Requirements
11.	<ul style="list-style-type: none">— Ability to send Notification (SMS / Email / Portal) to relevant Inspecting Officials based on Jurisdiction & Authority about the Inspection Schedule
12.	<ul style="list-style-type: none">— Ability to block Notification to Factory Owners by Directorate Users with ability to capture remarks
13.	<ul style="list-style-type: none">— Ability send Notification to the identified Inspection Official / Others who has been assigned to the Inspection Process
14.	<ul style="list-style-type: none">— Ability to date and time stamp the Notification

Annexure: FRS F&B

5.2.3. Data Capture @ Mock Drill (Assessment Form)

Data Capture for Mock Drill	
Directorate / Factory User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Data Capture @ Mock Drills using Field Going Devices (Works Online and Offline Mode)	
S No	Functional Requirements
15.	<ul style="list-style-type: none">– Ability to classify the Mock Drill in different categories
16.	<ul style="list-style-type: none">– Ability to capture details of Mock Drill in a standard format as per Check List
17.	<ul style="list-style-type: none">– Ability to send Notifications(SMS / Email / Portal) about the Mock Drill Start and Mock Drill End, as applicable, of the Mock Drill process to the Directorate Officials with date and time stamp
18.	<ul style="list-style-type: none">– Ability to capture the information for Mock Drills as per Check List /
19.	<ul style="list-style-type: none">– Ability to auto-populate the details of the Factory such as Name & Address of the Factory, Name of Occupier / Factory Manager; Licence Details
20.	<ul style="list-style-type: none">– Ability to auto-populate the Industry classification, category of Industry of the Factory where Inspection would be carried out
21.	<ul style="list-style-type: none">– Ability to auto-populate the details of Inspecting Officials witnessing the Mock Drills, as applicable
22.	<ul style="list-style-type: none">– Ability to capture the details of Factory Personnel (Mutual Aid Partners & Management)participating in the Mock Drills
23.	<ul style="list-style-type: none">– Ability to date and time stamp the actual start and end of the Mock Drill Process
24.	<ul style="list-style-type: none">– Ability to capture the information such as<ul style="list-style-type: none">a. Quantity of Hazardous Chemicals / Substances stored and Handled
25.	<ul style="list-style-type: none">– Ability to capture the hazards anticipated
26.	<ul style="list-style-type: none">– Ability to capture the details of support received such as (Fire Tenders, Ambulance, Manpower, vehicles, Fire Fighting Equipment etc.)
27.	<ul style="list-style-type: none">– Ability to capture the Emergency Scenario in free flow text & in structured format
28.	<ul style="list-style-type: none">– Ability to capture the Sequence of Events with details such as
29.	<ul style="list-style-type: none">– Ability to capture Event Details such as "Spotting of Emergency", "Reporting to Works main controller/ Site Controller", "Declaration of Emergency/ Blowing of

Annexure: FRS F&B

Data Capture for Mock Drill	
Directorate / Factory User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
	Emergency" and "Mobilization of Emergency Team" etc. with date & time stamp
30.	<ul style="list-style-type: none">– Ability to capture the Combat Team details such as "Reporting at Spot", "Shifting of Emergency Team Members", Receipt of Mutual Aid at Spot, Receipt of Govt Aid at Spot, Combating and Control of Emergency Situation with date & time stamp
31.	<ul style="list-style-type: none">– Ability to capture details of Rescue Team such as Reporting at Site, Rescue injured at from Emergency Site, First Aid Administration(if any), Shifting to Hospital (if any) with date & time stamp
32.	<ul style="list-style-type: none">– Ability to capture details of Auxiliary Team such as Dissipation of Emergency and nature for the information of the workers and public, Intimation regarding emergency to Line government department and mutual aid workers for help, Evacuation of workers from and in and around emergency spot, Assembly of workers at spot, completion of emergency roll call at site and Declaration of Normalcy / Blowing of all clear Siren with date & time stamp
33.	<ul style="list-style-type: none">– Ability to capture any other Short Comings Observed in the form of free flow text, radio buttons, check box etc. along with pictures of such shortcomings

Annexure: FRS F&B

5.2.4. Generate & Upload of Mock Drill Report

Mock Drill Data Upload	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
34.	<ul style="list-style-type: none">– Ability to generate 2D Bar Coded Mock Drill Report in a predesigned format with date and time stamp
35.	<ul style="list-style-type: none">– Ability to digitally sign 2D Bar Coded Mock Drill Report and upload in the system
36.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to relevant Inspecting Officials / Factory Officials about the Upload of Mock Drill Report with data and time stamp

Annexure: FRS F&B

5.2.5. MIS Reports

Mock Drills	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- Dashboard of Types of Factories, factories where Mock Drills along with Category, Type and Major Violations
Rp.2	<ul style="list-style-type: none">- Detail Schedule of Mock Drills with their current stage, Industry category type / Sector etc.
Rp.3	<ul style="list-style-type: none">- List of Factory where Mock Drills are scheduled group by Directorate Jurisdiction, Directorate Officer, Factory Category, Mock Drill Category and Type Industrial Classification, Inspection Type etc.
Rp.4	<ul style="list-style-type: none">- List of Factory where Mock Drill Reports have been submitted group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.5	<ul style="list-style-type: none">- Report on List of Factory which have Violations group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.6	<ul style="list-style-type: none">- Integration of Onsite Offsite plan
Rp.7	<ul style="list-style-type: none">- Report on Mock Drills Scheduled and – Conducted – Pending group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.8	<ul style="list-style-type: none">- Report on Mock Drills – nature – Toxic Release / Fire / Explosion group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.9	<ul style="list-style-type: none">- Report on Number of Onsite Plan prepared / Accepted / Updated group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.10	<ul style="list-style-type: none">- Report on Number of Offsite Plans prepared / Accepted / Updated group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.

Annexure: FRS F&B

5.3. Accident Investigations

5.3.1. Accident Reporting by Factories

Accident Reporting

Factory User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

Note: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

Note 4: System has the list of Inspections conducted by CIF for a given year

Note 5: System has the list of Factories registered with CIF(Coordinated by Industries department)

Accident Reporting by Factory Owners

S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to Auto-populate the Factory details including but not limited to Name, Age, Address, Mobile Number of Occupier / Factory Manager and email id etc.in the relevant e-form (Form -18)
2.	<ul style="list-style-type: none">– Ability to auto-populate the Applicant Factory Details in the relevant e-form (Form -18) including but not limited to Name, Registration & Licence No. & Details, Industrial Classification etc.
3.	<ul style="list-style-type: none">– Ability to capture Accident details as specified in the Form 18 (Name of Injured, Time when accident occurred, Name of witness, Death or Injury etc.)
4.	<ul style="list-style-type: none">– Ability to select the Accident as 'Fatal Accident', 'Non Fatal Accident,' ' Serious Accident' or 'Dangerous Occurrence' etc.
5.	<ul style="list-style-type: none">– Ability to allow the user to enter details (in the form of text, Combo text, check box etc. as required) along with remarks
6.	<ul style="list-style-type: none">– Ability to save the application at any stage of form / data filling and fill it later
7.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
8.	<ul style="list-style-type: none">– Ability to Digitally Sign Form 18 and submit to the Directorate
9.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for

Annexure: FRS F&B

Accident Reporting	
Factory User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System</u>	
<u>Note: Registration / Licence documents have been digitized and the details reside in the system</u>	
<u>Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company</u>	
<u>Note3: System has record of Factory and their Category of Industry</u>	
<u>Note 4: System has the list of Inspections conducted by CIF for a given year</u>	
<u>Note 5: System has the list of Factories registered with CIF(Coordinated by Industries department)</u>	
	successful submission of application along with details of Time stamp of Application Submission
Notifications to Concerned Officials	
10.	<ul style="list-style-type: none">— Ability to send Notification (SMS / Email / Portal) to relevant Inspecting Officials/ Authority based on Jurisdiction & Authority about the Inspection Schedule
11.	<ul style="list-style-type: none">— Ability to date and time stamp the Notification
12.	<ul style="list-style-type: none">— Ability to print the Accident Report in Form 18

Annexure: FRS F&B

5.3.2. Accident Reporting by Other Sources

Accident Reporting by Other Sources	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Functional Requirements	
13.	<ul style="list-style-type: none">– Ability to capture the details of Factory along with Address and Licence details
14.	<ul style="list-style-type: none">– Ability to auto populate the details of Factory (if applicable)
15.	<ul style="list-style-type: none">– Ability to capture the source providing information about Accident (with Injury Type such as Fatal or Non Fatal) with time and date stamp
16.	<ul style="list-style-type: none">– Ability to scan and upload supporting documents which provide such information about Accident (Copy of News Paper cutting / FIR etc.)

Annexure: FRS F&B

5.3.3. Schedule Accident Investigations

Schedule Accident Investigations

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Note: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

Notification to Inspecting Officials about the Accident Investigation

S No	Functional Requirements
17.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to relevant Inspecting Officials based on Jurisdiction & Authority about the Inspection Schedule
18.	<ul style="list-style-type: none">– Ability send Notification to the identified Inspection Officials who have been assigned to the Inspection Process
19.	<ul style="list-style-type: none">– Ability to identify any specific Inspecting Official and assign to the Inspection Process or remove from Inspection Process
20.	<ul style="list-style-type: none">– Ability to form a Inspecting Team (with contact details) to carry out specified Inspection
21.	<ul style="list-style-type: none">– Ability to date and time stamp the Notification

Annexure: FRS F&B

5.3.4. Notifications

Notification to Inspecting Officials / Factory Owners

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Note: Registration / Licence documents have been digitized and the details reside in the system

Note2: Details of Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India has also been digitized for each Industrial Company

Note3: System has record of Factory and their Category of Industry

Notification to Inspecting Officials about the Inspection Schedule

S No	Functional Requirements
37.	<ul style="list-style-type: none">— Ability to send Notification (SMS / Email / Portal) to relevant Inspecting Officials based on Jurisdiction & Authority about the Inspection Schedule
38.	<ul style="list-style-type: none">— Ability to block Notification to Factory Owners by Directorate Users with ability to capture remarks
39.	<ul style="list-style-type: none">— Ability send Notification to the identified Inspection Official / Others who has been assigned to the Inspection Process
40.	<ul style="list-style-type: none">— Ability to date and time stamp the Notification

Annexure: FRS F&B

5.3.5. Data Capture for Accident Investigation

Data Capture for Accident Investigation	
Capture Details of Accidents by the Directorate Officials	
S No	Functional Requirements
22.	<ul style="list-style-type: none">— Ability to auto-populate and categorize the Inspection as Accident Investigation
23.	<ul style="list-style-type: none">— Ability to auto-populate the Accident Reported as 'Fatal Accident', 'Non Fatal Accident,' ' Serious Accident' or 'Dangerous Occurrence' etc. as selected and reported by Occupier / Factory Manager
24.	<ul style="list-style-type: none">— Ability to view Accident as 'Fatal Accident', 'Non Fatal Accident,' ' Serious Accident' or 'Dangerous Occurrence' etc. as reported by Occupier / Factory Manager and capture the reviewed and revised Accident Category by the Directorate User
25.	<ul style="list-style-type: none">— Ability to take the images (geo and time stamped) of Accident Site(s) or persons and tag it to the Accident Category reported by the Occupier / Factory Manager
26.	<ul style="list-style-type: none">— Ability to capture the number, name and other personal details of the injured/ deceased in the Accident
27.	<ul style="list-style-type: none">— Ability to capture amongst others the following in the form of free flow text such as<ol style="list-style-type: none">a. Brief Description of the Case / Accidentb. Cause of Accidentc. Violations, if any, under the relevant provisions of the governing Actd. Compensation paid to victim or the next to kin of the victim
28.	<ul style="list-style-type: none">— Ability to capture the suggestion of the Directorate Officials

Annexure: FRS F&B

5.3.6. Generate & Upload of Accident Investigation Report

Accident Investigation Report Upload	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
41.	<ul style="list-style-type: none">– Ability to generate 2D Bar Coded Accident Investigation Report in a presigned format with date and time stamp
42.	<ul style="list-style-type: none">– Ability to digitally sign 2D Bar Coded Accident Investigation Report and upload in the system
43.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to relevant Inspecting Officials / Factory Officials about the Upload of Accident Investigation Report with data and time stamp

Annexure: FRS F&B

5.3.7. MIS Reports

Accident Investigations	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- Dashboard of Types of Factories, factories where Accident was reported by Factory with Accident Type Reported such as Fatal / Non Fatal
Rp.2	<ul style="list-style-type: none">- Dashboard of Types of Factories, factories where Accident was reported by other sources
Rp.3	<ul style="list-style-type: none">- List of Factory where Accident Investigations are scheduled group by Directorate Jurisdiction, Directorate Officer, Factory Category, Mock Drill Category and Type Industrial Classification, Inspection Type etc.
Rp.4	<ul style="list-style-type: none">- List of Factory where Accident Investigation Reports have been submitted group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.5	<ul style="list-style-type: none">- Report on List of Factory which have Violations and Non Compliances group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.6	<ul style="list-style-type: none">- Accident Analysis Report
Rp.7	<ul style="list-style-type: none">- Integration of Onsite Offsite plan
Rp.8	<ul style="list-style-type: none">- Report on Number of Fatal Accidents / Non Fatal Accidents / Serious Accidents/ Dangerous Occurrence group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.
Rp.9	<ul style="list-style-type: none">- Accident Analysis – Body part wise / Cause wise / sector wise / etc. group by registered / unregistered - details of casualty – demography
Rp.10	<ul style="list-style-type: none">- List of Factories against which Action Taken by Directorate – (Prosecution / Warnings / etc.) group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification, Inspection Type etc.

Annexure: FRS F&B

5.4. Inspection of Boilers & Issue of Provisional Order / Certificate

5.4.1. Application, Inspection Type and Payment

Application, Inspection Type and Payment

Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Note 1: System has the list of 'Third Party Competent Person' for Inspection of Boilers.

Note 2: System has the list of Erectors

Note 3: Registration / License details of Factory for the previous 2 years reside in the System

Note 4: Registration details of Operating Boilers for the previous 2 years reside in the System

Application for Inspection for Boilers and Selection of Inspection Type (New or Operating Boiler)

S No	Functional Requirements
1.	<ul style="list-style-type: none">— Ability to auto-populate the Applicant Factory Details in the relevant e-form (Form No B-1) including but not limited to Name, Registration & Licence No., Industrial Classification etc.
2.	<ul style="list-style-type: none">— Ability to allow the user to enter details (in the form of text, Combo text, check box etc. as required) along with remarks
3.	<ul style="list-style-type: none">— Ability to capture the reason for Inspection such as<ol style="list-style-type: none">a. Registration Inspectionb. Regular Inspection of Boilersc. Urgent Repairs Inspectiond. Inspection during Manufacturing & Erection
4.	<ul style="list-style-type: none">— Ability to select whether Applicant wants the Inspection by "Third Party Competent Person" or "Directorate"

Annexure: FRS F&B

5.4.1.1. Application for: "Inspection Undertaken by Directorate"

Application, Payment & Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: System has the list of 'Third Party Competent Person' for Inspection of Boilers.</u>	
<u>Note 2: System has the list of Erectors</u>	
<u>Note 3: Registration / License details of Factory for the previous 2 years reside in the System</u>	
<u>Note 4: Registration details of Operating Boilers for the previous 2 years reside in the System</u>	
Application for Inspection of Boilers which is undertaken by the Directorate	
S No	Functional Requirements
5.	<ul style="list-style-type: none">– Ability to auto-populate the Applicant Factory Details in the relevant e-form (Form No B-1) including but not limited to Name, Registration & Licence No., Industrial Classification etc.
6.	<ul style="list-style-type: none">– Ability to allow the user to enter details (in the form of text, Combo text, check box etc. as required) along with remarks
7.	<ul style="list-style-type: none">– Ability to interface with e-Biz System to capture the Registration details of the New Boiler
8.	<ul style="list-style-type: none">– Ability to capture the Registration Number of Factory and attach a copy of the Registration Certificate issued by e-Biz System
9.	<ul style="list-style-type: none">– Ability to capture the details of the New Boilers for the Registration Inspection
10.	<ul style="list-style-type: none">– Ability to generate the Checklist and prompt the Applicant to upload relevant Supporting Documents
11.	<ul style="list-style-type: none">– *Ability to add new document / drawing, provide clarification at any stage of Application processing
12.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted to the Directorate such as<ol style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. List of documents posted by the Applicantf. Other details, as required`
Online Payment	

Annexure: FRS F&B

Application, Payment & Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: System has the list of 'Third Party Competent Person' for Inspection of Boilers.</u>	
<u>Note 2: System has the list of Erectors</u>	
<u>Note 3: Registration / License details of Factory for the previous 2 years reside in the System</u>	
<u>Note 4: Registration details of Operating Boilers for the previous 2 years reside in the System</u>	
13.	- Ability to auto- calculate the payable fees for the service request
14.	- Ability to display the available payment methods to the Applicant
15.	- Ability to allow online payment through the selected payment method
16.	- Ability to save the application at any stage of form / data filling and fill it later
17.	- Ability to provide Digitally Sign a Self Declaration about the correctness and completeness of the Application
18.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
19.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission
20.	- Ability to enter the post / courier details of the documents received
Acknowledgment for Receipt of Documents	
21.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for Receipt of the Supporting Documents along with Date and Time Stamp
22.	- Ability to check the completeness of the documents and write remarks about it
Documents Completeness	
23.	- Ability to send Notifications (SMS/ Email / Portal) to Applicant to submit additional document(s) / clarification(s) within a definite Dateline, if required
24.	- Ability to revise Dateline for submission of Additional Document / Clarification, if required

Annexure: FRS F&B

5.4.1.2. Application for: "Inspection by Third Party Competent Person"

Application for Inspection Through Third Party Competent Person	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: System has the list of 'Third Party Competent Person' for Inspection of Boilers.</u>	
<u>Note 2: System has the list of Erectors</u>	
<u>Note 3: Registration / License details of Factory for the previous 2 years reside in the System</u>	
<u>Note 3: Registration details of Operating Boilers for the previous 2 years reside in the System</u>	
Applicants selects from a list of empanelled Competent Person and keeps the Directorate Informed	
S No	Functional Requirements
25.	<ul style="list-style-type: none">– Ability to auto-populate the Applicant Factory Details in the relevant e-form (Form No B-1) including but not limited to Name, Registration & Licence No., Industrial Classification etc.
26.	<ul style="list-style-type: none">– Ability to allow the user to enter details (in the form of text, Combo text, check box etc. as required) along with remarks
27.	<ul style="list-style-type: none">– Ability to interface with e-Biz System to capture the Registration details of the Registered Boiler
28.	<ul style="list-style-type: none">– Ability to capture the Registration Number of Factory and attach a copy of the Registration Certificate issued by e-Biz System
29.	<ul style="list-style-type: none">– Ability to select the Third Party Competent Person who would conduct the Inspection
30.	<ul style="list-style-type: none">– Ability to auto-populate the Third Party Competent Person details
31.	<ul style="list-style-type: none">– Ability to provide Digitally Sign a Self Declaration about the correctness and completeness of the Application
32.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
33.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with Time stamp of Application Submission

Annexure: FRS F&B

5.4.2. Inspection Process

5.4.2.1. Inspection Scheduling

Inspection Scheduling	
User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
	Inspection Scheduling by Directorate Officials
34.	<ul style="list-style-type: none">— Ability to schedule Inspection of Factories based on FCFS / or any other pre-defined parameter such as Category of Industry type / Directorate priority with ability to record remarks
35.	<ul style="list-style-type: none">— Ability to schedule Surprise Inspection based on pre-defined parameters such as<ul style="list-style-type: none">a. Accident Investigationb. Special Investigationc. Complaintsd. Mock Drills and Other Reasons
36.	<ul style="list-style-type: none">— Ability to capture the reason for Inspection, the Inspection Schedule & Time
37.	<ul style="list-style-type: none">— Ability to identify any specific Inspecting Official and assign to the Inspection Process or remove from Inspection Process
	Inspection Scheduling by System
38.	<ul style="list-style-type: none">— Ability to generate Inspection Schedule based on predefined parameters such as<ul style="list-style-type: none">a. Category of Industry such as MAH, Factories with Hazardous Manufacturing Process, Risk Profile of Factories such as High, Medium, Low, Sector Specific Factories, Carry Out Mock Drill etc.b. Inspection already completedc. Any other parameter(s)

Annexure: FRS F&B

5.4.2.2. Notification to Inspecting Officials & Factory Owners

Notification to Inspecting Officials / Factory Owners	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: System has the list of Third Party Competent Persons for Inspection of Boilers.</u>	
<u>Note 2: System has the list of Erectors</u>	
<u>Note 3: Registration / License details of Factory for the previous 2 years reside in the System</u>	
<u>Note 4: Registration details of Operating Boilers for the previous 2 years reside in the System</u>	
Notification to Inspecting Officials about the Inspection Schedule	
S No	Functional Requirements
39.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to relevant Inspecting Officials based on Jurisdiction & Authority about the Inspecting Schedule about the Inspection Schedule
40.	<ul style="list-style-type: none">– Ability to block the Notification to Factory Owners for Surprise Inspection with ability to capture remarks
41.	<ul style="list-style-type: none">– Ability send Notification to the identified Inspection Official who has been assigned to the Inspection Process
42.	<ul style="list-style-type: none">– Ability to date and time stamp the Notification

Annexure: FRS F&B

5.4.2.3. Thorough Testing & Upload of Test Report

Notification to Inspecting Officials / Factory Owners <i>Relevant for Third Party Competent Person</i>	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 3: Registration / License details of Factory for the previous 2 years reside in the System</u>	
<u>Note 4: Registration details of Operating Boilers for the previous 2 years reside in the System</u>	
Data Capture @ Thorough Testing using Field Going Devices (Works Online and Offline Mode)	
S No	Functional Requirements
43.	<ul style="list-style-type: none">– Ability to send reminders about the Inspection schedule (Thorough Testing)
44.	<ul style="list-style-type: none">– Ability to capture the details of the Inspecting Officials / (Third Party Agency) based on login credentials along with geo tags
45.	<ul style="list-style-type: none">– Ability to auto- populate the details of the Factory where Thorough Testing would be carried out
Conduct Thorough Testing	
46.	
47.	<ul style="list-style-type: none">– Ability to auto-populate the Industry classification, category of Industry of the Factory where Inspection would be carried out
48.	<ul style="list-style-type: none">– Ability to generate "Thorough Testing Checklist and Protocol as per IBR Act, 1950", where data / images and remarks would be captured (in the form of text, Combo text, check box etc. as required)
49.	<ul style="list-style-type: none">– Ability to write Thorough Testing Inspecting Notes in the free flow text
50.	<ul style="list-style-type: none">– Ability to record violations and deviations, take pictures of violations and deviations(time and geo tagged), as applicable, and write remarks against such violations & deviations, as applicable
51.	<ul style="list-style-type: none">– Ability to prompt to fill in data as per mandatory fields in the Thorough Testing Checklist and Protocol
52.	<ul style="list-style-type: none">– Ability to save the application at any stage of form / data filling and fill it later
53.	<ul style="list-style-type: none">– Ability to perform Authentication of the Inspecting Official using Aadhaar based services provided by Third Party Service Providers such as NSDL or C-DAC

Annexure: FRS F&B

Notification to Inspecting Officials / Factory Owners	
<u>Relevant for Third Party Competent Person</u>	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 3: Registration / License details of Factory for the previous 2 years reside in the System</u>	
<u>Note 4: Registration details of Operating Boilers for the previous 2 years reside in the System</u>	
54.	<ul style="list-style-type: none">— Ability to generate Thorough Testing Report with details of Violations and Deviations
55.	<ul style="list-style-type: none">— Ability to Digitally Sign the 2D Bar Coded Thorough Testing Report and Upload in the System
56.	<ul style="list-style-type: none">— Ability to send Notification(SMS / Email/ Portal) to the Directorate Official and Factory Owner about the Through Testing Report with details of Violations and Deviations
57.	<ul style="list-style-type: none">— Ability to capture whether Boiler requires / or is in<ul style="list-style-type: none">a. Thorough Testing to be Repeatedb. Orderc. Not In Order
Case: Thorough Testing to be Repeated	
58.	<ul style="list-style-type: none">— Ability to send Notifications (SMS / Email / Portal) about the outcome of the Thorough Testing and Instructions to make necessary rectifications (esp. about check points and protocols)
59.	<ul style="list-style-type: none">— Ability to reschedule the Thorough Testing date and time with specific check points / protocols which needs to be revisited
60.	<ul style="list-style-type: none">— Ability to Conduct "Thorough Testing"
Case: Boiler in Order	
61.	<ul style="list-style-type: none">— Ability to Schedule "Hydraulic Testing"
Case: Boiler Not in Order	
62.	<ul style="list-style-type: none">— Ability to generate Repair Order

Annexure: FRS F&B

5.4.2.4. Hydraulic Testing & Upload of Test Report

Notification to Inspecting Officials / Factory Owners <i>Relevant for Third Party Competent Person</i>	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Data Capture @ Hydraulic Testing using Field Going Devices (Works Online and Offline Mode)	
S No	Functional Requirements
63.	<ul style="list-style-type: none">– Ability to send reminders about the Inspection schedule (Hydraulic Testing)
64.	<ul style="list-style-type: none">– Ability to capture the details of the Inspecting Officials / (Third Party Agency) based on login credentials along with geo tags
65.	<ul style="list-style-type: none">– Ability to auto- populate the details of the Factory where Hydraulic Testing would be carried out
66.	<ul style="list-style-type: none">– Ability to auto-populate the Industry classification, category of Industry of the Factory where Inspection would be carried out
67.	<ul style="list-style-type: none">– Ability to generate “Hydraulic Testing Checklist and Protocol”, where data / images and remarks would be captured (in the form of text, Combo text, check box etc. as required)
68.	<ul style="list-style-type: none">– Ability to write Hydraulic Testing Inspecting Notes in the free flow text
69.	<ul style="list-style-type: none">– Ability to capture observations on Pressure parts and other parameters as per checklist and protocol
70.	<ul style="list-style-type: none">– Ability to prompt to fill in data as per mandatory fields in the Hydraulic Testing Checklist and Protocol
71.	<ul style="list-style-type: none">– Ability to save the application at any stage of form / data filling and fill it later
72.	<ul style="list-style-type: none">– Ability to perform Authentication of the Inspecting Official using Aadhaar based services provided by Third Party Service Providers such as NSDL or C-DAC
73.	<ul style="list-style-type: none">– Ability to generate Hydraulic Testing Report with details of observations on Pressure parts and other parameters, as applicable
74.	<ul style="list-style-type: none">– Ability to Digitally Sign the 2D Bar Coded Hydraulic Testing Report and Upload in the System
75.	<ul style="list-style-type: none">– Ability to send Notification(SMS / Email/ Portal) to the Directorate Official and

Annexure: FRS F&B

Notification to Inspecting Officials / Factory Owners <u>Relevant for Third Party Competent Person</u>	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
	Factory Owner about the Hydraulic Testing Report with details of observations on Pressure parts and other parameters, as applicable
76.	<ul style="list-style-type: none">– Ability to capture whether Boiler requires / or is in<ul style="list-style-type: none">a. Hydraulic Testing to be Repeatedb. Orderc. Not In Order
	Case: Hydraulic Testing to be Repeated
77.	<ul style="list-style-type: none">– Ability to send Notifications (SMS / Email / Portal) about the outcome of the Hydraulic Testing and Instructions to make necessary rectifications (esp. about pressure related check points and protocols)
78.	<ul style="list-style-type: none">– Ability to reschedule the Hydraulic Testing date and time with specific check points / protocols which needs to be revisited
79.	<ul style="list-style-type: none">– Ability to Conduct “Hydraulic Testing”
	Case: Boiler in Order
80.	<ul style="list-style-type: none">– Ability to approve the Boiler Inspection Outcome and recommend Issuance of Provisional Order
	Case: Boiler Not in Order
81.	<ul style="list-style-type: none">– Ability to recommend to Issue Draft Repair Order
82.	<ul style="list-style-type: none">– *Ability to provide clarification, at any stage of the Application Processing or before 'Approval of Repair Order'

Annexure: FRS F&B

5.4.3. Inspection Outcome

Notification to Inspecting Officials / Factory Owners <u>Relevant for Third Party Competent Person</u>	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: System has the list of Third Party Competent Person for Inspection of Boilers.</u>	
S No	Functional Requirements
	Case: Boiler in Order
83.	<ul style="list-style-type: none">– Ability to peruse the Hydraulic and Thorough Testing Report
84.	<ul style="list-style-type: none">– Ability to seek clarification(s) from the Inspecting Official / Third Party Competent Person
85.	<ul style="list-style-type: none">– Ability to approve or reject the Application Outcome with remarks
	Approval
86.	<ul style="list-style-type: none">– Ability to Approve / Modify the Inspection Outcome , Digitally Sign 2D Bar Coded Approval Letter
	Rejection
87.	<ul style="list-style-type: none">– Ability to Reject the Application and generate a Digitally Sign 2D Bar Coded Rejection Letter
88.	<ul style="list-style-type: none">– Ability to Issue 2D Bar Coded Repair Order
89.	<ul style="list-style-type: none">– Ability to send Notification(SMS / Email / Portal) to Submit Proposal for Selection of Erector with Date and Time Stamp
	Case: Boiler Not In Order
90.	<ul style="list-style-type: none">– Ability to peruse the Hydraulic and Thorough Testing Report
91.	<ul style="list-style-type: none">– Ability to seek clarification(s) from the Inspecting Official / Third Party Certifying Agency
92.	<ul style="list-style-type: none">– Ability to generate a Digitally Signed 2D Bar Coded Rejection Letter

Annexure: FRS F&B

Notification to Inspecting Officials / Factory Owners

Relevant for Third Party Competent Person

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Note 1: System has the list of Third Party Competent Person for Inspection of Boilers.

93.	<ul style="list-style-type: none">– Ability to Issue 2D Bar Coded Repair Order
94.	<ul style="list-style-type: none">– Ability to send Notification(SMS / Email / Portal) to Submit Proposal for Selection of Erector

Annexure: FRS F&B

5.4.4. MIS Report

Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications for Inspections group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.2	<ul style="list-style-type: none">- List of Applications in different stages of processing group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.3	<ul style="list-style-type: none">- List of Application group by Inspection type New or Operating group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.4	<ul style="list-style-type: none">- List of Application for Inspection of Operating Boilers group by Inspection by Department or Third Party Certifying Agency, Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.5	<ul style="list-style-type: none">- List of Applications where additional documents have been requested by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.6	<ul style="list-style-type: none">- List of Applications where Technical Discussion has been scheduled by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.7	<ul style="list-style-type: none">- List of Applications where Technical Discussion has been conducted by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.8	<ul style="list-style-type: none">- List of Applications along with Scrutiny Remarks and Observation group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.9	<ul style="list-style-type: none">- List of Applications additional documents have been requested for Compliance group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.10	<ul style="list-style-type: none">- List of Application for Operating boiler Inspection where outcome has been recommendation for Repair Order
Rp.11	<ul style="list-style-type: none">- List of Inspection conducted in different stages of Inspections viz., Thorough Test or Hydraulic Test
Rp.12	<ul style="list-style-type: none">- List of Inspection conducted in different stages of Inspections viz., Thorough Test or Hydraulic Test were cleared in more than one attempt

Annexure: FRS F&B

Illustrative List of MIS reports (Not Exhaustive)

Rp.13

- List of Third Party Certifying Agency performing Inspections in order of descending number of inspections performed with details such as Industrial Classification Number

6. Statutory Approvals

6.1. Approval of Extension Plan of Factories

6.1.1. Application Submission and Payment

Application, Payment & Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials	
<u>Note: Applicant has relevant Registration and Licence issued by the Directorate</u>	
Application for	
S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to capture whether application is for “Approval New Plan” or “Approval of Extension Plan”
	Case : New Plan
2.	<ul style="list-style-type: none">– Ability to auto-populate the Applicant details including but not limited to Name, Age, Address, Mobile Number and email id etc.in the relevant e-form (Form -1)
3.	<ul style="list-style-type: none">– Ability to auto-populate the details of Registration / Licence with details such as Registration Number , Licence Number, validity of Registration / Licence, Factory Name, Name of the Business, PAN, Authorized Occupier / Manager of the Factory, Industrial Classification etc.
4.	<ul style="list-style-type: none">– Ability to interface and interoperate with e-Biz System to validate Registration / Licence details of the Factory
5.	<ul style="list-style-type: none">– Ability to allow the user to enter details (in the form of text. Combo text, check box etc. as required) along with remarks
	Case : Extension Plan
7.	<ul style="list-style-type: none">– Ability to auto-populate the Applicant Factory Details in the relevant e-form (Form -1) including but not limited to Name, Registration & Licence No., Industrial Classification etc.
8.	<ul style="list-style-type: none">– Ability to allow the user to enter details (in the form of text. Combo text, check box etc. as required) along with remarks

Annexure: FRS F&B

Application, Payment & Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note: Applicant has relevant Registration and Licence issued by the Directorate</u>	
9.	Document Checklist
10.	<ul style="list-style-type: none"> – Ability to generate the Checklist and prompt the Applicant to upload relevant Supporting Documents such as <ul style="list-style-type: none"> a. Certified Copy of Land Documents b. Plans in Triplicate c. NOC from Local Authority, if applicable d. Copy of Last approved lay out plan e. Siting criteria issued by District Authority, if applicable f. Any other document, as per check list
11.	<ul style="list-style-type: none"> – Ability to upload Drawings and Supporting Documents
12.	<ul style="list-style-type: none"> – Ability to capture the post / courier details of the documents physically posted to the Directorate such as <ul style="list-style-type: none"> a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Post / Courier Invoice e. List of documents posted by the Applicant f. Other details, as required
13.	Online Payment
14.	<ul style="list-style-type: none"> – Ability to auto- calculate the payable fees for the service request
15.	<ul style="list-style-type: none"> – Ability to display the available payment methods to the Applicant
16.	<ul style="list-style-type: none"> – Ability to allow online payment through the selected payment method
17.	<ul style="list-style-type: none"> – Ability to save the application at any stage of form / data filling and fill it later
18.	<ul style="list-style-type: none"> – *Ability to add new document / drawing, provide clarification at any stage of Application processing
19.	<ul style="list-style-type: none"> – Ability to provide Digitally Sign a Self Declaration about the correctness and completeness of the Application
20.	<ul style="list-style-type: none"> – Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others

Annexure: FRS F&B

Application, Payment & Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note: Applicant has relevant Registration and Licence issued by the Directorate</u>	
21.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

6.1.2. Document Check and Technical Discussion

Document Check & Technical Discussion	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Directorate Receives Physical Post of Supporting Document	
S No	Functional Requirements
22.	<ul style="list-style-type: none">– Ability to enter the post / courier details of the documents received
23.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for Receipt of the Supporting Documents along with Date and Time Stamp
24.	<ul style="list-style-type: none">– Ability to check the completeness of the documents and write remarks about it
Documents Completeness and Reference Document	
25.	<ul style="list-style-type: none">– Ability to send Notification to Directorate User to supply previous documents of the same Applicant, if required
26.	<ul style="list-style-type: none">– Ability to send Notifications (SMS/ Email / Portal) to Applicant to submit additional document(s) / clarification(s) within a definite Dateline, if required
27.	<ul style="list-style-type: none">– Ability to revise Dateline for submission of Additional Document / Clarification, if required
Technical Discussion	
28.	
29.	<ul style="list-style-type: none">– Ability to capture whether Technical Discussion is required with the Applicant (or Representative), if required
Technical Discussion Required	
30.	
31.	<ul style="list-style-type: none">– Ability to schedule date and time for Technical Discussion with the Applicant
32.	<ul style="list-style-type: none">– Ability to revise the date and time for Technical Discussion with the Applicant
33.	<ul style="list-style-type: none">– Ability to send Notifications (SMS / Email / Portal) about the Date and Time of Technical Discussion
34.	<ul style="list-style-type: none">– Ability to record the proceedings of the Technical Discussion

Annexure: FRS F&B

6.1.3. Scrutiny of Document, Observations and Application Outcome

Scrutiny of Document and Observations and Application Outcome	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Document Scrutiny	
S No	Functional Requirements
35.	<ul style="list-style-type: none">– Ability to capture the observations in respect of Technical Discussion and Scrutiny of documents
Documents in Order	
Case I: Documents Not in Order	
36.	<ul style="list-style-type: none">– Ability to allow the Directorate Officer (Scrutiny Officer) to write Observations and Defects in the documents and drawing
37.	<ul style="list-style-type: none">– Ability to allocate the application to the Directorate Officer (Approving Officer) based on Authority and Jurisdiction to approve / reject / modify the Observation
38.	<ul style="list-style-type: none">– Ability to allow the Directorate Officer (Approving Officer) to peruse and approve the Observations (complete or partial)
39.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) to the Applicant to submit documents / drawings for Compliance*
40.	<ul style="list-style-type: none">– Ability to allow the Directorate Officer (Approving Officer) to request clarification from the Directorate Officer (Scrutiny Officer)
Case II: Documents in Order	
41.	<ul style="list-style-type: none">– Ability to Approve the Application, Digitally Sign 2D Bar Coded Approval Letter for Plan for Factory (New or Extension)
42.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to the Applicant about the Application outcome
43.	<ul style="list-style-type: none">– Ability to send instructions to Directorate Officer (Receiving Officer) to put up provide signature on the documents #
44.	<ul style="list-style-type: none">– Ability to enter the dispatch details
45.	<ul style="list-style-type: none">– Ability to send Notification in standard template (SMS / Email / Portal) to the

Annexure: FRS F&B

Scrutiny of Document and Observations and Application Outcome

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

	Applicant about the Application Dispatch
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Annexure: FRS F&B

6.1.4. MIS Reports

Approval of Plan for Factories (New or Extension)	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications for Approval of Plan for Factories (New or Extension) group by New or Extension, Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.2	<ul style="list-style-type: none">- List of Applications for Approval of Plan for Factories (New or Extension) in different stages of processing group by New or Extension Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.3	<ul style="list-style-type: none">- List of Applications for Approval of Plan for Factories (New or Extension) in where additional documents have been requested by the Directorate group by New or Extension, Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.4	<ul style="list-style-type: none">- List of Applications for Approval of Plan for Factories (New or Extension) in New or Extension where additional documents have been submitted by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.5	<ul style="list-style-type: none">- List of Applications for Approval of Plan for Factories (New or Extension) in where Technical Discussion has been scheduled by the Directorate group by New or Extension, Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.6	<ul style="list-style-type: none">- List of Applications for Approval of Plan for Factories (New or Extension) in where Technical Discussion has been conducted by the Directorate group by New or Extension, Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.7	<ul style="list-style-type: none">- List of Applications along with Scrutiny Remarks and Observation group by New or Extension, Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.8	<ul style="list-style-type: none">- List of Applications additional documents have been requested for Compliance group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.9	<ul style="list-style-type: none">- List of Applications Application has been approved or rejected group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.

Annexure: FRS F&B

Approval of Plan for Factories (New or Extension)

Illustrative List of MIS reports (Not Exhaustive)

Rp.10

- List of Applications Application has been approved and posted after endorsement to Applicant group by **New or Extension** Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.

Annexure: FRS F&B

6.2. Approval of Steam Pipeline Drawings

6.2.1. Application Submission and Payment

Application, Payment & Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to auto-populate the Applicant Factory Details in the relevant e-form including but not limited to Name, Registration & Licence No., Industrial Classification etc.
2.	<ul style="list-style-type: none">– Ability to make online application for Approval of Steam Pipeline Drawings
3.	<ul style="list-style-type: none">– Ability to allow the user to enter details (in the form of text, Combo text, check box etc. as required) along with remarks
4.	<ul style="list-style-type: none">– Ability to generate the Checklist and prompt the Applicant to upload relevant Supporting Documents such as<ol style="list-style-type: none">a. Steam Pipeline Drawingsb. Working Pressure Calculationc. Welding Scheduled. Steam Parameterse. Details of approval of terminal points, case of extension pipelines (Data Digitization)f. Details of previous approvals for drawingsg. Flexibility analysis Report for high pressure steamh. Others such as Engagement of Erectori. Any Other document
5.	<ul style="list-style-type: none">– Ability to upload Steam Pipeline Drawing in the CAD format (Future Requirement)
6.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted to the Directorate such as<ol style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. List of documents posted by the Applicantf. Other details, as required

Annexure: FRS F&B

Application, Payment & Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
7.	Online Payment
8.	- Ability to auto- calculate the payable fees for the service request
9.	- Ability to display the available payment methods to the Applicant
10.	- Ability to allow online payment through the selected payment method
11.	- Ability to save the application at any stage of form / data filling and fill it later
12.	- *Ability to add new document / drawing, provide clarification at any stage of Application processing
13.	- Ability to provide Digitally Sign a Self Declaration about the correctness and completeness of the Application
14.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
15.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

6.2.2. Document Check and Technical Discussion

Document Check & Technical Discussion	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to enter the post / courier details of the documents received
2.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for Receipt of the Supporting Documents along with Date and Time Stamp
3.	<ul style="list-style-type: none">– Ability to check the completeness of the documents and write remarks about it
Documents Completeness and Reference Document	
4.	<ul style="list-style-type: none">– Ability to send Notification to Directorate User to supply previous documents of the same Applicant, if required
5.	<ul style="list-style-type: none">– Ability to send Notifications (SMS/ Email / Portal) to Applicant to submit additional document(s) / clarification(s) within a definite Dateline, if required
6.	<ul style="list-style-type: none">– Ability to revise Dateline for submission of Additional Document / Clarification, if required
Technical Discussion	
7.	<ul style="list-style-type: none">– Ability to capture whether Technical Discussion is required with the Applicant (or Representative), if required
Technical Discussion Required	
8.	<ul style="list-style-type: none">– Ability to schedule date and time for Technical Discussion with the Applicant
9.	<ul style="list-style-type: none">– Ability to revise the date and time for Technical Discussion with the Applicant
10.	<ul style="list-style-type: none">– Ability to send Notifications (SMS / Email / Portal) about the Date and Time of Technical Discussion
11.	<ul style="list-style-type: none">– Ability to record the proceedings of the Technical Discussion

Annexure: FRS F&B

6.2.3. Scrutiny of Document, Observations and Application Outcome

Scrutiny of Document and Observations	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
12.	<ul style="list-style-type: none">– Ability to capture the observations in respect of Technical Discussion and Scrutiny of documents
Documents in Order	
Case I: Documents Not in Order	
13.	<ul style="list-style-type: none">– Ability to allow the Directorate Officer (Scrutiny Officer) to write Observations and Defects in the documents and drawing
14.	<ul style="list-style-type: none">– Ability to allocate the application to the Directorate Officer (Approving Officer) based on Authority and Jurisdiction to approve / reject / modify the Observation
15.	<ul style="list-style-type: none">– Ability to allow the Directorate Officer (Approving Officer) to peruse and approve the Observations (complete or partial)
16.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) to the Applicant to submit documents / drawings for Compliance*
17.	<ul style="list-style-type: none">– Ability to allow the Directorate Officer (Approving Officer) to request clarification from the Directorate Officer (Scrutiny Officer)
Case II: Documents in Order	
18.	<ul style="list-style-type: none">– Ability to peruse and provide outcome to the Application
19.	<ul style="list-style-type: none">– Ability to Approve the Application, Digitally Sign 2D Bar Coded Approval Letter for Drawing / Erector
20.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to the Applicant about the Application outcome
21.	<ul style="list-style-type: none">– Ability to send instructions to Directorate Officer (Receiving Officer) to put up for signature of the documents #

Annexure: FRS F&B

Scrutiny of Document and Observations

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

22.	<ul style="list-style-type: none">– Ability to enter the dispatch details
23.	<ul style="list-style-type: none">– Ability to send Notification in a standard template (SMS / Email / Portal) to the Applicant about the Application Despatch

Annexure: FRS F&B

6.2.4. MIS Reports

Approval of Steam Pipeline Drawings	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications for Approval of Steam Pipeline Drawings group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.2	<ul style="list-style-type: none">- List of Applications for Approval of Steam Pipeline Drawings in different stages of processing group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.3	<ul style="list-style-type: none">- List of Applications for Approval of Steam Pipeline Drawings in where additional documents have been requested by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.4	<ul style="list-style-type: none">- List of Applications for Approval of Steam Pipeline Drawings in where additional documents have been submitted by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.5	<ul style="list-style-type: none">- List of Applications for Approval of Steam Pipeline Drawings in where Technical Discussion has been scheduled by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.6	<ul style="list-style-type: none">- List of Applications for Approval of Steam Pipeline Drawings in where Technical Discussion has been conducted by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.7	<ul style="list-style-type: none">- List of Applications along with Scrutiny Remarks and Observation group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.8	<ul style="list-style-type: none">- List of Applications additional documents have been requested for Compliance group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.9	<ul style="list-style-type: none">- List of Applications Application has been approved or rejected group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.10	<ul style="list-style-type: none">- List of Applications Application has been approved and posted after endorsement to Applicant group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.

Annexure: FRS F&B

Approval of Steam Pipeline Drawings	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.11	- List of Applications for Approval of Steam Pipeline Drawings group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.12	- List of Applications for Approval of Steam Pipeline Drawings in different stages of processing group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.13	- List of Applications for Approval of Steam Pipeline Drawings in where additional documents have been requested by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.14	- List of Applications for Approval of Steam Pipeline Drawings in where additional documents have been submitted by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.15	- List of Applications for Approval of Steam Pipeline Drawings in where Technical Discussion has been scheduled by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.16	- List of Applications for Approval of Steam Pipeline Drawings in where Technical Discussion has been conducted by the Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.17	- List of Applications along with Scrutiny Remarks and Observation group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.18	- List of Applications additional documents have been requested for Compliance group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.19	- List of Applications Application has been approved or rejected group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.20	- List of Applications Application has been approved and posted after endorsement to Applicant group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.

6.3. Approval of Repair Order

6.3.1. Submission of Proposal for Erector

Proposal for Erector	
<p>Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded</p> <p><u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u></p> <p><u>Note 1: System has the list of Third Party Certifying Agency for Inspection of Boilers.</u></p> <p><u>Note 2: System has the list of Erectors</u></p>	
Submission of Proposal for Erector	
S No	Functional Requirements
1.	<ul style="list-style-type: none">– Ability to auto-populate the Applicant Factory Details in the relevant e-form (Form No B-1) including but not limited to Name, Registration & Licence No., Industrial Classification etc.
2.	<ul style="list-style-type: none">– Ability to create a proposal and allow the user to enter details (in the form of text, Combo text, check box etc. as required) along with remarks
3.	<ul style="list-style-type: none">– Ability to auto-populate the details of Repair Order
4.	<ul style="list-style-type: none">– Ability to select Erector within the list of empanelled list of Erectors
5.	<ul style="list-style-type: none">– Ability to generate a Digitally Signed 2D Bar Coded Proposal
6.	<ul style="list-style-type: none">– Ability to prompt to fill in data as per mandatory fields in the Proposal
7.	<ul style="list-style-type: none">– Ability to save the application at any stage of form / data filling and fill it later
8.	<ul style="list-style-type: none">– Ability to perform Authentication of the Inspecting Official using Aadhaar based services provided by Third Party Service Providers such as NSDL or C-DAC
9.	<ul style="list-style-type: none">– Ability to submit proposal to the Directorate and attach supporting document, as required
10.	<ul style="list-style-type: none">– Ability to send Notification(SMS / Email/ Portal) to the Directorate Official and to download the Proposal for Erector and generate a Tracking Number

Annexure: FRS F&B

6.3.2. Scrutiny of Repair Order

Modifications or Clarifications to Repair Order	
Directorate User (Scrutiny) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: System has the list of 'Third Party Competent Person' for Inspection of Boilers.</u> <u>Note 2: System has the list of Erectors</u> <u>Note 3: System has the list of Repair Orders</u>	
S No	Functional Requirements
11.	<ul style="list-style-type: none">— Ability to auto-populate the Applicant Factory Details in the relevant e-form (Form No B-1) including but not limited to Name, Registration & Licence No., Industrial Classification etc.
12.	<ul style="list-style-type: none">— Ability to auto-populate the details of Repair Order
13.	<ul style="list-style-type: none">— Ability to peruse the draft repair order for completeness, fee etc.
14.	<ul style="list-style-type: none">— Ability to capture whether Repair Order require Modifications or Directorate should to seek clarification from the Inspecting Team (Directorate User or Third Party Certifying Agency), as applicable
Case: Modifications	
15.	<ul style="list-style-type: none">— Ability to make modifications, with ability to capture remarks and recommend to another Directorate User for approval
Case: Recommends to seek Clarifications	
16.	<ul style="list-style-type: none">— Ability to record objections and recommends to seek clarification from the Inspecting Team (Directorate User or Third Party Certifying Agency), as applicable

Annexure: FRS F&B

6.3.3. Modifications / Clarifications in Repair Order

Modifications or Clarifications to Repair Order	
Review and make Modifications or Recommendation to seek Clarifications	
S No	Functional Requirements
17.	<ul style="list-style-type: none"> – Ability to auto-populate the Applicant Factory Details in the relevant e-form (Form No B-1) including but not limited to Name, Registration & Licence No., Industrial Classification etc.
18.	<ul style="list-style-type: none"> – Ability to auto-populate the details of Repair Order with modifications / suggestions for Clarifications
19.	<ul style="list-style-type: none"> – Ability to peruse and approve / modify Repair Orders with Modifications or suggestions to seek clarification from the Inspecting Team (Directorate User or Third Party Certifying Agency), as applicable
	Case: Approve Modifications and Approve the Repair Order
20.	<ul style="list-style-type: none"> – Ability to make changes, if required, in the modifications, with ability to capture remarks and approve the Repair Order
	Case: Clarifications
	Make changes in the Clarifications and Approve the Repair Order
21.	<ul style="list-style-type: none"> – Ability to peruse objections and recommendations to seek clarification from the Inspecting Team (Directorate User or Third Party Certifying Agency), as applicable
22.	<ul style="list-style-type: none"> – Ability to make changes in the recommendations for Clarifications and approve the Repair Order
	Seek Clarification from the Inspecting Team
23.	<ul style="list-style-type: none"> – Ability to approve the Objections(part or full or modify) and seek clarification from the Inspecting Team (Directorate or Third Party Agency)

Annexure: FRS F&B

Modifications or Clarifications to Repair Order	
Directorate User (Approver) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Note 1: System has the list of 'Third Party Competent Person' for Inspection of Boilers.</u>	
<u>Note 2: System has the list of Erectors</u>	
<u>Note 3: System has the list of Repair Orders</u>	
24.	<ul style="list-style-type: none">– Ability to review / modify (or seek more) clarifications and approve the Repair Order
25.	<ul style="list-style-type: none">– Ability to generate 2D Bar Coded Approved Repair Order
26.	<ul style="list-style-type: none">– Ability to send Notifications(SMS / Email / Portal) about the Approval of Repair Order to download the approved Repair Order
27.	<ul style="list-style-type: none">– Ability to send Password Hint Template to open the Approved Repair Order

Annexure: FRS F&B

6.3.4. MIS Reports

Approval of Steam Pipeline Drawings	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Proposal of Erector with date and time stamp pending for approval group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.2	<ul style="list-style-type: none">- List of applications where modifications / clarifications have been recommended group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.3	<ul style="list-style-type: none">- List of applications where modifications / clarifications have been recommended and approved group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.4	<ul style="list-style-type: none">- List of applications where modifications / clarifications have been recommended and not approved group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.5	<ul style="list-style-type: none">- List of applications where Repair Order has been approved by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.

7. Endorsements and Validations

7.1. Endorsement of certificates of Boiler Operation Engineers issued by other States / UT

7.1.1. Application Submission and Payment

Application Submission, Payment and Tracking Number	
S No	Functional Requirements
1.	<ul style="list-style-type: none">- Ability to auto-populate the Applicant details including but not limited to Name, Age, Address, Mobile Number and email id etc.
2.	<ul style="list-style-type: none">- Ability to fill the relevant e-form with details including but not limited to Name of the Issuing State, Name of the Issuing Office, Address and Contact Details, Email id, Mobile Number etc.
3.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted to the Directorate such as<ol style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. Other details, as required
4.	<ul style="list-style-type: none">- Ability to generate the list of mandatory and other supporting documents which should be attached with the application
5.	<ul style="list-style-type: none">- Ability to submit documents / provide clarification for compliance at any stage of Application processing
6.	<ul style="list-style-type: none">- Ability to save the application at any stage of form / data filling and fill it later
7.	<ul style="list-style-type: none">- Ability to provide Self Declaration about the correctness and completeness of the Application
8.	<ul style="list-style-type: none">- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign

Annexure: FRS F&B

Application Submission, Payment and Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
	Providers such as NSDL or C-DAC or others
	Online Payment
9.	- Ability to auto- calculate the payable fees for the service request
10.	- Ability to display the available payment methods to the Applicant
11.	- Ability to allow online payment through the selected payment method
12.	- Ability to submit the application and receive a copy of the application submitted for Endorsement
	Application Submission & Tracking Number
13.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission
14.	- Ability to send Notification to the Directorate Official (Inspecting Official) about successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

7.1.2. Application Review and Document Check

Application Review and Document Check Up	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
15.	<ul style="list-style-type: none">– Ability to enter the post / courier details of the documents received
16.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for Receipt of the Certificate along with Date and Time Stamp
17.	<ul style="list-style-type: none">– Ability to check the completeness of the documents and write remarks about it
Documents Completeness and Correctness	
18.	<ul style="list-style-type: none">– Ability to send Notifications (SMS/ Email / Portal) to Applicant to submit additional document(s) / clarification(s) within a definite Dateline, if required

Annexure: FRS F&B

7.1.3. Certificate Verification by Issuing State

Application e-Dispatch for Verification	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Note1: Issuing State CIF is enrolled in the System	
Sends Certificate to Issuing State for Verification	
S No	Functional Requirements
Mode 1: Issuing State Officer is enrolled in the System and does Online Verification	
19.	<ul style="list-style-type: none">– Ability to allocate the Certificate to the Issuing State User based on Application input
20.	<ul style="list-style-type: none">– Ability to send Notification(SMS / Email / Portal) to the Issuing State Officer about the Endorsement of Certificate with date and time stamp
Mode 2: Document Scan and Post / Email to Issuing State	
21.	<ul style="list-style-type: none">– Ability to scan & upload the document, and take print
22.	<ul style="list-style-type: none">– Ability to send email in a standard format to Issuing State Officer with the Certificate as an attachment
23.	<ul style="list-style-type: none">– Ability to capture the post / courier details of the documents physically posted to the Issuing State such as<ol style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. Other details, as required
24.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about sending email / posting the Certificate to Issuing State with Date and Time Stamp

Annexure: FRS F&B

7.1.4. Response by Issuing State Officer

Certificate Verification Response	
Issuing State User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>System allocates the Application to the Issuing State Official based on Application Input</u>	
S No	Functional Requirements
25.	<ul style="list-style-type: none">– Ability to send system generated reminders to the Issuing State Officer (CIF) in a predefined interval
Issuing State Officer is enrolled in the System and does Online Verification	
26.	<ul style="list-style-type: none">– Ability to notify the Issuing State Officer about new application for verification of Certificate
27.	<ul style="list-style-type: none">– Ability to peruse the application, download the attachment & response template and provide remarks in it
28.	<ul style="list-style-type: none">– Ability to capture the genuineness or otherwise of the Certificate
29.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
30.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email/ Portal) about the genuineness or otherwise of the Certificate with date and time stamp
Capture Details of Email Response	
31.	<ul style="list-style-type: none">– Receives email response from the Issuing State Officer about the verification of the Certificate
32.	<ul style="list-style-type: none">– Ability to enter the details of email sent by the Issuing State Officer such as Name of the Officer, Designation of the Officer, Date and Time Stamp of the Email and outcome of the verification process
33.	<ul style="list-style-type: none">– Ability to save the email along with the Standard Response in Template and tag it with the application made by the Applicant
Capture Details of Post / Courier Response	

Annexure: FRS F&B

Certificate Verification Response	
Issuing State User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>System allocates the Application to the Issuing State Official based on Application Input</u>	
34.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted by the Issuing State such as<ul style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Date of Receipt of Postage / Courier by the Directoratee. Other details, as required
35.	<ul style="list-style-type: none">- Ability to capture the outcome of the Verification process received from the Issuing State
36.	<ul style="list-style-type: none">- Ability to scan and upload the postal response sent by the Issuing State Officer and tag it with the application made by the Applicant
37.	<ul style="list-style-type: none">- Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about receipt of email / posting the Certificate from the Issuing State with Date and Time Stamp

Annexure: FRS F&B

7.1.5. Verification Outcome and Endorsement of Certificate

Outcome & Endorsement of Certificate	
<p>DIRECTORATE USER TYPES THE URL OF THE PORTAL IN THE DESKTOP / LAPTOP / DEVICE. SYSTEM HAS INTERNET CONNECTIVITY AND THE PAGE GETS LOADED</p> <p><u>ENTERS LOGIN / PASSWORD AND CAPTCHA AND LOGS IN TO THE SYSTEM / OTHER MODE OF VALIDATING CREDENTIALS</u></p>	
Dissemination of Notification about the Endorsement of Certificate or Otherwise	
S No	Functional Requirements
	Verification Outcome
	Case : Verification Positive
38.	- Ability to generate Digitally Signed 2D Bar Coded Approval Letter
39.	- Ability to enter the date of Endorsement of Certificate
40.	<ul style="list-style-type: none"> - Ability to capture the post / courier details of the documents physically posted to the Applicant such as <ul style="list-style-type: none"> a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Date of Receipt of Postage / Courier by the Directorate e. Other details, as required
41.	<ul style="list-style-type: none"> - Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about the successful endorsement of Certificate and post / courier of the Certificate from the Directorate with Date and Time Stamp
	Case : Verification Negative
42.	<ul style="list-style-type: none"> - Ability to generate Digitally Signed 2D Bar Coded Rejection Letter
43.	<ul style="list-style-type: none"> - Ability to capture the post / courier details of the documents physically posted to the Applicant such as <ul style="list-style-type: none"> a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Date of Receipt of Postage / Courier by the Directorate e. Other details, as required
44.	<ul style="list-style-type: none"> - Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about rejection to endorse the Certificate and post / courier of the

Annexure: FRS F&B

Outcome & Endorsement of Certificate	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	Certificate from the Directorate with Date and Time Stamp

Annexure: FRS F&B

7.1.6. MIS Reports

Endorsement of Certificates of Boiler Operations Engineers Certificate issued by Other States	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Application submitted
Rp.2	- List of Application which requires resubmission of documents
Rp.3	- List of Application with details date of receipt of physical document
Rp.4	- List of Application where Certificate has been sent for verification to Issuing state with details of date and time
Rp.5	- List of Application where Certificate has been received after verification from Issuing state with details of date and time
Rp.6	- List of Applications with Application Outcome w.r.t time
Rp.7	- List of Applications with details of date of dispatch of Endorsed Certificate

Annexure: FRS F&B

7.2. Endorsement of certificates of Boiler Attendants issued by Other States / UTs

7.2.1. Application Submission and Payment

Application Submission, Payment and Tracking Number	
S No	Functional Requirements
1.	<ul style="list-style-type: none">- Ability to auto-populate the Applicant details including but not limited to Name, Age, Address, Mobile Number and email id etc.
2.	<ul style="list-style-type: none">- Ability to fill the relevant e-form with details including but not limited to Name of the Issuing State, Name of the Issuing Office, Address and Contact Details, Email id, Mobile Number etc.
3.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted to the Directorate such as<ul style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. Other details, as required
4.	<ul style="list-style-type: none">- Ability to generate the list of mandatory and other supporting documents which should be attached with the application
5.	<ul style="list-style-type: none">- Ability to submit documents / provide clarification for compliance at any stage of Application processing
6.	<ul style="list-style-type: none">- Ability to save the application at any stage of form / data filling and fill it later
7.	<ul style="list-style-type: none">- Ability to provide Self Declaration about the correctness and completeness of the Application
8.	<ul style="list-style-type: none">- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
9.	Online Payment
10.	<ul style="list-style-type: none">- Ability to auto- calculate the payable fees for the service request

Annexure: FRS F&B

Application Submission, Payment and Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
11.	- Ability to display the available payment methods to the Applicant
12.	- Ability to allow online payment through the selected payment method
13.	- Ability to submit the application and receive a copy of the application submitted for Endorsement
Application Submission & Tracking Number	
14.	
15.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission
16.	- Ability to send Notification to the Directorate Official (Inspecting Official) about successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

7.2.2. Application Review and Document Check

Application Review and Document Check Up	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
33.	<ul style="list-style-type: none">– Ability to enter the post / courier details of the documents received
34.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for Receipt of the Certificate along with Date and Time Stamp
35.	<ul style="list-style-type: none">– Ability to check the completeness of the documents and write remarks about it
Documents Completeness and Correctness	
36.	<ul style="list-style-type: none">– Ability to send Notifications (SMS/ Email / Portal) to Applicant to submit additional document(s) / clarification(s) within a definite Dateline, if required

Annexure: FRS F&B

7.2.3. Certificate Verification by Issuing State

Application e-Dispatch for Verification	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Note1: Issuing State CIF is enrolled in the System	
Sends Certificate to Issuing State for Verification	
S No	Functional Requirements
Mode 1: Issuing State Officer is enrolled in the System and does Online Verification	
37.	<ul style="list-style-type: none">– Ability to allocate the Certificate to the Issuing State User based on Application input
38.	<ul style="list-style-type: none">– Ability to send Notification(SMS / Email / Portal) to the Issuing State Officer about the Endorsement of Certificate with date and time stamp
Mode 2: Document Scan and Post / Email to Issuing State	
39.	<ul style="list-style-type: none">– Ability to scan & upload the document, and take print
40.	<ul style="list-style-type: none">– Ability to send email in a standard format to Issuing State Officer with the Certificate as an attachment
41.	<ul style="list-style-type: none">– Ability to capture the post / courier details of the documents physically posted to the Issuing State such as<ol style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. Other details, as required
42.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about sending email / posting the Certificate to Issuing State with Date and Time Stamp

Annexure: FRS F&B

7.2.4. Response by Issuing State Officer

Certificate Verification Response	
Issuing State User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>System allocates the Application to the Issuing State Official based on Application Input</u>	
S No	Functional Requirements
43.	<ul style="list-style-type: none">– Ability to send system generated reminders to the Issuing State Officer (CIF) in a predefined interval
	Issuing State Officer is enrolled in the System and does Online Verification
44.	<ul style="list-style-type: none">– Ability to notify the Issuing State Officer about new application for verification of Certificate
45.	<ul style="list-style-type: none">– Ability to peruse the application, download the attachment & response template and provide remarks in it
46.	<ul style="list-style-type: none">– Ability to capture the genuineness or otherwise of the Certificate
47.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
48.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email/ Portal) about the genuineness or otherwise of the Certificate with date and time stamp
	Capture Details of Email Response
49.	<ul style="list-style-type: none">– Receives email response from the Issuing State Officer about the verification of the Certificate
50.	<ul style="list-style-type: none">– Ability to enter the details of email sent by the Issuing State Officer such as Name of the Officer, Designation of the Officer, Date and Time Stamp of the Email and outcome of the verification process
51.	<ul style="list-style-type: none">– Ability to save the email along with the Standard Response in Template and tag it with the application made by the Applicant
	Capture Details of Post / Courier Response

Annexure: FRS F&B

Certificate Verification Response	
Issuing State User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>System allocates the Application to the Issuing State Official based on Application Input</u>	
52.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted by the Issuing State such as<ul style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Date of Receipt of Postage / Courier by the Directoratee. Other details, as required
53.	<ul style="list-style-type: none">- Ability to capture the outcome of the Verification process received from the Issuing State
54.	<ul style="list-style-type: none">- Ability to scan and upload the postal response sent by the Issuing State Officer and tag it with the application made by the Applicant
55.	<ul style="list-style-type: none">- Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about receipt of email / posting the Certificate from the Issuing State with Date and Time Stamp

Annexure: FRS F&B

7.2.5. Verification Outcome and Endorsement of Certificate

Outcome & Endorsement of Certificate	
<p>DIRECTORATE USER TYPES THE URL OF THE PORTAL IN THE DESKTOP / LAPTOP / DEVICE. SYSTEM HAS INTERNET CONNECTIVITY AND THE PAGE GETS LOADED</p> <p><u>ENTERS LOGIN / PASSWORD AND CAPTCHA AND LOGS IN TO THE SYSTEM / OTHER MODE OF VALIDATING CREDENTIALS</u></p>	
Dissemination of Notification about the Endorsement of Certificate or Otherwise	
S No	Functional Requirements
	Verification Outcome
	Case : Verification Positive
56.	- Ability to generate Digitally Signed 2D Bar Coded Approval Letter
57.	- Ability to enter the date of Endorsement of Certificate
58.	<ul style="list-style-type: none"> - Ability to capture the post / courier details of the documents physically posted to the Applicant such as <ul style="list-style-type: none"> a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Date of Receipt of Postage / Courier by the Directorate e. Other details, as required
59.	<ul style="list-style-type: none"> - Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about the successful endorsement of Certificate and post / courier of the Certificate from the Directorate with Date and Time Stamp
	Case : Verification Negative
60.	<ul style="list-style-type: none"> - Ability to generate Digitally Signed 2D Bar Coded Rejection Letter
61.	<ul style="list-style-type: none"> - Ability to capture the post / courier details of the documents physically posted to the Applicant such as <ul style="list-style-type: none"> a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Date of Receipt of Postage / Courier by the Directorate e. Other details, as required
62.	<ul style="list-style-type: none"> - Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about rejection to endorse the Certificate and post / courier of the

Annexure: FRS F&B

Outcome & Endorsement of Certificate	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	Certificate from the Directorate with Date and Time Stamp

Annexure: FRS F&B

7.2.6. MIS Reports

Endorsement of Certificates of Boiler Operations Attendant's issued by Other States	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Application submitted
Rp.2	- List of Application which requires resubmission of documents
Rp.3	- List of Application with details date of receipt of physical document
Rp.4	- List of Application where Certificate has been sent for verification to Issuing state with details of date and time
Rp.5	- List of Application where Certificate has been received after verification from Issuing state with details of date and time
Rp.6	- List of Applications with Application Outcome w.r.t time
Rp.7	- List of Applications with details of date of dispatch of Endorsed Certificate

Annexure: FRS F&B

7.3. Revalidation of Welders Certificate

7.3.1. Application Submission and Payment

Application Submission, Payment and Tracking Number

Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

System allows Authorized User to fill relevant e-form, attach Certificate documents, make payments and submit the application

S No	Functional Requirements
1.	<ul style="list-style-type: none">- Ability to auto-populate the Applicant details including but not limited to Name, Age, Address, Mobile Number and email id etc.
2.	<ul style="list-style-type: none">- Ability to fill the relevant e-form (Form2) with details including but not limited to Past Certificate Details such as Name of Experience Certificate Issuer, Date of validity of Previous Welders Certificate, Issuing State etc.
3.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted to the Directorate such as<ol style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. Other details, as required
4.	<ul style="list-style-type: none">- Ability to generate the list of mandatory and other supporting documents which should be attached with the application
5.	<ul style="list-style-type: none">- Ability to upload the previous Authenticated Experience Register / Records
6.	<ul style="list-style-type: none">- Ability to group the application on<ol style="list-style-type: none">a. Revalidation may be provided orb. Re- Qualification Test would be required
7.	<ul style="list-style-type: none">- Ability to submit documents / provide clarification for compliance at any stage of Application processing
8.	<ul style="list-style-type: none">- Ability to save the application at any stage of form / data filling and fill it later
9.	<ul style="list-style-type: none">- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others

Annexure: FRS F&B

Application Submission, Payment and Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
	Online Payment
10.	- Ability to auto- calculate the payable fees for the service request
11.	- Ability to display the available payment methods to the Applicant
12.	- Ability to allow online payment through the selected payment method
13.	- Ability to submit the application and receive a copy of the application submitted for Revalidation / Re Qualification Test
	Application Submission & Tracking Number
14.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission
15.	- Ability to send Notification to the Directorate Official about successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

7.3.2. Application Review and Grouping

Application Review and Verification Initiation	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
16.	<ul style="list-style-type: none">— Ability to peruse the applications within group such as<ul style="list-style-type: none">a. Revalidation may be providedb. Re-Qualification Test Requiredc. Welders Certificate Issued by Other State
17.	<ul style="list-style-type: none">— Ability to enter the post / courier details of the documents received
18.	<ul style="list-style-type: none">— Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for Receipt of the Certificate along with Date and Time Stamp
19.	<ul style="list-style-type: none">— Ability to check the completeness of the documents and write remarks about it
Documents Completeness and Correctness	
20.	<ul style="list-style-type: none">— Ability to send Notifications (SMS/ Email / Portal) to Applicant to submit additional document(s) / clarification(s) within a definite Dateline, if required
21.	<ul style="list-style-type: none">— Ability to enter the details of previous certificate in a pre – printed format

Annexure: FRS F&B

7.3.2.1. Revalidation of Welders Certificate issued by Other State

Application e-Dispatch for Verification	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Note1: Issuing State CIF is enrolled in the System	
S No	Functional Requirements
	Mode 1: Issuing State Officer is enrolled in the System and does Online Verification
22.	<ul style="list-style-type: none">– Ability to allocate the Certificate to the Issuing State User based on Application input
23.	<ul style="list-style-type: none">– Ability to send Notification(SMS / Email / Portal) to the Issuing State Officer about the Endorsement of Welders Certificate with date and time stamp
	Mode 2: Document Scan and Post / Email to Issuing State
24.	<ul style="list-style-type: none">– Ability to scan & upload the document, and take print
25.	<ul style="list-style-type: none">– Ability to send email in a standard format to Issuing State Officer with the Welders Certificate as an attachment
26.	<ul style="list-style-type: none">– Ability to capture the post / courier details of the documents physically posted to the Issuing State such as<ol style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. Other details, as required
27.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about sending email / posting the Certificate to Issuing State with Date and Time Stamp

Annexure: FRS F&B

7.3.2.2. Response of Issuing State Officer

Welders Certificate Verification Response																											
Issuing State User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded																											
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>																											
<u>System allocates the Application to the Issuing State Official based on Application Input</u>																											
<p>DIRECTORATE User receives response from the Issuing State Officer</p> <table border="1"><thead><tr><th style="background-color: #ADD8E6;">S No</th><th style="background-color: #ADD8E6;">Functional Requirements</th></tr></thead><tbody><tr><td>28.</td><td><ul style="list-style-type: none">– Ability to send system generated reminders to the Issuing State Officer (CIF) in a predefined interval</td></tr><tr><td colspan="2" style="background-color: #FFDAB9;">Mode 1: Issuing State Officer is enrolled in the System and does Online Verification</td></tr><tr><td>29.</td><td><ul style="list-style-type: none">– Ability to notify the Issuing State Officer about new application for verification of Certificate</td></tr><tr><td>30.</td><td><ul style="list-style-type: none">– Ability to peruse the application, download the attachment & response template and provide remarks in it</td></tr><tr><td>31.</td><td><ul style="list-style-type: none">– Ability to capture the genuineness or otherwise of the Certificate</td></tr><tr><td>32.</td><td><ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others</td></tr><tr><td>33.</td><td><ul style="list-style-type: none">– Ability to send Notification (SMS/ Email/ Portal) about the genuineness or otherwise of the Certificate with date and time stamp</td></tr><tr><td colspan="2" style="background-color: #FFDAB9;">Capture Details of Email Response</td></tr><tr><td>34.</td><td><ul style="list-style-type: none">– Receives email response from the Issuing State Officer about the verification of the Certificate</td></tr><tr><td>35.</td><td><ul style="list-style-type: none">– Ability to enter the details of email sent by the Issuing State Officer such as Name of the Officer, Designation of the Officer, Date and Time Stamp of the Email and outcome of the verification process</td></tr><tr><td>36.</td><td><ul style="list-style-type: none">– Ability to save the email along with the Standard Response in Template and tag it with the application made by the Applicant</td></tr><tr><td colspan="2" style="background-color: #FFDAB9;">Capture Details of Post / Courier Response</td></tr></tbody></table>	S No	Functional Requirements	28.	<ul style="list-style-type: none">– Ability to send system generated reminders to the Issuing State Officer (CIF) in a predefined interval	Mode 1: Issuing State Officer is enrolled in the System and does Online Verification		29.	<ul style="list-style-type: none">– Ability to notify the Issuing State Officer about new application for verification of Certificate	30.	<ul style="list-style-type: none">– Ability to peruse the application, download the attachment & response template and provide remarks in it	31.	<ul style="list-style-type: none">– Ability to capture the genuineness or otherwise of the Certificate	32.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others	33.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email/ Portal) about the genuineness or otherwise of the Certificate with date and time stamp	Capture Details of Email Response		34.	<ul style="list-style-type: none">– Receives email response from the Issuing State Officer about the verification of the Certificate	35.	<ul style="list-style-type: none">– Ability to enter the details of email sent by the Issuing State Officer such as Name of the Officer, Designation of the Officer, Date and Time Stamp of the Email and outcome of the verification process	36.	<ul style="list-style-type: none">– Ability to save the email along with the Standard Response in Template and tag it with the application made by the Applicant	Capture Details of Post / Courier Response		
S No	Functional Requirements																										
28.	<ul style="list-style-type: none">– Ability to send system generated reminders to the Issuing State Officer (CIF) in a predefined interval																										
Mode 1: Issuing State Officer is enrolled in the System and does Online Verification																											
29.	<ul style="list-style-type: none">– Ability to notify the Issuing State Officer about new application for verification of Certificate																										
30.	<ul style="list-style-type: none">– Ability to peruse the application, download the attachment & response template and provide remarks in it																										
31.	<ul style="list-style-type: none">– Ability to capture the genuineness or otherwise of the Certificate																										
32.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others																										
33.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email/ Portal) about the genuineness or otherwise of the Certificate with date and time stamp																										
Capture Details of Email Response																											
34.	<ul style="list-style-type: none">– Receives email response from the Issuing State Officer about the verification of the Certificate																										
35.	<ul style="list-style-type: none">– Ability to enter the details of email sent by the Issuing State Officer such as Name of the Officer, Designation of the Officer, Date and Time Stamp of the Email and outcome of the verification process																										
36.	<ul style="list-style-type: none">– Ability to save the email along with the Standard Response in Template and tag it with the application made by the Applicant																										
Capture Details of Post / Courier Response																											

Annexure: FRS F&B

Welders Certificate Verification Response	
Issuing State User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>System allocates the Application to the Issuing State Official based on Application Input</u>	
37.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted by the Issuing State such as<ul style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Date of Receipt of Postage / Courier by the Directoratee. Other details, as required
38.	<ul style="list-style-type: none">- Ability to capture the outcome of the Verification process received from the Issuing State
39.	<ul style="list-style-type: none">- Ability to scan and upload the postal response sent by the Issuing State Officer and tag it with the application made by the Applicant
40.	<ul style="list-style-type: none">- Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about receipt of email / posting the Certificate from the Issuing State with Date and Time Stamp

Annexure: FRS F&B

7.3.3. Issuance of Revalidated Welder's Certificate

Issuance of Revalidated Welder's Certificate	
Issuance of Revalidated Certificate	
S No	Functional Requirements
	Verification Outcome
	Case : Verification Positive
41.	- Ability to generate Digitally Signed 2D Bar Coded Revalidation Certificate
42.	- Ability to enter the date of Revalidation of Certificate
43.	<ul style="list-style-type: none"> - Ability to capture the post / courier details of the documents physically posted to the Applicant such as <ul style="list-style-type: none"> a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Date of Receipt of Postage / Courier by the Directorate e. Other details, as required
44.	<ul style="list-style-type: none"> - Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about the successful Revalidation of Certificate and post / courier of the Certificate from the Directorate with Date and Time Stamp
	Case : Verification Negative
45.	<ul style="list-style-type: none"> - Ability to generate Digitally Signed 2D Bar Coded Rejection Letter
46.	<ul style="list-style-type: none"> - Ability to capture the post / courier details of the documents physically posted to the Applicant such as <ul style="list-style-type: none"> f. Post / Courier Name g. Tracking Number of Post / Courier h. Date of Postage / Courier i. Date of Receipt of Postage / Courier by the Directorate j. Other details, as required
47.	<ul style="list-style-type: none"> - Ability to generate Notification (SMS/ Email / Portal) to Applicant having Tracking Number about rejection to Revalidate the Certificate and post / courier

Annexure: FRS F&B

Issuance of Revalidated Welder's Certificate	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
	of the Certificate from the Directorate with Date and Time Stamp
Re Qualification Test	
48.	- Ability to send the Application for arranging Re-Qualification Test
49.	- Ability to schedule a Test Date to appear for Re-Qualification Test along with the details
50.	- Ability to send Notification (SMS / Email / Portal) with Test schedule to appear for Re – Qualification Test
51.	- Ability to revise the schedule of the Test Date to appear for Re-Qualification Test
52.	- Ability to send Notification (SMS / Email / Portal) with revised Test Schedule to appear for Re – Qualification Test

Annexure: FRS F&B

7.3.4. MIS Reports

Revalidation of Welder's Certificate	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Application submitted for Revalidation and Re Qualification
Rp.2	- List of Application which requires resubmission of documents
Rp.3	- List of Application with details date of receipt of physical document
Rp.4	- List of Applications with Application Outcome w.r.t time
Rp.5	- List of Applications for Revalidation which were recommended for Re-Qualification Test
Rp.6	- List of Certificates sent to Other State for validation group by State

8. Registration and Licence

8.1. New Registration and Licence

8.1.1. Application Submission & Payment

Application Submission, Payment and Tracking Number

Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

Details of Drawing Approval is available in the system. Drawing approval is a pre- requisite for this Process

Capture Drawing Approval Number / Letter Date

System allows Authorized User to fill relevant e-form (Form 2), attach documents, make payments and submit the application

S No	Functional Requirements
1.	- Ability to auto-populate the Applicant details including but not limited to Name, Age, Address, Mobile Number and email id etc.
2.	- Ability to fill the relevant e-form (Form 2) with details including but not limited to Factory Name, Name of the Business, PAN, Authorized Occupier / Manager of the Factory etc.
3.	- Ability to auto-populate Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India (in the form of drop down, text box etc.)
4.	- Ability to capture the number of years for which Licence is required (currently it is 1 year, 5 years or 10 years)
5.	- Ability to generate the list of mandatory and other supporting documents which should be attached with the application
6.	- Ability to submit documents / provide clarification for compliance at any stage of Application processing
7.	- Ability to attach the Scanned or Digitally Signed Copies of the document such as a. Stability Certificate b. Safety and Health Policy, if required c. Onsite Emergency Plan. If required d. Any other document

Annexure: FRS F&B

Application Submission, Payment and Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>Details of Drawing Approval is available in the system. Drawing approval is a pre- requisite for this Process</u>	
<u>Capture Drawing Approval Number / Letter Date</u>	
8.	- Ability to capture the name of Competent Person who has provided the document along with the document number
9.	- Ability to attach the "Drawing Approval Letter" along with its number and date
10.	- Ability to save the application at any stage of form / data filling and fill it later
11.	- Ability to capture the post / courier details of the documents physically posted to the Directorate such as a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Post / Courier Invoice e. Other details, as required
12.	- Ability to provide Digitally Signed Self Declaration about the correctness and completeness of the Application
13.	- Ability to Digitally Sign the relevant e-Form (Form 2)
Online Payment	
14.	- Ability to auto- calculate the payable fees for the service request
15.	- Ability to display the available payment methods to the Applicant
16.	- Ability to allow online payment through the selected payment method
17.	- Ability to submit the application and receive a copy of the application submitted for Registration and Licensing
Application Submission & Tracking Number	
18.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission
19.	- Ability to send Notification to the Directorate Official (Inspecting Official) about successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

8.1.2. Supporting Document Completeness and Correctness

Document Completeness	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Check the Completeness and Correctness of the Document submitted	
S No	Functional Requirements
20.	<ul style="list-style-type: none">– Ability to peruse the list of documents attached and submitted with the application
21.	<ul style="list-style-type: none">– Ability to provide comments on the completeness or otherwise of the documents
22.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email/ Portal) to Applicant to submit additional document or provide clarification on the document submitted with date and time stamp
23.	<ul style="list-style-type: none">– Ability to categorize the Factory as (i) MAH, (ii) Hazardous and (iii) Others based on predefined parameters

Annexure: FRS F&B

8.1.3. Notification Dissemination

Notification Dissemination	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
24.	<ul style="list-style-type: none">– Ability to send Notifications (SMS / Email / Portal) having Tracking Number along with a copy of Application to the<ul style="list-style-type: none">a. Inspecting Official as per jurisdiction and authorityb. Directorate Officials as per jurisdiction and authorityc. Applicant
25.	<ul style="list-style-type: none">– Ability to date and time stamp the Application
26.	<ul style="list-style-type: none">– Ability to decide whether Inspection/ Field Verification is required prior to Registration and Licensing
27.	<ul style="list-style-type: none">– Ability to record the remarks in support of Inspection / Field Verification or otherwise

Annexure: FRS F&B

8.1.4. Field Verification

Field Verification	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>System allocates the Application to the Inspecting Official based on Jurisdiction and Authority</u>	
S No	Functional Requirements
28.	<ul style="list-style-type: none">– Ability to peruse the application for Registration and License
29.	<ul style="list-style-type: none">– Ability to capture whether Field Verification is required with remarks
30.	<ul style="list-style-type: none">– Ability to capture the details of the Inspecting Officials based on login credentials along with geo tags
31.	<ul style="list-style-type: none">– Ability to auto-populate the details of the Factory where Inspection would be carried out
32.	<ul style="list-style-type: none">– Ability to auto-populate the Industry classification, category of Industry of the Factory where Inspection / Field Verification would be carried out
	<ul style="list-style-type: none">– Ability to generate Verification Check List (clear elicitation of mandatory fields along with other fields) where data and remarks would be captured
33.	<ul style="list-style-type: none">– Ability to capture data as per the Verification Check List in the form of drop down, check box, combo.text, and remarks box etc.
34.	<ul style="list-style-type: none">– Ability to save the application at any stage of form / data filling and fill it later
	<ul style="list-style-type: none">– Ability to generate Field Verification Report
35.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
36.	<ul style="list-style-type: none">– Ability to generate Digitally Signed 2D Bar Coded Field Verification Report
37.	<ul style="list-style-type: none">– Ability to generate Notification (SMS / Email / Portal) about completion of Field Verification and submission of Report to Directorate
38.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to Applicant about the completion of Field Verification Report

Annexure: FRS F&B

8.1.5. Review of Field Verification Report and Document Check

Review of Field Verification Report and Document Check

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
39.	- Ability to peruse the Field Verification Report
40.	- Ability to capture if the Field Verification Report is positive or Otherwise with remarks
41.	- Ability to peruse documents and provide remarks or objections, as applicable
42.	- Ability to record objections and propose to Directorate Official (Approving), as applicable

Annexure: FRS F&B

8.1.6. Application Review & Outcome

Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded <u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Approving Officer reviews the observations about Field Verification Report, Documents and approves the application or otherwise	
S No	Functional Requirements
43.	- Ability to peruse the Field Verification Report and the remarks of the Directorate Official (Verifying Officer)
44.	- Ability to peruse the Supporting documents attached with observations of the Directorate Official (Verifying Officer)
45.	- Ability to allow the Directorate Officer (Approving Officer) to request clarification from the Directorate Officer (Verifying Officer)
46.	- Ability to approve the observations, partial or complete or modify, made by Directorate Official (Verifying Officer) with remarks
47.	- Ability to generate Notification (SMS/Email / Portal) to Applicant to submit documents / provide clarifications for Compliance check
48.	- Ability to reject the observations made by the Directorate Official (Verifying Officer) with remarks
49.	- Ability to Reject the Application and generate a Digitally Sign 2D Bar Coded Rejection Letter
50.	- Ability to Approve the Application, Digitally Sign 2D Bar Coded Registration / License Document
51.	- Ability to send Notification (SMS / Email / Portal) to the Applicant about the Application outcome
52.	- Ability to send Notification (SMS / Email / Portal) Password Hint Template for downloading the Registration /Licence

Annexure: FRS F&B

8.1.7. MIS Report

New Registration & Licence	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications received by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.2	<ul style="list-style-type: none">- List of Applications in different stage of processing with timelines by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.3	<ul style="list-style-type: none">- List of Application where documents have to be resubmitted / provide clarification group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.4	<ul style="list-style-type: none">- List of Applications in where Field Verification has been performed by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.5	<ul style="list-style-type: none">- List of Applications in where Compliance Clarification has been requested by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.6	<ul style="list-style-type: none">- List of Applications in where Documents are not in order group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.7	<ul style="list-style-type: none">- List of Applications where Application Outcome (Approve or Reject) has been made group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.

Annexure: FRS F&B

8.2. Renewal of Factory Licence

8.2.1. Application Submission & Payment

Application Submission, Payment and Tracking Number

Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

System allows Authorized User to fill relevant e-form (Form 2), attach documents, make payments and submit the application

S No	Functional Requirements
1.	- Ability to send reminders(SMS / Email/ Portal) before a predefined number of days from the date of lapse of Licence at a predetermined frequency
2.	- Ability to auto-populate the Applicant details including but not limited to Name, Age, Address, Mobile Number and email id etc.
3.	- Ability to Auto-Populate the relevant e-form (Form 2) with details including but not limited to Factory Name, Name of the Business, PAN, Authorized Occupier / Manager of the Factory etc.
4.	- Ability to Auto-Populate Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India
5.	- Ability to capture the number of years for which Licence should be renewed required (currently it is 1 year, 5 years or 10 years)
6.	- Ability to generate the list of mandatory and other supporting documents which should be attached with the application
7.	- Ability to submit documents / provide clarification for compliance at any stage of Application processing
8.	- Ability to attach the scanned / Digitally Signed Copies, as applicable
9.	- Ability to save the application at any stage of form / data filling and fill it later
10.	- Ability to capture the post / courier details of the documents physically posted to the Directorate such as a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Post / Courier Invoice

Annexure: FRS F&B

Application Submission, Payment and Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
	e. Other details, as required
11.	- Ability to perform Authentication of the Applicant using Aadhaar based services provided by Third Party Service Providers such as NSDL or C-DAC
12.	- Ability to provide Digitally Signed Self Declaration about the correctness and completeness of the Application
13.	- Ability to Digitally Sign the relevant e-Form (Form 2)
Online Payment	
14.	- Ability to auto- calculate the payable fees for the service request
15.	- Ability to display the available payment methods to the Applicant
16.	- Ability to allow online payment through the selected payment method
17.	- Ability to submit the application and receive a copy of the application submitted for Registration and Licensing
Application Submission & Tracking Number	
18.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission
19.	- Ability to send Notification to the Directorate Official (Inspecting Official) about successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

8.2.2. Supporting Document Completeness & Correctness

Document Verification	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
20.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted to the Directorate such as<ul style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. List of documents posted by the Applicantf. Other details, as required
21.	<ul style="list-style-type: none">- Ability to peruse the list of documents attached and submitted / posted with the application
22.	<ul style="list-style-type: none">- Ability to provide comments on the completeness or otherwise of the documents
23.	<ul style="list-style-type: none">- Ability to send Notification (SMS/ Email/ Portal) to Applicant to submit additional document or provide clarification on the document submitted with date and time stamp

Annexure: FRS F&B

8.2.3. Notification Dissemination

Notification Dissemination	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
24.	<ul style="list-style-type: none">– Ability to send Notifications (SMS / Email / Portal) having Tracking Number along with a copy of Application to the<ul style="list-style-type: none">a. Inspecting Official as per jurisdiction and authorityb. Directorate Officials as per jurisdiction and authorityc. Applicant
25.	<ul style="list-style-type: none">– Ability to date and time stamp the Application
26.	<ul style="list-style-type: none">– Ability to decide whether Inspection/ Field Verification is required prior to Renewal of Factory Licence
27.	<ul style="list-style-type: none">– Ability to record the remarks in support of Inspection / Field Verification or otherwise

Annexure: FRS F&B

8.2.4. Field Verification

Field Verification	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>System allocates the Application to the Inspecting Official based on Jurisdiction and Authority</u>	
S No	Functional Requirements
28.	<ul style="list-style-type: none">– Ability to peruse the application for Renewal of Factory Licence
29.	<ul style="list-style-type: none">– Ability to capture whether Field Verification is required with remarks
30.	<ul style="list-style-type: none">– Ability to capture the details of the Inspecting Officials based on login credentials along with geo tags
31.	<ul style="list-style-type: none">– Ability to auto-populate the details of the Factory where Inspection would be carried out
32.	<ul style="list-style-type: none">– Ability to auto-populate the Industry classification, category of Industry of the Factory where Inspection would be carried out
33.	<ul style="list-style-type: none">– Ability to generate Verification Check List (clear elicitation of mandatory fields along with other fields) where data and remarks would be captured
34.	<ul style="list-style-type: none">– Ability to capture data as per the Verification Check List in the form of drop down, check box, combo.text, and remarks box etc.
35.	<ul style="list-style-type: none">– Ability to save the application at any stage of form / data filling and fill it later
36.	<ul style="list-style-type: none">– Ability to generate Field Verification Report with details of Violations and Deviations
37.	<ul style="list-style-type: none">– Ability to perform Authentication of the Inspecting Official using Aadhaar based services provided by Third Party Service Providers such as NSDL or C-DAC
38.	<ul style="list-style-type: none">– Ability to generate Digitally Signed 2D Bar Coded Field Verification Report
39.	<ul style="list-style-type: none">– Ability to generate Notification (SMS / Email / Portal) about completion of Field Verification and submission of Report to Directorate
40.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to Applicant about the completion of Field Verification Report

Annexure: FRS F&B

8.2.5. Review of Field Verification Report and Document Check

Review of Field Verification Report and Document Check	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
41.	- Ability to peruse the Field Verification Report
42.	- Ability to capture if the Field Verification Report is positive or Otherwise with remarks
43.	- Ability to peruse documents and provide remarks or objections, as applicable
44.	- Ability to record objections and propose to Directorate Official (Approving), as applicable

Annexure: FRS F&B

8.2.6. Application Review & Outcome

S No	Functional Requirements
45.	- Ability to peruse the Field Verification Report and the remarks of the Directorate Official (Verifying Officer)
46.	- Ability to peruse the Supporting documents attached with observations of the Directorate Official (Verifying Officer)
47.	- Ability to allow the Directorate Officer (Approving Officer) to request clarification from the Directorate Officer (Verifying Officer)
48.	- Ability to approve the observations, partial or complete, made by Directorate Official (Verifying Officer) with remarks
49.	- Ability to generate Notification (SMS/Email / Portal) to Applicant to submit documents / provide clarifications for Compliance check
50.	- Ability to reject the observations made by the Directorate Official (Verifying Officer) with remarks
51.	- Ability to Reject the Application and generate a Digitally Sign 2D Bar Coded Rejection Letter
52.	- Ability to Approve the Application, Digitally Sign 2D Bar Coded Registration / License Document
53.	- Ability to send Notification (SMS / Email / Portal) to the Applicant about the Application outcome
54.	- Ability to send Notification (SMS / Email / Portal) Password Hint Template for downloading the Registration /Licence Certificate

Annexure: FRS F&B

8.2.7. MIS Report

Renewal of Factory Licence	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications received by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.2	<ul style="list-style-type: none">- List of Applications in different stage of processing with timelines by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.3	<ul style="list-style-type: none">- List of Application where documents have to be resubmitted / provide clarification group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.4	<ul style="list-style-type: none">- List of Applications where Field Verification has been performed by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.5	<ul style="list-style-type: none">- List of Applications where Compliance Clarification has been requested by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.6	<ul style="list-style-type: none">- List of Applications where Documents are not in order group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.7	<ul style="list-style-type: none">- List of Applications where Application Outcome (Approve or Reject) has been made group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.

8.3. Amendment of Factory Licence

8.3.1. Application Submission & Payment

Application Submission, Payment and Tracking Number	
S No	Functional Requirements
1.	<ul style="list-style-type: none"> - Ability to auto-populate the Applicant details including but not limited to Name, Age, Address, Mobile Number and email id etc.
2.	<ul style="list-style-type: none"> - Ability to Auto-Populate the relevant e-form (Form 2) with details including but not limited to Factory Name, Name of the Business, PAN, Authorized Occupier / Manager of the Factory etc.
3.	<ul style="list-style-type: none"> - Ability to Auto-Populate Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India
4.	<ul style="list-style-type: none"> - Ability of select one or more from the “Nature of Amendment” <ul style="list-style-type: none"> a. Increase in Manpower - b. Increase in Installed Power - c. Change in Manufacturing Process - d. Change in the Name of Factory – e. Prompted by Another Process
5.	<ul style="list-style-type: none"> - Ability to generate the list of mandatory and other supporting documents which should be attached with the application <ul style="list-style-type: none"> a. For Increase in Installed Power - “Approval for Extension Plan” b. For Change in Manufacturing Process – “Flowchart of Process with description c. For Change in Name of Factory – ROC / Certified Copy of Legal Document
6.	<ul style="list-style-type: none"> - Ability to submit documents / provide clarification for compliance at any stage of Application processing
7.	<ul style="list-style-type: none"> - Ability to attach the Digitally Signed Copies, as applicable, of the document such as : <ul style="list-style-type: none"> a. Stability Certificate b. Safety and Health Policy, if required c. Onsite Emergency Plan, if applicable d. Any other document,

Annexure: FRS F&B

Application Submission, Payment and Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
8.	- Ability to save the application at any stage of form / data filling and fill it later
9.	<ul style="list-style-type: none"> - Ability to capture the post / courier details of the documents physically posted to the Directorate such as <ul style="list-style-type: none"> a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Post / Courier Invoice e. Other details, as required
10.	<ul style="list-style-type: none"> - Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
11.	<ul style="list-style-type: none"> - Ability to provide Digitally Signed Self Declaration about the correctness and completeness of the Application
12.	<ul style="list-style-type: none"> - Ability to Digitally Sign the relevant e-Form (Form 2)
Online Payment	
13.	<ul style="list-style-type: none"> - Ability to auto- calculate the payable fees for the service request
14.	<ul style="list-style-type: none"> - Ability to display the available payment methods to the Applicant
15.	<ul style="list-style-type: none"> - Ability to allow online payment through the selected payment method
16.	<ul style="list-style-type: none"> - Ability to submit the application and receive a copy of the application submitted for Registration and Licensing
Application Submission & Tracking Number	
17.	<ul style="list-style-type: none"> - Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission
18.	<ul style="list-style-type: none"> - Ability to send Notification to the Directorate Official (Inspecting Official) about successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

8.3.2. Supporting Document Completeness & Correctness

Document Verification	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
19.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted to the Directorate such as<ul style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. List of documents posted by the Applicantf. Other details, as required
20.	<ul style="list-style-type: none">- Ability to peruse the list of documents attached and submitted / posted with the application
21.	<ul style="list-style-type: none">- Ability to provide comments on the completeness or otherwise of the documents
22.	<ul style="list-style-type: none">- Ability to send Notification (SMS/ Email/ Portal) to Applicant to submit additional document or provide clarification on the document submitted with date and time stamp

Annexure: FRS F&B

8.3.3. Notification Dissemination

Notification Dissemination	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
23.	<ul style="list-style-type: none">– Ability to send Notifications (SMS / Email / Portal) having Tracking Number along with a copy of Application to the<ul style="list-style-type: none">a. Inspecting Official as per jurisdiction and authorityb. Directorate Officials as per jurisdiction and authorityc. Applicant
24.	<ul style="list-style-type: none">– Ability to date and time stamp the Application
25.	<ul style="list-style-type: none">– Ability to decide whether Inspection/ Field Verification is required prior to Registration
26.	<ul style="list-style-type: none">– Ability to record the remarks in support of Inspection / Field Verification or otherwise

Annexure: FRS F&B

8.3.4. Field Verification

Field Verification	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
<u>System allocates the Application to the Inspecting Official based on Jurisdiction and Authority</u>	
S No	Functional Requirements
27.	<ul style="list-style-type: none">– Ability to peruse the application for Amendment of Factory Licence
28.	<ul style="list-style-type: none">– Ability to capture whether Field Verification is required with remarks
29.	<ul style="list-style-type: none">– Ability to capture the details of the Inspecting Officials based on login credentials along with geo tags
30.	<ul style="list-style-type: none">– Ability to auto-populate the details of the Factory where Inspection would be carried out
31.	<ul style="list-style-type: none">– Ability to auto-populate the Industry classification, category of Industry of the Factory where Inspection would be carried out
32.	<ul style="list-style-type: none">– Ability to generate Verification Check List (clear elicitation of mandatory fields along with other fields) where data and remarks would be captured
33.	<ul style="list-style-type: none">– Ability to capture data as per the Verification Check List in the form of drop down, check box, combo.text, and remarks box etc.
34.	<ul style="list-style-type: none">– Ability to save the application at any stage of form / data filling and fill it later
35.	<ul style="list-style-type: none">– Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
36.	<ul style="list-style-type: none">– Ability to generate Digitally Signed 2D Bar Coded Field Verification Report
37.	<ul style="list-style-type: none">– Ability to generate Notification (SMS / Email / Portal) about completion of Field Verification and submission of Report to Directorate
38.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) to Applicant about the completion of Field Verification Report

Annexure: FRS F&B

8.3.5. Review of Field Verification Report and Document Check

Review of Field Verification Report and Document Check	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
39.	- Ability to peruse the Field Verification Report
40.	- Ability to capture if the Field Verification Report is positive or Otherwise with remarks
41.	- Ability to peruse documents and provide remarks or objections, as applicable
42.	- Ability to record objections and propose to Directorate Official (Approving), as applicable

Annexure: FRS F&B

8.3.6. Application Review & Outcome

Application Review and Outcome	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
43.	- Ability to peruse the Field Verification Report and the remarks of the Directorate Official (Verifying Officer)
44.	- Ability to peruse the Supporting documents attached with observations of the Directorate Official (Verifying Officer)
45.	- Ability to allow the Directorate Officer (Approving Officer) to request clarification from the Directorate Officer (Verifying Officer)
46.	- Ability to approve the observations, partial or complete or modify, made by Directorate Official (Verifying Officer) with remarks
47.	- Ability to generate Notification (SMS/Email / Portal) to Applicant to submit documents / provide clarifications for Compliance check
48.	- Ability to reject the observations made by the Directorate Official (Verifying Officer) with remarks
49.	- Ability to Reject the Application and generate a Digitally Sign 2D Bar Coded Rejection Letter
50.	- Ability to Approve the Application, Digitally Sign 2D Bar Coded Registration / License Document
51.	- Ability to send Notification (SMS / Email / Portal) to the Applicant about the Application outcome
52.	- Ability to send Notification (SMS / Email / Portal) Password Hint Template for downloading the Registration /Licence Certificate

Annexure: FRS F&B

8.3.7. MIS Report

Amendment of Factory Licence	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications received by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.2	<ul style="list-style-type: none">- List of Applications in different stage of processing with timelines by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.3	<ul style="list-style-type: none">- List of Applications where Field Verification has been performed by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.4	<ul style="list-style-type: none">- List of Applications where Compliance Clarification has been requested by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.5	<ul style="list-style-type: none">- List of Applications where Documents are not in order group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.6	<ul style="list-style-type: none">- List of Applications where Application Outcome (Approve or Reject) has been made group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.7	<ul style="list-style-type: none">- List of Application caused by Another Process

8.4. Transfer of Factory Licence

8.4.1. Application Submission & Payment

Application Submission, Payment and Tracking Number	
S No	Functional Requirements
1.	<ul style="list-style-type: none"> - Ability to auto-populate the Applicant details including but not limited to Name, Age, Address, Mobile Number and email id etc.
2.	<ul style="list-style-type: none"> - Ability to Auto-Populate the relevant e-form (Form 2) with details including but not limited to Factory Name, Name of the Business, PAN, Authorized Occupier / Manager of the Factory etc.
3.	<ul style="list-style-type: none"> - Ability to Auto-Populate Industrial Classification as per National Industrial Classification, Central Statistical Organization, Government of India
4.	<ul style="list-style-type: none"> - Ability to capture the name, age, date of birth / email id, mobile number, Aadhaar Number of the Nominated Occupier to initiate the Transfer of Licence
5.	<ul style="list-style-type: none"> - Ability to perform Authentication of the Nominated Occupier using Aadhaar based services provided by Third Party Service Providers such as C-DAC or NSDL
6.	<ul style="list-style-type: none"> - Ability to register the Digital Signature of the Nominated Occupier of the Factory
7.	<ul style="list-style-type: none"> - Ability to generate the list of mandatory and other supporting documents which should be attached with the application
8.	<ul style="list-style-type: none"> - Ability to capture details such as <ul style="list-style-type: none"> a. Transfer / Posting Order of Officer acting as occupier in case of Government / Public Sector Undertaking / Local bodies b. Resolution of all Board of Directors of the Board nominating one of the Director to act as Occupier duly signed by all Directors of the Board or Company Secretary c. Sale / Purchase Deed, if any d. Other documents as required
9.	<ul style="list-style-type: none"> - Ability to provide the details of the Buyer such as Name, Address, Age, Nominated Occupier to receive the Transferred Licence, email id , Registration Number with

Annexure: FRS F&B

Application Submission, Payment and Tracking Number	
Applicant User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
	Directorate etc.
10.	- Ability to submit documents / provide clarification for compliance at any stage of Application processing
11.	- Ability to save the application at any stage of form / data filling and fill it later
12.	- Ability to capture the post / courier details of the documents physically posted to the Directorate such as a. Post / Courier Name b. Tracking Number of Post / Courier c. Date of Postage / Courier d. Post / Courier Invoice e. Other details, as required
13.	- Ability to perform Authentication of the Applicant using Aadhaar based services provided by Third Party Service Providers such as NSDL or C-DAC
14.	- Ability to provide Digitally Signed Self Declaration about the correctness and completeness of the Application
15.	- Ability to Digitally Sign the relevant e-Form (Form 2)
	Online Payment
16.	- Ability to auto- calculate the payable fees for the service request
17.	- Ability to display the available payment methods to the Applicant
18.	- Ability to allow online payment through the selected payment method
19.	- Ability to submit the application and receive a copy of the application submitted for Registration and Licensing
	Application Submission & Tracking Number
20.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission
21.	- Ability to send Notification to the Directorate Official (Inspecting Official) about successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

8.4.2. Supporting Document Completeness & Correctness

Document Verification	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
22.	<ul style="list-style-type: none">- Ability to capture the post / courier details of the documents physically posted to the Directorate such as<ul style="list-style-type: none">a. Post / Courier Nameb. Tracking Number of Post / Courierc. Date of Postage / Courierd. Post / Courier Invoicee. List of documents posted by the Applicantf. Other details, as required
23.	<ul style="list-style-type: none">- Ability to peruse the list of documents attached and submitted / posted with the application
24.	<ul style="list-style-type: none">- Ability to provide comments on the completeness or otherwise of the documents
25.	<ul style="list-style-type: none">- Ability to send Notification (SMS/ Email/ Portal) to Applicant to submit additional document or provide clarification on the document submitted with date and time stamp

Annexure: FRS F&B

8.4.3. Document Check and Management Discussion

Document Check & Management Discussion	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
Directorate Receives Physical Post of Supporting Document	
S No	Functional Requirements
26.	<ul style="list-style-type: none">– Ability to enter the post / courier details of the documents received
27.	<ul style="list-style-type: none">– Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for Receipt of the Supporting Documents along with Date and Time Stamp
28.	<ul style="list-style-type: none">– Ability to check the completeness of the documents and write remarks about it
Documents Completeness and Reference Document	
29.	<ul style="list-style-type: none">– Ability to send Notification to Directorate User to supply previous documents of the same Applicant, if required
30.	<ul style="list-style-type: none">– Ability to send Notifications (SMS/ Email / Portal) to Applicant to submit additional document(s) / clarification(s) within a definite Dateline, if required
31.	<ul style="list-style-type: none">– Ability to revise Dateline for submission of Additional Document / Clarification, if required
Management Discussion & Document Verification	
32.	<ul style="list-style-type: none">– Ability to capture whether Management Discussion is required with the Applicant (Nominated Occupier) and Recipient, if required
Management Discussion Required	
33.	<ul style="list-style-type: none">– Ability to schedule date and time for Management Discussion with the Nominated Occupier and Recipient (Buyer)
34.	<ul style="list-style-type: none">– Ability to revise the date and time for Management Discussion with the Applicant / intended Recipient
35.	<ul style="list-style-type: none">– Ability to send Notifications (SMS / Email / Portal) about the Date and Time of Management Discussion
36.	<ul style="list-style-type: none">– Ability to perform the eKYC of the Nominated Occupier of the proposed Recipient (Buyer) of the Licence

Annexure: FRS F&B

Document Check & Management Discussion	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
37.	<ul style="list-style-type: none">– Ability to perform the eKYC of the Nominated Occupier (Seller) of the Licence
38.	<ul style="list-style-type: none">– Ability to record the proceedings of the Management Discussion with details also including the eKYC results of both the buyer and seller

Annexure: FRS F&B

8.4.4. Application Outcome and Transfer of Licence

Transfer of Licence	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
Case : Positive Verification	
39.	<ul style="list-style-type: none">– Ability to generate a Digitally Signed 2D Bar Code Transfer of Licence Letter
40.	<ul style="list-style-type: none">– Ability to generate a Digitally Signed 2D Bar Coded Transferred License in the title of New Factory
41.	<ul style="list-style-type: none">– Ability to auto revoke and disable the Licence held in the name of the previous Transferring Factory
42.	<ul style="list-style-type: none">– Ability to send Notifications (SMS/ Email / Portal) about the Transfer of Factory Licence to both the Applicant and Recipient
43.	<ul style="list-style-type: none">– Ability to send Notifications (SMS/ Email / Portal) about the Transferred Licence of Factory Licence to the Recipient
44.	<ul style="list-style-type: none">– Ability to send Notification (SMS / Email / Portal) Password Hint Template for downloading the Transferred Licence to the Recipient
45.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) about the Revocation of Factory Licence to the Applicant
Case: Negative Verification	
46.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email / Portal) about the Rejection of the Application for Transfer of Factory Licence
47.	<ul style="list-style-type: none">– Ability to send Digitally Signed 2D Bar Coded Rejection Letter to the Applicant

Annexure: FRS F&B

8.4.5. MIS Report

Transfer of Factory Licence	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	<ul style="list-style-type: none">- List of Applications received by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.2	<ul style="list-style-type: none">- List of Applications in different stage of processing with timelines by Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.3	<ul style="list-style-type: none">- List of Application where documents have to be resubmitted / provide clarification group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.4	<ul style="list-style-type: none">- List of Applications where Management Discussion should be Directorate group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.5	<ul style="list-style-type: none">- List of Applications where Documents are not in order group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.
Rp.6	<ul style="list-style-type: none">- List of Applications where Application Outcome (Approve or Reject) has been made group by Directorate Jurisdiction, Directorate Officer, Factory Category, Industrial Classification etc.

9. Examinations

9.1. Boiler Operations Engineers' Examination & Certification (Certificate of Proficiency)

9.1.1. Examination Schedule and Application Process

9.1.1.1. Upload Examination Schedule

Uploading the Examination Schedule

Examination Board User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
1.	- Ability to Create or Upload Examination Schedule with Eligibility Criteria
2.	- Ability to Create a Scrolling message about examination
3.	- Ability to attach the supporting document / notification / government order authorizing to conduct the examination

Annexure: FRS F&B

9.1.1.2. Application Submission, Fee Payment & Document Submission

Application Submission, Fee Payment & Document Submission	
Applicant / User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Fill Up e-Form and uploads Relevant Documents	
4.	- Ability to check Examination Schedule
5.	- Ability to Update/Modify/upload personnel details like new Degree/Diploma
6.	- Ability to display the list of the examinations and their respective eligibility criteria
7.	- Ability to select the Relevant examination which applicant wants to apply
8.	- Ability to display the list of mandatory documents to be attached based on the examination selected
9.	Ability to allow applicant to upload supported documents required information like Education
10.	- Ability to perform validation on mandatory fields and logical field before Saving / Submit
11.	- Ability to save the application at any stage of Examination form
12.	- Ability to provide Self Declaration about the correctness and completeness of the Application
13.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
14.	- Ability to add new document, provide clarification at any stage of Application processing
Online Payment	
15.	- Ability to auto- calculate the payable fees for the examination
16.	- Ability to display the available payment methods to the Applicant
17.	- Ability to allow online payment through the selected payment method
18.	- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with details of Payment & Time stamp of Application Submission

Annexure: FRS F&B

9.1.2. Verification of Application

Verification Process	
Examination Board User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Check the Completeness and Correctness of the Application and Supporting Documents	
19.	- Ability to allow the Examination Board User to ascertain the correctness and completeness of the Application inclusive of the supporting document and provide remarks (through in the form of drop down, text, Combo text, check box etc. as required)
20.	- Ability to Send SMS/e-mail Notification about New Document attached or clarification provided by the Application at any stage of Application Processing (In case of Additional Documents asked)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
21.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
22.	- Ability to approve or reject the application with remarks for such decision
	Case A: Application is in Order
23.	- Ability to Generate 2D Bar Coded Admit Card with Photo, Hall ticket Number, Name and other details...
24.	- Ability to send Notification (SMS / Email / Portal) about the one time downloadable Admit Card
	Case B: Application Not in Order
25.	- Ability to send Notification (SMS / Email / Portal) about the Application Rejection
26.	- Ability to Generate a list of applicant eligible to appear in the examination along with Examination Roll Number of each applicant

Annexure: FRS F&B

9.1.3. Examination Process

9.1.3.1. Online Examination Process

Online Examination Process

Examination Centre In-charge types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Applicant / User Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
Examination Process in case of Online Examination	
27.	- Ability to populate the examination details and applicant details
28.	- Ability to Start the exam according to the examination schedule
29.	- Ability to populate the examination module.
30.	- Ability to select options for each question through radio buttons & Rich text boxes to write long answer questions.
31.	- Ability to end exam
32.	- Ability to display pop up(s) before ending exam regarding terminating examination
33.	- Ability to automatically stop the exam after the schedule time limit

Annexure: FRS F&B

9.1.3.2. Declaring the Written Examination Results

Paper Correction and Declaring Results	
Examination Board User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
Evaluating the Answer sheets	
34.	- Ability to view and correcting the answer sheets
35.	- Ability to allow the Examination Board official to declare the results
Declaring Examination Results	
Case I: Applicant Passed	
36.	- Ability to send Notification (SMS / Email / Portal) about the Examination Results
Case II: Applicant Failed	
37.	- Ability to send Notification (SMS / Email / Portal) about the Failed Results
38.	- Ability to Upload written Examination Result on the Portal

Annexure: FRS F&B

9.1.3.3. Personal Interview

Scheduling & Recording Personal Interview Marks	
Examination Board User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
Check the Results and Schedule Interview	
39.	- Ability to access the information of Passed candidate details including written Examination score
40.	- Ability to auto allocate personal interview schedule
41.	- Ability to allow Examiner to enter personal interview Score
Notifications	
42.	- Ability to send Notification (SMS / Email / Portal)Personal interview time and Location to the candidate
43.	- Ability to Generate 2D Bar Coded Document and allow the Directorate User to Digitally Sign Certificate for Passed candidates
Results	
44.	- Ability to upload personal interview results on the portal

Annexure: FRS F&B

9.1.4. Declare Examination Result

Declare Examination Result

Examination Centre In-charge types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Applicant / User Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
45.	- Ability to display and add the marks obtained by each candidate in Written and Personal Interview
46.	- Ability to set minimum cut off marks for Written Examination and Personal Interview by different social categories such as SC/ ST/ OBC/ Women/ Specially Abled etc.
47.	- Ability to set up minimum cut off marks for passing the examination
48.	- Ability to create the list of successful candidate in the examination
49.	- Ability to digitally sign and approve the list of successful candidates
50.	- Ability to send SMS / Email / Portal to the list of successful candidates
51.	- Ability to publish the list of candidates along with the examination result (pass / fail)

Annexure: FRS F&B

9.1.5. Search Examination Result in the Portal

Declare Examination Result

Applicant logs on the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Applicant / User Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials

S No	Functional Requirements
52.	- Ability to enter the applicant Examination Roll Number
53.	- Ability to send OTP to the registered Mobile Number and Email Id of the Applicant
54.	- Ability to capture the OTP and on successful validation display the result of the applicant
55.	- Ability to take print of the examination result

Annexure: FRS F&B

9.1.6. MIS Reports

Examination	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- Report on number of application received group by day / week
Rp.2	- Report on successful applications and unsuccessful applications
Rp.3	- Report on application where additional documents / clarifications were requested from the Applicant
Rp.4	- Report on number of Applicant eligible to appear in the Written examination
Rp.5	- Report on number of Applicant actually appeared in the Written examination
Rp.6	- Report on the written test marks of each application
Rp.7	- Report on applicants eligible to appear in Personal interview
Rp.8	- Report on applicants actually appeared in Personal interview
Rp.9	- Report on examination marks of the applicant (written and interview) in aggregate and disaggregate form
Rp.10	- Report on the list of applicant in descending order of marks obtained (written and interview) grouped by social category (SC / ST / OBC / Specially Abled / Women / General etc.)
Rp.11	- Final list of successful applicant group by Social Category (SC / ST / OBC/ General / Women / Specially Abled etc.)

9.2. Boiler Operation Attendants' Examination & Certification (Certificate of Competency)

As above

10. Self-Certification Scheme

10.1. Self-Certifications Scheme under Factory Act, 1948

10.1.1. Application to join under Self Certification Scheme

Application to join under Self Certification Scheme

Applicant types the URL of the Portal in Desktop/ laptop/ device.

Enters Login/ Password and Captcha and logs into the system

System allows Authorized User to fill relevant e-form (Form I), attach documents and submit the application

S No	Functional Requirements
1.	<ul style="list-style-type: none">- Ability to allow for enrollment for all Factories coming under Factories Act 1948, except the following;<ul style="list-style-type: none">a) Factories covered under Section 2 (cb) and Section 87 of the Factories Act, 1948 and Rules framed thereunderb) Factories classified as MAH category as per the Orissa Factories (Control of Major Accident Hazard) Rules, 2001.
2.	<ul style="list-style-type: none">- Ability to select relevant e-form (Form I) to join under Self Certification Scheme
3.	<ul style="list-style-type: none">- Ability to auto-populate the application form including Name and Address of the owner, Factory Details, Occupier details etc.
4.	<ul style="list-style-type: none">- Ability to fill remaining fields of the application (in the form of text, Combo text, check box etc. as required)
5.	<ul style="list-style-type: none">- Ability to attach the Affidavit (by the Owner / Occupier / Manager on a Non judicial Stamp Paper) as per From II.
6.	<ul style="list-style-type: none">- Ability to display the list of mandatory documents to be attached based on e-form inputs
7.	<ul style="list-style-type: none">- Ability to save the application at any stage and submit the application for verification
8.	<ul style="list-style-type: none">- Ability to provide Digitally Signed Self Declaration about the correctness and completeness of the Application
Application Submission & Tracking Number	
9.	<ul style="list-style-type: none">- Ability to generate Notification (SMS/ Email / Portal) having Tracking Number for successful submission of application along with Time stamp of Application Submission

Annexure: FRS F&B

Application to join under Self Certification Scheme	
10.	- Ability to send Notification to the Directorate Official about successful submission of application along with Time stamp of Application Submission
Option for Quitting the Scheme	
11.	- Ability to quit the scheme by the occupier at any time by giving pre-decided Cut-Off timeline from the date of opting to quit

10.1.2. Application Review

Application Processing – Application Review	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
System sends Notifications to Relevant Directorate Officials and Applicant	
S No	Functional Requirements
12.	- Ability to provide the time period of max 30 days for Application Review from the date of application submission
13.	- Ability to send Notification (SMS/ Email/ Portal) to the Designated Official for review of Application
14.	- Ability to peruse the documents attached and submitted with the application
15.	- Ability to track the fatal incident report
16.	- Ability to provide comments on the completeness or otherwise of the documents
17.	- Ability to send Notification (SMS/ Email/ Portal) to Applicant to submit additional document or provide clarification on the document submitted with date and time stamp
18.	- Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Verifying Officer)
19.	- Ability to send reminder Notification (SMS/ Email/ Portal) to the Designated Official for review of Application before completion of 30 days

Annexure: FRS F&B

10.1.1. Application Outcome

Application Processing – Application Outcome	
Directorate User (Registering Officer) types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
S No	Functional Requirements
20.	- Ability to display Notification about Application for Review to the Directorate User
21.	- Ability to peruse the application along with the Remarks provided by the Directorate User (Receiving Officer)
	Document Verification
	Case I: Applicant to Resubmit Additional Document or Provide Clarification
22.	- Ability to send Notification to the Applicant to submit Additional Document or provide clarification, as required
	Case II: Document Check Over
23.	- Ability to approve or reject the application with remarks for such decision
	Case III: Deemed Approval
24.	- If no discrepancy is communicated, the applicant shall be deemed to have been enrolled under the Self-Certification Scheme
	Case A: Application Approved
25.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome of joining the Voluntary Compliance Scheme
	Case B: Application Not Approved
26.	- Ability to send Notification (SMS / Email / Portal) about the Application Outcome of joining the Voluntary Compliance Scheme

Annexure: FRS F&B

10.1.3. MIS Reports

Portal Sign Up	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Application for enrollment with Self Certification Scheme with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.2	- List of Application for enrollment where clarification/ additional document was requested
Rp.3	- List of Successful and unsuccessful application for enrollment under Self Certification Scheme group by Directorate Jurisdiction Offices, Applicant District / Sub Division / Pin Code etc.
Rp.4	- List of Application of the Self-Certification Scheme quit the scheme group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.5	- List of Application for enrollment where no discrepancy is communicated and deemed enrolled
Rp.6	- Any Other User Defined Report

Annexure: FRS F&B

10.1.4. Filling of Return under Self Certification

Filling of Return under Self Certification and Submission	
After enrollment under self-certification scheme authorized user allow to submit the Return under Self Certification and Submission (Form III)	
S No	Functional Requirements
27.	- Ability to send Reminders / Notifications (SMS/ Email / Portal) to submit the Return from a certain date in a pre-defined frequency before a pre-decided Cut-Off Date for such submission
28.	- Ability to auto-populate the Factory details and Applicant Details (non-editable) such as Name, Address, Authorized Occupier or Factory Manager etc. in relevant e-Form (Currently - Form III)
29.	- Ability to auto-populate the Registration Number, Industrial Classification of the Factory (non- editable) in e-Form(Currently - Form III)
30.	- Ability to fill remaining fields of the e-Form (Currently - Form III) with system prompting for filling the mandatory fields
31.	- Ability to prompt the Applicant to fill mandatory fields in the e-Form (Currently - Form III)
32.	- Ability to Digitally Sign the e-Form (Currently - Form III) once all the mandatory fields are filled by the Applicant
33.	- Ability to Digitally Self Declaration about the correctness and completeness of the Application (Optional, if the Applicant has Digital Signature)
34.	- Ability to save the application at any stage of form / data filling and fill it later
35.	- Ability to re submit Return, if suggested by the Directorate User before a pre-decided date
36.	- Ability to perform Aadhar based Authentication provided by CCA Empaneled e Sign Providers such as NSDL or C-DAC or others
37.	- Ability to submit the duly filled in e-Form (Currently - Form III)
38.	- Ability to send Acknowledgement Receipt for successful submission of the Return

Annexure: FRS F&B

Filling of Return under Self Certification and Submission

After enrollment under self-certification scheme authorized user allow to submit the Return under Self Certification and Submission (Form III)

Authorized User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded

Enters Login / Password and Captcha and logs in to the System

	with a Unique Tracking Number (SMS/Email / Portal) with date and time stamp
39.	- Ability to mark the Acknowledgment as " On Time Submission " or " Late Submission " based on the date of Submission and the pre-decided last date of Submission
40.	- Ability to send a copy of the Submitted Return (Email / Portal) to the Applicant

Annexure: FRS F&B

10.1.5. Review/ Validation of Return

Review/ Validation of Return	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
41.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email/ Portal) to the Designated Official for review of Application
42.	<ul style="list-style-type: none">– Ability to peruse the documents attached and submitted with the application
43.	<ul style="list-style-type: none">– Ability to provide comments on the completeness or otherwise of the documents
44.	<ul style="list-style-type: none">– Ability to send Notification (SMS/ Email/ Portal) to Applicant to submit additional document or provide clarification on the document submitted with date and time stamp
45.	<ul style="list-style-type: none">– Ability to allow the Directorate User (Receiving Officer) to write remarks and save and forward it to the another Directorate User (Verifying Officer)

10.1.6. Scheme Validity Review

Scheme Validity Review	
Directorate User types the URL of the Portal in the desktop / laptop / device. System has internet connectivity and the page gets loaded	
<u>Enters Login / Password and Captcha and logs in to the System / Other mode of validating credentials</u>	
S No	Functional Requirements
46.	<ul style="list-style-type: none">– Ability to cease the enrollment at any time in the event of any fatal incident
47.	<ul style="list-style-type: none">– Ability to attach report related to fatal incident

Annexure: FRS F&B

10.1.7. MIS Reports

Portal Sign Up	
Illustrative List of MIS reports (Not Exhaustive)	
S No	MIS Report
Rp.1	- List of Reports Filed at any time group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.2	- List of Reports Filed within the Pre – Defined Cut off Date group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.3	- List of Reports filed after the Cut Off Date group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category etc.
Rp.4	- List of Reports which were reviewed by Directorate Officers group with Directorate Jurisdiction Officers, Designations, , Districts, Sub Division , Pin Code, Industry Category etc
Rp.5	- List of Returns where clarifications / data resubmission was suggested by the Directorate Officer group with Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.6	- List of Returns where Resubmissions were done within the revised time, group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.7	- List of Returns where Resubmissions were done beyond the cut off date group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.8	- List of enrollment cease due to fatal incident reported group by Directorate Jurisdictions, Districts, Sub Division , Pin Code, Industry Category
Rp.9	- Any Other User Defined Report

Annexure: FRS F&B
