

4.3 OTHER TECHNICAL FUNCTIONAL REQUIREMENTS

Sl. No	Functionalities	Bidder's Compliance [Agree/ Disagree]
A. General		
1	All parts of Solution should support compulsorily English language formats	Agree
2	Should support any operation system like Windows, Linux, etc.	Agree
3	The interface design of the application should be simplified enough that the end user can easily understand all the working i.e. user friendly interface design.	Agree
4	All components of the proposed solution to be interoperable and seamlessly integrated.	Agree
5	Customise personalised views based on user defined criteria without impact to system functionality or support process.	Agree
6	Ability to create ad hoc reports, generate reports at various levels, facility to download reports in various formats like image/ Excel / CSV / Doc / PDF / Text / XML etc. and send reports electronically.	Agree
7	System will support uploading/ downloading in common formats (MS Office / Adobe / etc.)	Agree
8	System should have mail service integration. Ability to send email notification wherever needed.	Agree
9	The system shall allow adding documents to the electronic file directly from the scanner or internal / external drive or email.	Agree
1	Bulk data upload / change should be possible.	Agree
1	Solution to provide integrated user management.	Agree
1	Ability to provide access level security for Entry forms at Field level – Allow, Read only, hide, etc.	Agree
1	Ability to configure the number of permissible log-in attempts.	Agree
1	The system will create user roles and access rights based on user-defined criteria (role-based access control)	Agree
1	Ability to provide multiple roles to a single user and bulk user maintenance and access management options.	Agree
1	Solution to provide access level security for data at transactional level.	Agree
1	Ability to delegate roles and permissions in case an employee is absent and his / her work (approvals/ rejections in a workflow environment) needs to be carried out	Agree

1	Ability to revoke roles and permissions after the original employee joins back whose role was delegated to an alternate supervisor.	Agree
1	Accepts the user-defined templates for leave, tender, travel/tours, etc.	Agree
2	System should have inbuilt features like workflows, file tracking, and knowledge repository.	Agree
2	The system should be format agnostic and should allow storage of any digital data like images, Office files, engineering drawings, PDF, PDF/A, photographs, video & audio files.	Agree
2	System should allow creation of custom indexing fields/ tags for different documents at Folder & File level.	Agree
2	System shall provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organise their documents.	Agree
2	The departmental officials should be able to index folders, files, letters and documents on user-defined indexes like department, Letter No. file No., year, etc.	Agree
2	The system's inbuilt viewer should have the capability to perform annotations such as highlight, sticky note, underline, hide certain text etc. on the documents image with user name, date and time of putting the annotations.	Agree
2	System should have facility to set notifications (e.g. Notifying change of version of a file to all stakeholders) & Alarms (e.g. Delay in Approval) by email.	Agree
2	System should have comprehensive & easy to set access rights controls at Folders & File level as well as Groups and users with Inheritance.	Agree
2	The system should allow defining multiple levels of access rights (Delete / Edit / View / Print / Copy or Download) to officers based on their profile.	Agree
2	The system should maintain audit-trail of all activities being done in the system, documents, etc. by users as well as administrators.	Agree
3	Provides system audit-trail tracking by user defined parameters.	Agree
3	System to maintain logs of all the transactions and audit-trails.	Agree
3	System should support creating Additional custom fields in each module for storing additional data, as per requirements.	Agree

3	The database should run with multiple nodes to provide a high level of availability and load sharing.	Agree
3	Ability to produce customizable error messages.	Agree
3	Ability for multiple windows to be open at the same time.	Agree
3	Ability to support full functional operation on Laptops & Desktops.	Agree
3	System permits multimedia file attachments (Word files, graphic images, audio or video clips) to records as work orders.	Agree
B. Security Requirement & Features		
1	All the necessary procedures/ infrastructure/ technology / personnel should be established to ensure that the Security in the IIA APPLICATION SOFTWARE system is not compromised.	Agree
2	The solution should have integrated security features that are configurable by the Master User or System Administrator to control access to the application, functional modules, transactions and data.	Agree
3	The solution should require the use of unique user IDs and passwords for authentication purposes, and Biometric and other devices as applicable.	Agree
4	The application should allow for the following: <ul style="list-style-type: none"> • The enforcement of password standards • The establishment of a specified period for password expiration. • The prohibition of recent password reuse. 	Agree
5	Only the Master User or designated authority should be able to define functional access rights and data access rights to the users. He / she should be able to restrict access to sensitive data elements by named user, groups of users, or functional role.	Agree
6	The systems should permit the Master User to assign multiple levels of approval for a single user.	Agree
7	System should be auditable as per requirements from time to time.	Agree
8	System should have audit logging capability to record access activity, including the following: <ul style="list-style-type: none"> • All log-in/log-out attempts by the individual users. • User submitted transactions • Initiated process • System override events, and direct additions, changes or deletions of data 	Agree
9	System should have the provision for Dashboard to view and analyze the log details.	Agree

1	System should provide the ability to query the audit log by type of access, date and time stamp range, user ID and IP address.	Agree
1	All the information assets (Information and Information systems) should be classified and security should be defined according to criticality of the information asset.	Agree
1	System should ensure proper protection against malicious software. This would include implementation of an effective anti-virus solution, scanning for viruses at regular intervals or on certain triggers.	Agree
1	Should have a disaster recovery plan and robust backup procedures.	Agree
1	Provide security at the following levels: Department, Division, Role or Group, User ID, Screen, Menu, Report, Database Table, Object, Record, Field, Job Function, Transaction Type, etc.	Agree
1	Ability for the system administrator to determine which fields are visible to users.	Agree
1	Provide role-based security.	Agree
1	Provide document-based security.	Agree
1	Provide functional security to control what processes can be performed by certain users.	Agree
1	Ability to log users off the system after an administrator-defined period of inactivity.	Agree
2	Data Encryption – The login passwords of all the users and the suppliers are to be encrypted at the database level.	Agree
2	Secure Administrator Access – To prevent an administrator from misusing his access privileges, the system shall have dual level password verification before allowing an administrator access to a confidential module. The first password is to be provided by the administrator himself/herself and the second password is to be provided by the highest authority of the Institute, or his/ her designated official.	Agree
Requirement (General List)		
1	All Architecture documents, operating specifications, and system Flowcharts	Agree
2	Database entity relationships, table formats, and data element descriptions; and Program module descriptions.	Agree

3	Quality Assurance Plan stating the planned actions to ensure satisfactory delivery conforming to functional and technical requirements of Application Software.	Agree
4	Interface Control Document, documenting the interface characteristics of the modules.	Agree
5	Test Plan containing information on the software Test Environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes, schedule, resources, tools, procedures, environment definition, test cases, and software test results. The test plan document should have the information about the methodology, tools, etc. The Bidder has to provide the tools that are proposed to be used in the testing.	Agree
6	Troubleshooting Guide / Handbook for Helpdesk which describes various troubleshooting methods for various problem scenarios.	Agree
7	Operation Manual providing instructions for installing the application, troubleshooting, interpreting message logs, error codes with full descriptions and recovery steps, user screen and reports layouts and contents, application security and Frequently Asked Questions (FAQs)	Agree
8	User Manual (online or downloadable content) providing detailed instructions in the form of a narrative on how to use the application. In addition, it shall describe how to access, submit inputs to, and interpret outputs from the application.	Agree
9	Application Software Applications Training manual Module wise.	Agree
1	A data dictionary listing out all the data elements shall be prepared.	Agree
1	The Administrator shall maintain all documentation related to the Application Software including software artefacts and database with adequate traceability matrix and version control.	Agree
1	All the documents/e-registers, reports mentioned in Points / clauses of Section III of this RFP.	Agree
D. Software Essentials		
1	Entire source code for the Application Software solution to be provided to IIA without charge. However, to secure the ownership of the Bidder or its OEM, cost-less non-disclosure agreement (NDA) may be signed in this regard between the selected Bidder and IIA.	Agree
2	Only the latest versions of software application, and integration tools, wherever applicable, shall be used.	Agree

3	The software license must allow modifications and derived works.	Agree
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