



Delhi Development Authority (DDA)

Digital Services

Request for Proposal

Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS) in DDA

Annexure-34

Functional Requirement Specifications

Contents

1	General Module Requirements	7
1.1	Intranet and internet Web Portals.....	7
1.2	Identity and access management.....	8
1.3	Service Creation Component	10
1.4	Workflow Component.....	10
1.5	Letter receipt and dispatch monitoring system.....	14
1.6	Document Upload and Management Component.....	17
1.7	Data Integration and Management Component.....	19
1.8	Service Request (SR) Submission Component.....	20
1.9	SMS, WhatsApp and Email Component.....	21
1.10	Payment Module.....	21
1.11	Report/Monitoring Component.....	22
1.12	Dashboard.....	22
1.13	Digital Signatures.....	24
1.14	Technical.....	24
1.15	Security.....	24
1.16	Other General Requirements.....	26
2	Housing Department:.....	28
3	Architecture	33
3.1	Issuance of GFC drawings.....	33
4	Engineering Department:.....	34
5	Planning.....	40
6	Vigilance.....	43
7	Land disposal.....	47
7.1	Property management.....	48
7.2	Sale/ disposal.....	49
7.3	Leasehold property management.....	51
7.4	Reporting & record management.....	52
8	Land Management	54
8.1	Land acquisition.....	54
8.2	Protection of acquired land.....	56
8.3	Land record management.....	56
9	Horticulture.....	57
10	Landscape.....	65
10.1	Issuance of landscape plans.....	65
11	Commissioner-Cum-Secretary.....	67
11.1	Nazarat Cell.....	67
11.2	Staff Quarter Cell.....	69
11.3	Meeting Cell.....	71
11.4	RTI Cell.....	72
11.5	Parliament & Coordination (P&C) Cell.....	73

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

11.6	Public Relation Cell	74
11.7	Hindi Section.....	76
11.8	R & D (Main) – Central Diary	77
11.9	Fire Cell.....	78
11.10	Grievance Redressal and Management System.....	79
11.11	Automobile Section	80
11.12	Printing and Press Section.....	81
11.13	Security Wing.....	82
11.14	Sport Cell.....	83
11.14.1	Membership Smart Cards Specifications.....	85
11.14.2	Essential Requirement for card based system:	86
12	Personnel Department:	86
13	VC Secretariat Department:.....	101
14	Legal.....	103
15	Finance, Land Costing and Accounts.....	109
15.1	Compilation of Accounts on Monthly/Annual basis.....	109
15.1.1	Process overview.....	109
15.1.2	Specific functional requirements for the process	109
15.1.3	Indicative MIS Requirement.....	110
15.2	Budgeting.....	110
15.2.1	Process Overview	110
15.2.2	Specific Functional requirements for the process.....	111
15.2.3	Indicative MIS Requirement.....	111
15.3	Medical bill reimbursement (OPD, Chronic).....	112
15.3.1	Process Overview	112
15.3.2	Specific Functional requirements for the process.....	112
15.3.3	Indicative MIS Requirement.....	113
15.4	Medical bill reimbursement(IPD).....	113
15.4.1	Process Overview	113
15.4.2	Specific Functional requirements for the process.....	113
15.4.3	Indicative MIS Requirement.....	114
15.5	Gratuity/Pension/Family Pension Processing.....	114
15.5.1	Process Overview	114
15.5.2	Specific Functional requirements for the process.....	114
15.5.3	Indicative MIS Requirement.....	116
15.6	Processing of Group Insurance Scheme (GIS) Claim.....	116
15.6.1	Process Overview	116
15.6.2	Specific Functional requirements for the process.....	116
15.6.3	Indicative MIS Requirement.....	117
15.7	Benevolent Fund.....	117
15.7.1	Process Overview	117
15.7.2	Specific Functional requirements for the process.....	117
15.7.3	Indicative MIS Requirement.....	118
15.8	Personal Accident Insurance claim settlement.....	118
15.8.1	Process Overview	118

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

15.8.2	Specific Functional requirements for the process.....	118
15.8.3	Indicative MIS Requirement.....	118
15.9	Pre Audit of Pension Cases-Work Audit Cell.....	119
15.9.1	Process Overview.....	119
15.9.2	Specific Functional requirements for the process.....	119
15.9.3	Indicative MIS Requirement.....	119
15.10	Contingency and Other Payments.....	120
15.10.1	Process Overview.....	120
15.10.2	Specific Functional requirements for the process.....	120
15.10.3	Indicative MIS Requirement.....	120
15.11	Investments and Monitoring.....	120
15.11.1	Process Overview.....	120
15.11.2	Specific Functional requirements for the process.....	121
15.11.3	Indicative MIS Requirement.....	121
15.12	Scrutiny of cases for financial concurrence and Work Advisory Board cases.....	121
15.12.1	Process Overview.....	122
15.12.2	Specific Functional requirements for the process.....	122
15.12.3	Indicative MIS Requirement.....	122
15.13	Scrutiny/Dealing of arbitration cases-work audit Cell.....	123
15.13.1	Process Overview.....	123
15.13.2	Specific Functional requirements for the process.....	123
15.13.3	Indicative MIS Requirement.....	123
15.14	Post work audit of vouchers.....	123
15.14.1	Process Overview.....	123
15.14.2	Specific Functional requirements for the process.....	123
15.14.3	Indicative MIS Requirement.....	124
15.15	Conduct Statutory/Internal Audit.....	124
15.15.1	Process Overview.....	124
15.15.2	Specific Functional requirements for the process.....	124
15.15.3	Indicative MIS Requirement.....	125
15.16	Payments against work done by contractor.....	125
15.16.1	Process Overview.....	125
15.16.2	Specific Functional requirements for the process.....	125
15.16.3	Indicative MIS Requirement.....	126
15.17	Accounting of Housing registration money records.....	126
15.17.1	Process Overview.....	126
15.17.2	Specific Functional requirements for the process.....	126
15.17.3	Indicative MIS Requirement.....	127
15.18	Receipts, refunds and records maintenance by Cash (Housing) Branch.....	127
15.18.1	Process Overview.....	127
15.18.2	Specific Functional requirements for the process.....	127
15.18.3	Indicative MIS Requirement (To be detailed during SRS).....	127
15.19	Issue/correction of defaulter notices cases for zonal housing.....	128
15.19.1	Process Overview.....	128
15.19.2	Specific functional Requirements for the process.....	128

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

15.19.3	Indicative MIS Requirement	128
15.20	Processing of Penalty relief cases for Zonal housing	128
15.20.1	Process Overview.....	128
15.20.2	Specific functional Requirements for the process.....	129
15.20.3	Indicative MIS Requirement	129
15.21	Issue of no dues certificate -Zonal housing.....	129
15.21.1	Process Overview.....	129
15.21.2	Specific functional Requirements for the process.....	129
15.21.3	Indicative MIS Requirement	130
15.22	Costing of Flats, Shops.....	130
15.22.1	Process Overview.....	130
15.22.2	Specific functional Requirements for the process.....	130
15.22.3	Indicative MIS Requirement	131
15.23	Land Costing (Industrial, Institutional Land, Group Housing Commercial, Residential).....	131
15.23.1	Process Overview.....	131
15.23.2	Specific functional Requirements for the process.....	131
15.23.3	Indicative MIS Requirement	132
15.24	Demand and collection of various charges.....	132
15.24.1	Process Overview.....	132
15.24.2	Specific functional Requirements for the process.....	132
15.24.3	Indicative MIS Requirement	133
15.25	Conversion of Lease hold land to Freehold land.....	133
15.26	Conversion of lease hold to free hold- Zonal housing.....	134
15.27	Process Payment for Land acquired.....	134
15.27.1	Process Overview.....	134
15.27.2	Specific functional Requirements for the process.....	134
15.27.3	Indicative MIS Requirement	134
15.28	Issuance of circulars/guidelines for DDA/Clarification of any govt. order.....	134
15.28.1	Process Overview.....	134
15.28.2	Specific functional Requirements for the process.....	135
15.28.3	Indicative MIS Requirement	135
15.29	Co-ordination with external auditors.....	135
15.29.1	Process Overview.....	135
15.29.2	Specific Functional requirements for the process.....	135
15.29.3	Indicative MIS Requirement	135
15.30	Salary Processing/Payroll.....	135
15.31	Transfer and posting of Accounts Personnel.....	136
15.31.1	Process Overview.....	136
15.31.2	Specific Functional requirements for the process.....	136
15.31.3	Indicative MIS Requirement	136
15.32	Generation of Utility bills and collection.....	136
15.32.1	Process Overview.....	136
15.32.2	Specific Functional requirements for the process.....	136
15.32.3	Indicative MIS Requirement	137
15.33	New Pension Scheme	137

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

15.33.1	Process Overview.....	137
15.33.2	Specific Functional requirements for the process.....	137
15.33.3	Indicative MIS Requirement.....	137
16	Enterprise Mailing Messaging Solution.....	138
17	Geographical Information system.....	139
17.1	Current status of DDA's GIS capabilities.....	139
17.2	Land Management Information System (LMIS).....	139
17.3	Envisaged 'GIS' enablement of DDA.....	139
17.4	Proposed 'GIS' interventions.....	140
17.5	Envisaged benefits.....	141
17.6	Functional Requirement Specification.....	141
17.7	Envisaged Tools & General Technical Specifications.....	149
17.8	Specifications for different parts of GIS Solution.....	150
18	Document Management Solution (DMS) - Digitization and Digital Preservation of Records.....	163
18.1	Digitization of Physical Files.....	164
18.2	RFID File Tracking System.....	169
18.3	Creation of Digitalized Library.....	170

1 General Module Requirements

The CMS Solution shall facilitate Aadhaar enabled Access, Public Dealing Module & Various related Software Modules shall be integrated so that relationships (lessee, license holder, member of any sports complex etc.) and services by DDA to a Citizen/Entity are accessible and provided through a Unique Account of the Citizen/Entity. These may include the updated particulars of all the relationships of that Citizen/Entity, latest status of application, communication of deficiency, if any, facility for uploading /down loading the documents, updated payment information and calculation of balance to be paid, if any, at any point of time and facility to make the Payment through Payment gateway.

Business Process Re-Engineering (BPR) – Mapping of Processes wherever possible, to make it Citizen-Centric. Reference may be made to the Business Process & Support Processes Study Report – computerisation of DDA (http://dda.org.in/tendernotices_docs/dec13/BUSINESS_PROCESS2260917.pdf).

1.1 Intranet and internet Web Portals

Requirement ID	Description
GEN_1	<p>Web Portal shall be user friendly, informative, interactive and easily accessible.</p> <ul style="list-style-type: none"> ▶ Adhere to DDA Digital Services Architecture ▶ Link for DDA users to access various modules of DDA ▶ Link for administrators for various modules/components of DDA including security, database, user administration etc. ▶ Information related to Rights to Information Act required to be made public. ▶ Citizen Charter ▶ MIS reports for the both Citizen & DDA etc. ▶ Adhere to GOI Portal Development Guidelines ▶ Language Interface – both in English and Hindi
GEN_2	All the sections of the Web portal will be of dynamic nature and must be supported with a Content Management module for easy content management and administration of the same
GEN_3	The Web Portal would be accessed by Citizens (Internet) and all the Users (Intranet) of the DDA and various other entities related to DDA through this portal using a Secured Login Process.
GEN_4	Shall provide access to various operational modules through a web portal.
GEN_5	<p>The system shall be accessible to</p> <ul style="list-style-type: none"> ▶ Office user at head office with a user role <ul style="list-style-type: none"> ○ Any other designated and authorized by DDA ▶ Office staff at Circle / Division office with role <ul style="list-style-type: none"> ○ Circle / Divisional Officer ○ Office clerk ○ Any other designated and authorized by DDA ▶ Public user to view various components of Web portal ▶ Registered User (Applicants)
Web Content Management	
GEN_6	Allow creating site navigation index through a dynamic menu option.
GEN_7	WCMS shall allow to create a web page on the fly, with help of rich text box facility
GEN_8	WCMS shall also provide facility to upload a pre designed pages
GEN_9	WCMS shall provide web pages directory with facility to publish or block web page
GEN_10	WCMS shall provide facility to create meta tag search of each web page
GEN_11	WCMS shall allow to upload any image on the page and it shall be further allow to define position of the image on web page
GEN_12	WCMS shall provide feature to define the position of the web page like center frame, left frame or right frame etc.
GEN_13	Facility to attach image related to news

GEN_14	Shall support mobile platforms
GEN_15	Shall have all other features of a standard Content Management system

1.2 Identity and access management

Identity and access management is a critical aspect for successfully managing the users, applications and effectively manages overall solution. This component/module shall have the following functionalities.

Requirement ID	Description
GEN_16	Shall able to add new users
GEN_17	The system shall allow to creation and management of office user; each user shall comprise the following details :- <ul style="list-style-type: none"> ▶ Employee Name ▶ Date of registration ▶ User ID (unique Name) ▶ Employee ID (as per DDA) ▶ Operation office (HO or district or block) ▶ Designation ▶ Mobile Number, WhatsApp Number, Fax No., and Landline No. ▶ Contract Address ▶ Email Address
GEN_18	Define user groups and associate users to it
GEN_19	Define privileges on specific functional modules (report access, add data, modify data, verification/approval privileges, print privileges etc.)
GEN_20	Role based access & authorization
GEN_21	Manages roles and privileges
GEN_22	Assign a set of roles/privileges to a user
GEN_23	Create various designations and necessary hierarchy with associated rules
GEN_24	Create user groups based on functional roles of DDA
GEN_25	Associate a set of privileges and roles to a user/group of users
GEN_26	View detailed of a particular entity such as group, role etc.
GEN_27	Shall have pagination facility to display records
GEN_28	Facility to search user based on various criteria such as name, last name, department, designation, Employee ID etc.
GEN_29	Allow any public user to register on the web portal, the user shall be permitted with defined role for registered user
GEN_30	Facility to define access rights for master data
GEN_31	Allow two factor login i.e. User ID& Password and "Digital Signatures" for DDA employees and e-Sign (Online Digital Signature) for DDA Customers.
GEN_32	Facility to confirm user id though user's given eMail and SMS only
GEN_33	Provision of warning if user with similar email id is already exist
GEN_34	Facility to block or unblock any user access
GEN_35	System shall allow to create unique user name only
GEN_36	System shall provide feature to search a valid user name
GEN_37	System shall provide facility to block or unblock any office user
GEN_38	System shall allow admin user to create/modify user and roles and privileges
GEN_39	The system shall have facility to create designation master

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

GEN_40	<p>The system shall provide facility to create user role (role shall be based on official hierarchy) as follows:</p> <ul style="list-style-type: none"> ▶ Office user at head office with a user role <ul style="list-style-type: none"> ○ Director ○ Joint/Deputy director ○ Office clerk, etc. ○ Office staff at district/Division office with role ○ Circle Officer ○ Office clerk, etc ○ Registered User ○ Applicant ○ Any other as specified by the DDA
GEN_41	<p>The system shall provide facility to define form level/report level/record search access right to each user role. These access rights shall be for following type:-</p> <ul style="list-style-type: none"> ▶ Add ▶ Edit ▶ Delete ▶ View ▶ Print ▶ Search (applicable for search)
GEN_42	▶ Administrator shall be able to create new designations
GEN_43	▶ Administrator shall be able to link designations to various departments
GEN_44	▶ Administrator shall be able to define department wise hierarchy of designations
Citizen Login Process	
GEN_45	▶ Citizen has to enter all the information along with mobile number and email id in the form
GEN_46	▶ Citizen shall mandatorily upload his/her photograph
GEN_47	▶ Citizen shall mandatorily upload scanned identity proof
GEN_48	▶ Citizen shall mandatorily select the type of ID card from a list of pre-defined ID cards like voter Id card, Driving License etc., and key in ID card details
GEN_49	▶ Both email (by verification email) and mobile number (by One Time Password) shall be verified by the portal application.
GEN_50	▶ After submission of form, registration information is sent via SMS on registered mobile and email on register mail ID
GEN_51	▶ Change of registered mobile number shall be verified through registered email ID and effected after OTP verification from mobile
GEN_52	▶ Change of registered email shall be verified through registered mobile no. and effected after verification of email ID
GEN_53	▶ The citizen shall get relevant error messages in case he/she enters wrong data or forgets to enter some data.
GEN_54	▶ An inbuilt check to restrict multiple user account creation by same citizen shall be present. This may be done using certain key fields like name, age, DOB, mothers name, ID number etc.
GEN_55	▶ User Password shall get automatically deactivated after pre-defined number of months. Months, and suitable message (OTP) will be sent to the registered alternate email address and SMS to the registered Mobile no. To reactivate, user needs to enter OTP received on his registered mobile / email.
GEN_56	▶ Portal shall have provision for changing the profile details of the user. After registration, citizen shall not be able to change some of mandatory fields as like Name, Permanent address, father's name, mother's name, date of birth etc.
GEN_57	▶ Portal shall have facility for change of password/ reset password

1.3 Service Creation Component

This component shall allow the administrator to add a new service and configure it. This component must have following minimum functionalities

Requirement ID	Description
GEN_59	▶ Administrator shall be able to specify the name of the new service
GEN_60	▶ Administrator shall be able to associate the new service with a department
GEN_61	▶ Administrator shall be able to select a front end e-form for the new service Front end forms shall be built by a form builder application.
GEN_62	▶ Administrator shall be able to select the backend forms to be used for this service. Backend forms shall be developed by SI.
GEN_63	▶ Administrator shall be able to define the default workflow(approval/verification levels with designations) for the new service
GEN_64	▶ Administrator shall be able to define the alternate workflow(approval levels with designations) for the new service
GEN_65	▶ The Administrator shall be able to link a workflow with the new service

1.4 Workflow Component

This component **will be based on an Industry Standard Workflow Engine** and shall allow the administrator to create workflows. The proposed solution shall be capable of an automated electronic processing of data and documents that allows for the integration of Business Rules. It shall be able to deal with exceptions when these occur by changing business rules or even the entire processes, in real time, to respond to business conditions in a predefined manner. It shall enable the efficient and accurate tracking of each business process cycle and provide means of generating reports for management as well as for statistical purposes. It shall seamlessly manage documents related to the workflow and be capable of retrieving and attaching documents and archiving the processed documents with metadata in the specified folder structure. Workflow component must have the following minimum functionalities.

Requirement ID	Description
GEN_66	Administrator shall be able to enable/disable SMS/Email components at all workflow levels except for service submission and final approval. SMS and Email sending shall be mandatory at these two workflow levels.
GEN_67	Administrator shall be able to configure SMS and Email text at each workflow level.
GEN_68	Administrator shall be able to define service levels for each Verification/Approval level and also define minimum two levels of escalations. Escalations imply e-mail / SMS /WhatsApp alert to the seniors
GEN_69	The system shall provide an inbox like feature to receive workflow item
GEN_70	The system shall provide an Sent Item like feature to view forwarded workflow item
GEN_71	The system shall have a workflow engine to support different types of document routing mechanism including: Sequential routing –Tasks are to be performed one after the other in a sequence Parallel routing – Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite work item. The system shall support conditional merging of multiple parallel activities i.e. Response from mandatory parallel work stages before it can be forwarded to next stage Rule based routing - One or another task is to be performed, depending on predefined rules

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	Ad-hoc routing: Changing the routing sequence by authorized personnel based on business rules
Graphical Route Designer	
GEN_72	The workflow management system shall support Inbuilt Graphical route designer for modelling complex Business Processes using drag and drop facilities.
GEN_73	The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge; shall be user-friendly;
GEN_74	The system shall enable the administrator to design multiple sub-processes. This includes mapping of the existing process instance to the newly created process instances.
GEN_75	Facility to define documents viewed and to be attached at individual stages.
GEN_76	The system shall allow administrator to design properties for each work stage like default document view, form view or Exception view etc.
GEN_77	The system shall allow users to define entry-level settings like Increase of priority or sending an email trigger on the basis of pre-defined conditions or setting up particular variable or property etc.
GEN_78	The workflow management system shall support the definition of roles and allow many-to-many relationships between users and DDA, and roles to be defined.
Inbuilt Form Designer	
GEN_79	The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow.
GEN_80	The Form designer interface shall support facility to define text boxes, Combo boxes, radio buttons, Drop down menu etc.
GEN_81	The system shall provide facility to define variables in the process or in external database tables, which can be linked to fields defined in the form for efficient data entry.
GEN_82	The system shall provide facility to define zones at forms and images, so that relevant part of the image is highlighted for Image assisted data entry.
GEN_83	The system shall support field level calculations at form level
GEN_84	Facility to use scripts for defining field level validations
Automatic Escalations	
GEN_85	The system shall provide facility to define multi-level escalation procedures
GEN_86	The system shall provide facility to define deadlines to individual work stages and escalation to respective or group of individuals, if the instance is not processed in specified time frame.
GEN_87	The system shall provide facility to define multi-level escalations on the basis of deadlines i.e. Level 1 escalation after specified time and Level 2 escalation after specified time.
GEN_88	Facility to raise custom triggers like Email, SMS, WhatsApp etc., for escalations.
GEN_89	The system shall support in-built calendar for defining Holidays and Working hours and the escalations and reminders shall be raised on the basis of this i.e. if the escalation time is set for 2 days and there is Sunday in between then it shall not be included.
Inbuilt Exceptions	
GEN_90	The system shall provide facility to define exceptions at individual stages, which shall dynamically change the route on execution.
GEN_91	The system shall facility to give rights to raise and clear exceptions at different stages of the process with user comments.
GEN_92	Facility to raise triggers on the basis of exceptions.
GEN_93	Facility to raise automatic exceptions on the basis of pre-defined conditions.
GEN_94	The system shall track all the exceptions raised in the course of process and shall maintain history of that with user name, date, time and comments.
GEN_95	The system shall clearly differentiate process instances with and without exception
Task Management	

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

GEN_96	The system shall provide facility to define tasks for individual or group of users with deadlines.
GEN_97	The system shall provide facility to define check lists for individual stage with option to make particular checklist items as mandatory.
GEN_98	Facility to raise triggers on the basis of checklist.
GEN_99	Automatic reminders to concerned users for delegated tasks.
GEN_100	The workflow management system shall provide user-definable job filters and sorters for the outstanding tasks for viewing and work prioritization.
GEN_101	The workflow management system shall allow the users to route/re-route the jobs to one or more other users by job and by users (e.g. on long leave, resignation, etc.).
GEN_102	The workflow management system shall allow automatic temporary re-routing of jobs to one or more other users (e.g. temporary covering of duties).
Inbuilt Triggers	
GEN_103	The system shall provide facility to define custom triggers like email, Word template or launching executable etc. on predefined conditions
GEN_104	The system shall provide facility to define custom templates for the triggers with static and dynamic data.
GEN_105	The system shall provide facility to generate event based triggers for automatically sending email/fax(if Fax Number is registered), generating responses, invoking data form for data entry, communicating from external systems.
GEN_106	The workflow management system shall have email notification to user when the user is not logged on to the workflow management system. Upon receiving the email, the user shall be able to click on the URL in the email to automatically launch the Workflow management system and present the user with the task to act on.
Custom Human to Human interfaces	
GEN_107	The system shall allow development of User friendly and customizable user interfaces for each stage of the Workflow on the fly.
GEN_108	The system shall provide facilities so that process implementer needs only to define the Work step parameters like the to-do list, exceptions, comments, associated Forms and related document images for each step based on, which the user interface is automatically generated. Each parameter that requires user input, including interfaces of integrated applications and images that the user needs to refer to shall be made available in different frames through a single desktop.
GEN_109	The desktop shall support inbuilt Imaging capabilities and shall support complete and automatic integration of every step of the workflow with the underlying DMS for the purpose of document retrieving and processing. There shall be no need for integrating individual steps of a workflow to DMS separately.
Verification of Request	
GEN_110	User shall have the option to approve/reject/forward application for need of more information
GEN_111	User shall be able to view the complete service request including file attachments
GEN_112	User shall be able to view attachments and remarks of previous users
GEN_113	User shall be able attach new files by using document upload module.
GEN_114	User shall be able to mark the request to another user for further verification/approval
GEN_115	An SMS, WhatsApp and Email alert shall be sent to the configured stake holders
GEN_116	User shall be able to put his verification/approval comments
GEN_117	User shall be able to verify application details by searching in various other databases in DDA like payment details, house ownership etc.
GEN_118	User shall be able to mark a request for field/physical verification
Approval/Rejection of Request	
GEN_119	User shall have the option to approve/reject/forward application for need of more

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	information
GEN_120	User shall be able to view the complete service request including file attachments
GEN_121	User shall be able to view attachments and remarks of previous users
GEN_122	User shall be able attach new files by using document upload module.
GEN_123	User shall be able to mark the request to another user for further verification/approval
GEN_124	After approval the requested certificate/output letter shall be automatically generated.
GEN_125	The application shall pick up all necessary information for the final output letter from the submitted application. If any information is not present in the application, then User shall be prompted to enter the same through an interface.
GEN_126	An SMS, WhatsApp and Email alert shall be sent to the configured stake holders
GEN_127	User shall be able to put his verification/approval comments
GEN_128	In case of rejection SMS, WhatsApp and Email alert shall be sent to the configured stake holders.
GEN_129	User shall be able to specify rejection/approval remarks and digitally sign the same.
Process Management	
GEN_130	The workflow management system shall be able to support complete administration through a web browser interface.
GEN_131	The workflow management system shall allow administrators to manage users, groups, Roles and other document management operations.
GEN_132	The workflow management system shall allow administrators to suspend, resume and control various processes from the same interface.
GEN_133	The workflow management system shall have audit trail to maintain history of all transactions performed on the system.
GEN_134	The system shall give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities.
GEN_135	The workflow system shall give a facility to define Turnaround time for the complete process and also for the individual work stages for efficient monitoring.
GEN_136	The workflow system shall allow administrator to set properties of particular queue i.e. FIFO, Dynamic etc.
GEN_137	The system shall support Load balancing of work items in case of Dynamic Queues i.e. if more than one user is associated with particular queue, work items shall be assigned on the basis of current load.
GEN_138	The Workflow system shall support the concept of Shared and Personal Queues, so that work items can either be permanently assigned to user's Personal queue or can be routed to shared pool of users.
GEN_139	The workflow management system shall allow administrator to add new queues and associate multiple work steps with them.
GEN_140	The workflow system shall give a facility to set diversions for particular users so that all the incoming work items are routed to assigned person or group of users.
GEN_141	The workflow management system shall allow documents used in processes to come from inbuilt proposed Document Management System
Application Access Control	
GEN_142	The workflow management system shall provide comprehensive access control mechanism.
GEN_143	All users of the workflow management system shall be able to access to their own work queues and other work queues with access granted by the workflow administrator. They shall not be able to delete assigned tasks from the work queues.
GEN_144	Process Owners or workflow administrator shall be able to intervene the flow of work items and reassign to specific user and shall also support ad-hoc routing to specific stage in case

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	of delays or bottleneck.
GEN_145	The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance.
GEN_146	The application shall support field level access so that only authorized users can edit them.
Process Monitoring and Reporting	
GEN_147	The workflow management system shall be able to keep track of the work item status, the date/time the jobs are started and ended, the creation and archival date of the documents.
GEN_148	The workflow management system shall provide graphical and tabular tools to view progress of each individual process
GEN_149	The workflow management system shall support the generation of statistical and management reports like: <ul style="list-style-type: none"> • Number of cases assigned • Number of cases completed • Time taken to complete each task • Process History Report • User Performance Report • Average Process Time Report • Participant Report • Participant Processing Time Report • Process Definition Summary Report • Exception Details Report • Expired Work Item Report • Diversion Report • Temporary Queue Assignment Report etc.
GEN_150	The workflow management system shall support the generation of performance comparison reports.
GEN_151	The workflow management system shall support users drill down from a higher level view of business processes to lower level details.
GEN_152	The workflow management system shall support statistical reports like Total turnaround time and delay report for complete process or specific work stages
GEN_153	The workflow management system shall support definition of new customized reports based on exposed data points.
GEN_154	The workflow management system shall also provide dashboard interface for online reporting of various processes. The interface shall give a flexibility to toggle between graphical and tabular view and tile different windows in the same interface

1.5 Letter receipt and dispatch monitoring system

Requirement ID	Description
Inward Management	
GEN_155	The system have provision to generate a number (Bar Code No./Bharat QR) to each inward document in a standardized format
GEN_156	The system have provision to take the print of the receipt of each inward along with Bar Code No.
GEN_157	The system shall have flexibility to attach one or more inwards to a document
GEN_158	The system shall have attachment facility for documents in various formats such as PDF, images, DOC, etc.
GEN_159	The system shall have flexibility to assign the inward to an individual
GEN_160	The user shall have the capability to set reminders for Inwards
GEN_161	The system shall move the inwards from 'Inbox' to 'sent' after the user has processed and forwarded the inward to another user. The user can refer to the inward which has already

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	been sent later on
GEN_162	The system will have a section for comments for every Inward before forwarding, which can be seen chronologically
GEN_163	The system shall be able to forward bulk Inwards with a common comments for processing similar requests
GEN_164	A duplicate copy of the Inward with a new number can be generated and sent for parallel processing. Such inwards shall be linked.
GEN_165	The user after accepting an Inward can push the inward into any custom folder
GEN_166	The system shall be so designed, that any attachment received with an Inward cannot be modified in any manner
GEN_167	The system shall have the capability for archiving any Inward received
GEN_168	The system shall log all the details of Inwards/outwards with time & date stamp. A easy to read report can be generated anytime by the user with all the details
File Management	
GEN_169	Inwards received shall be appendable to a file already created on the system/new file.
GEN_170	The system shall allow the file to be attached to a workflow.
GEN_171	Each file shall have a unique number i.e. Bar Code No. which is auto generated. The overview of each file shall have details such as date, time, subject etc.
GEN_172	The system shall have search facility for all the files either by Bar Code No., subject, time, date etc.
GEN_173	The higher authority user can always view the file and its documents which is under him/her. However, the file cannot be modified till the time the file is not allocated to the user. However, all users shall be able to view all files assigned to him.
GEN_174	The system will let only authorized users with privileges to view and add comments to the note sheet.
GEN_175	The user shall be able to view the note sheet and the content of the file together to help him/her in preparation of the note. The user can also select pages for side by side comparison.
GEN_176	The system will have capability to insert bookmarks to each file at page number/paragraph. The bookmarks can be seen by user for easy navigation.
GEN_177	A document can be attached to the current file portion of the file at any time by the user who has been allocated the file. The document could be of any type such as PDF, MS Office, Open Document, Image or Plain Text, etc.
GEN_178	The system shall maintain the chronological order of the contents of the file at any time.
GEN_179	The system shall have the capability for forwarding a file to the next action taking authority based on the permission a user is granted.
GEN_180	The system shall allow a user to temporarily highlight certain sections of the file for ease of view of the next user.
GEN_181	The System shall have a feature of bulk forward to send selected Inwards to a particular user group.
GEN_182	The system shall have the capability to share files with multiple users simultaneously in view mode.
GEN_183	The system shall allow the user to save draft comments for the note sheet in a separate work area. The draft comments of the user shall not be visible to any other user.
GEN_184	The work area for the file & user shall be saved and would not be deleted incase the file is moved to the next user. However, once the files comes back, the user shall be able to access his old comments for review.
GEN_185	Any part of the File can be selected and exported into a PDF at any point of time.
GEN_186	The exported PDF can also contain attachments in PDF, MS Office, Open Document, Image or plain text format, as required

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

GEN_187	The exported PDF shall be a secured PDF and not editable in any manner by using external software.
GEN_188	The system shall have a search option for searching a specific file. This would have an option of search through File number/ subject/ date/bar code etc.
GEN_189	The system shall keep a log of all the file movements and be able to provide reports as required
GEN_190	The system shall have a provision of marking files as "urgent", "Confidential" etc. Viewing rights of confidential files shall be restricted.
GEN_191	The system shall be able to generate and send email/SMS alert to designated users for unviewed/files pending for action.
GEN_192	The system shall have an option for marking a file as closed and saving it.
GEN_193	The system will give authorization to only specific users for closing the file
GEN_194	The system will make sure that the closed files cannot be modified in any manner
GEN_195	The system shall allow all users to search for the closed files however and viewing rights restricted. Users who have worked on the file can view them at any point of time.
GEN_196	The system shall have the capability for linking a file to a master File, so that all files are forwarded together
GEN_197	The system shall move the parent file and the merged file together. It shall also show in the summary the details of the merged file
GEN_198	The system shall have capability of linking the digital files to physical files for reference purposes. This feature will be useful during transition phase and for referencing hardcopies of Inwards
GEN_199	The system shall have provision for linking a particular file with reference to a documents such as RBI guidelines, State consents, repository of legal acts, regulations, guidelines etc.
GEN_200	System shall have the provision of referencing other files (including closed files) in an existing file.
Document Dispatch	
GEN_201	The system shall have provision to enter details of documents which have been dispatched physically
GEN_202	The system can also generate alerts/ reminders for dispatching of documents
GEN_203	The system will maintain all the logs of file which have been dispatched with other necessary details
Search	
GEN_204	The system can have meta data tags for searching a specific key word from a file
GEN_205	The system have provision to search file/letter/document by using Bar Code No.
GEN_206	The search results are linked respecting the access rights of the searching user; all files matching the search string are displayed; however files can be viewed only if the user has the rights to open it
GEN_207	The system shall have an option for advanced search. The advanced search will consist of searching through subject, date, time, issuing authority, division etc.
GEN_208	The system will have search capability for dispatches by the user as well.
Dash board, registers and reports	
GEN_209	The status of files allocated to a user shall be visible on the users' dashboard.
GEN_210	The system shall show in the dashboard the delay of the files for approval by a user.
GEN_211	The system shall automatically maintains logs of the activities of users.
GEN_212	The system shall provide the summary with information like number of Inwards brought forward, new Inwards received, Inwards processed, new files created, files closed, etc.
GEN_213	The system shall have the provision for classifying the inward documents/files into categories such as RTI/Legal/Vigilance etc.

GEN_214	The system can generate reports about the files which have been closed in the system
GEN_215	The system shall have provision to prepare other customized reports to be by users
General Features	
GEN_216	All activities related to an Inward and File shall be logged and shown in a readable format.
GEN_217	The system will have provision to provide specific alerts which the user can set. These can be on specific inward or movement of file. The system will also have integration with SMS gateway.
GEN_218	The system will have an internal messaging service to communicate with each other directly.
GEN_219	The messaging system shall have standard features of a text editor.
GEN_220	The system shall have a provision to convert a message thread (e.g. received from Social media – Twitter, WhatsApp, Facebook etc.) into an Inward.
GEN_221	Send SMS/ Email/ Desktop notifications on events like new file received, file created etc. This shall be configurable through User Interface.
GEN_222	The system shall have a feature of creating meetings.
GEN_223	The user will be able to add resources and members to a meeting and work across individual calendars to show availability.
GEN_224	The system shall be able to send SMS for details of the meeting to the members.
GEN_225	The system shall automatically block the user calendar for the meeting if accepted.
GEN_226	A system shall have a separate attachment for adding minutes of the meeting and sending it automatically to the attendees.
GEN_227	The system shall have provision for taking an approval on the MoM (Minutes of Meeting).
GEN_228	The system shall have an option to add the MoM to a file.
GEN_229	The system shall store all the information, files and documents in a secured manner.
GEN_230	The system shall run the application in HTTPS mode only.
GEN_231	The system shall work only through proper authentication and authorization.
GEN_232	The system shall have password management policies such as strength of password, mandatory change of password every 3 months.
GEN_233	The system shall have extensive audit trail & logging for referencing and for reports.
GEN_234	The system shall support Digital Signature application.

This System shall have data interoperable with File Management System (eFile) of e-Office System (<http://www.eofficeservices.nic.in>).

1.6 Document Upload and Management Component

Central Repository for managing documents would form integral part of the solution. Key points where documents shall be managed through solution include:

- ▶ Managing various documents of DDA including operating procedures, scheme manuals, application manuals, Registers, policies guidelines etc.
- ▶ Documents submitted by various departments as per requirements of workflow for proposed core modules
- ▶ Documents submitted by applicants in application process for various schemes
- ▶ Documents submitted by beneficiaries as reporting requirements etc.
- ▶ Documents can also be stored and retrieved from Digital Locker Authority (<http://www.dla.gov.in>) - Keeping of Electronic Depository of Property Rights (DEMAT) in Digital Locker Authority (<http://www.dla.gov.in>), constituted under the Information Technology (Preservation and Retention of Information by Intermediaries Providing Digital Locker facilities) Rules, 2016.

► Document Management Solution (DMS) detailed in the RFP.

This module helps in catering to all requirements of DDA related to management of documents. It provides clear metadata for categorization of any document entering the system. It must also support a string based search. This component shall allow the user to upload documents as and where configured in the workflow. This component shall have the following minimum functionalities.

Requirement ID	Description
GEN_235	The system shall support for application based rights.
GEN_236	The system shall support system privileges like Create/Delete Users, Define indexes etc.
GEN_237	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database.
GEN_238	The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.
GEN_239	The system shall support Disaster recovery by replicating the data at remote locations
GEN_240	The system shall support provide support for HTTPs/SSL for secured data transfer and session timeouts.
GEN_241	The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time
GEN_242	The system shall support integration with database-based authentication.
Administration	
GEN_243	The system shall support web-based administration module for the complete management of system.
Document Delivery and Distribution	
GEN_244	The system shall allow users to download documents through HTTP depending upon the access rights
GEN_245	The system shall support for Print/Mail/Fax of documents
Reports and Audit Trails Features	
GEN_246	The system shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports
GEN_247	The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance.
Reminders and Alarms	
GEN_248	The system shall have the capability to set automatic reminders and alarms to concerned users.
Monitoring and Tracking	
GEN_249	The system shall be able to keep track of the status, the date/time the jobs are started and ended, the creation and archival date of the documents.
GEN_250	The system shall have inbuilt monitoring and diagnostic tool for monitoring of logs, versions and important services
Custom Human to Human interfaces	

GEN_251	The system shall support Rapid Application Development component that enables development of User friendly and customizable user Interface.
GEN_252	The system shall support Rapid Application Development component that enables development of User friendly and customizable user Interface.
GEN_253	The desktop shall support inbuilt Imaging capabilities and shall support complete and automatic integration of every step of the approval workflow with the underlying DMS for the purpose of document retrieving and processing. There shall be no need for integrating individual steps of a workflow to DMS separately.
GEN_254	The system shall be Unicode compliant for supporting Hindi and English languages and shall also provide localization kits for localizing the User Interface in particular language
GEN_255	The system shall have a support for Hindi language GUI Integration and Web Services

1.7 Data Integration and Management Component

Central Repository for managing data will form integral part of the solution. Key points that data must be consolidated and shall be managed through solution, include:

- ▶ Merging data through different existing sources of DDA - Integration of multiple DDA Application sources including external sources such as Citizen Records, Registrations, Stamp Duty etc;
- ▶ Data can be of multiple formats like excel, pdf, csv, DBMS tables, etc. – Numerous data sources that need to be integrated into the central repository may not necessarily be stored in RDBMS platforms. Some of these sources could be aggregated reports, historical MIS reports, manual registers maintained in MS Excel, MS ACCESS etc. The solution is intended to unify this data with other DDA & non-DDA sources that have computerized data available as part of application databases;
- ▶ Data consolidation, de-duplication and storage in form of single view of the citizen and their related information - Citizen information can be sourced from multiple sources within the local government. However once sourced, in order to associate the citizen identity with DDA records requires phonetic matching techniques since a primary key to associate the citizen data with the DDA record may not be possible. Hence, the solution requires the capability to apply phonetic matching and association to identity individuals across multiple records and create a single golden record;
- ▶ Consolidated data shall aid to free search, reports and dashboard creation - Centralized data repositories when not designed using the right solutions that apply data-warehousing principles effectively will result in inability to retrieve information quickly and effectively. Information within the centralized data repository must be modelled in a manner that allows for effective searching of data, reports that can be efficiently retrieved in order to quickly build dashboards around key metrics that are required to be monitored;

This module helps in catering to all requirements of DDA related to data management. It provides clear metadata for categorization of any data entering the system. It must also support a string based search. This component shall allow the user to upload of new data along with streamlining the existing departmental data. Information Management requires capture & management of metadata information that allows for effective search & retrieval of information, and additionally allows for associating information part of centralized data repositories to understand impact analysis of changing data architecture / jobs or data-models. Any data management solution requires these capabilities to effectively manage computerized data once it is digitized and available for consumption, either operational or analytical. This component shall have the following minimum functionalities.

Requirement ID	Description
GEN_256	The system shall support for application based rights.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

GEN_257	The system shall support system privileges like Create/Delete Users, Define indexes etc.
GEN_258	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database.
GEN_259	The solution shall provide single integrated metadata and admin interface across data integration, data quality, Business Intelligence and Analytics.
GEN_260	The System shall provide native access Industry leading RDBMS like ORACLE, DB2, SQL Server, Sybase, MYSQL and appliances like Netezza, Teradata, etc.
GEN_261	The system shall be rich in the set of in-built transformations and functions that shall include predefined table and column-level transformations including slowly changing dimensions (SCD type1 and type2).
GEN_262	The system shall provide a single metadata repository which provides the ability to track data lineage by performing impact and reverse impact analysis visually, through a graphical user interface.
GEN_263	The system shall provide the capability to drill through to source level information in the data profiling report.
GEN_264	The system have the capability to provide fuzzy logic to induce tolerance during matching.
GEN_265	The system have the ability for interactive customization of vocabularies, grammars, phonetics, standardization rules and algorithms.
GEN_266	The system have India specific vocabulary libraries, grammar rule libraries, standardization rules and libraries, regular expression libraries etc.
GEN_267	The system shall have pre-built libraries for standardization of India specific data.

1.8 Service Request (SR) Submission Component

This component shall enable user to submit a request. The features required for this component are as below

Requirement ID	Description
GEN_268	User shall be able to select a service amongst a set of services.
GEN_269	Depending upon the service selected a form shall be displayed containing predefined mandatory and non-mandatory fields. The user shall be able to fill all fields and shall not be able to leave any mandatory field blank.
GEN_270	Some of the fields shall get automatically populated by searching data from database like username, date of birth etc.,
GEN_271	Depending upon the service selected the user shall have the functionality to upload Mandatory and optional documents by using Document Upload Component.
GEN_272	The administrator shall be able to create forms for a service using a form builder application.
GEN_273	With each uploaded file, the user shall be able to add predefined file type and detailed description.
GEN_274	The user shall have a space to mention any remarks related to the submission of request
GEN_275	User shall be able to submit the service request.
GEN_276	A unique application number (UAN) shall be generated once the request is submitted. System shall allow save and print facility of the acknowledgement slip.
GEN_277	On submission of request, SMS and Email shall be sent to pre-configured stakeholders. It shall contain the UAN and pre-configured text message
GEN_278	In case of submission failure, SMS and Email shall be sent to pre-configured stakeholders. It shall contain the UAN and pre-configured text message.
GEN_279	The user shall be able to view the submitted request by using the UAN.
GEN_280	Depending upon the configured workflow for the service, the submitted service request shall be routed for approval.
GEN_281	User shall be able to resubmit his earlier rejected request if any after making changes as

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	specified in the rejection reasons.
GEN_282	A new UAN shall be generated for resubmitted rejected service requests
GEN_283	UAN for resubmitted services shall be linked to the earlier UAN
GEN_284	The system shall return back and highlight the field which have inconsistencies / error for user to rectify the error
GEN_285	System shall be able to provide UAN acknowledgement to the user along with expected service delivery time
GEN_286	System shall allow the user to rectify the error (in case of application declined) and re-submit the same application

1.9 SMS, WhatsApp and Email Component

This component shall enable sending of SMS, WhatsApp and Emails as per configured workflow and shall have the following minimum features

Requirement ID	Description
GEN_287	A preconfigured SMS, WhatsApp and Email shall be sent to preconfigured users at predefined workflow levels/triggers.
GEN_288	Component shall be able to extract the relevant text like document number, rejection reasons, payment details etc., from the application/database to be sent to configured users
GEN_289	Facility to plug SMS, WhatsApp and Email component to various workflow levels shall be present.
GEN_290	Shall keep a log of delivery failures and intimate the same to the users whose action triggered the SMS, WhatsApp and Email.
GEN_291	Shall re-attempt delivery a specified number of times in case of a failure.
GEN_292	Shall have all other standard features of an Email, WhatsApp and SMS component.

1.10 Payment Module

This module shall facilitate the applicants/allottee/other stakeholders to make online payments to DDA. This module shall have the facility to process request for payment through Credit cards, Debit cards, IMPS (Immediate Payment Service), UPI/IMPS and Fund transfer (NEFT, RTGS etc.).

Requirement ID	Description
GEN_293	The system shall check for all details of the request form before initiating the payment. The system shall enable the payment option only when all the fields of request form are filled.
GEN_294	The system shall return back and highlight the field which have inconsistencies / error for user to rectify the error.
GEN_295	The system shall retain all the information of the service request form besides those having inconsistencies.
GEN_296	The system shall return back after successful checking of the fields with the prompt of confirmation to open the payment page.
GEN_297	The system shall open a new page for recording payment details against the service request .
GEN_298	The system shall record and maintain all details of payment against a UAN.
GEN_299	The system shall be able to maintain all the payment records in a database and retrieve the same as and when record.
GEN_300	The system shall able to record specific payment details on the service request form after successful payment has been made.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

GEN_301	In case the fee required for a service is mentioned as “zero”, then this component shall be disabled in the service.
GEN_302	System shall generate a payment receipt containing a reference to the desired service for the citizen.
GEN_303	System shall allow the user to visit the secured payment gateway in case the user selects the option to make the payment through net banking, debit card or credit card.
GEN_304	System shall facilitate generation of various reports like, failed transactions, process wise/department wise transaction summary etc.
GEN_305	Module shall be capable of transferring payments to multiple banks based upon the service/process for which the payment is being made.

1.11 Report/Monitoring Component

This component shall allow generation of reports and monitoring and shall have the following minimum features.

Requirement ID	Description
GEN_306	The Service owner shall be able to use the Application to query the Departmental Databases.
GEN_307	The component shall allow the configuring both event based and time based monitoring triggers.
GEN_308	Service wise number of SRs completed, no of SRs rejected, No. of SRs received and the No. of SRs under process per month/month till date shall be generated on a real time basis
GEN_309	The component shall measure the turnaround time for delivery of services against the committed service levels. The system shall be able to generate reports for a particular service, department, process etc.
GEN_310	Component shall be able to send escalation mail to the reporting officer in case service is not delivered within time. There shall be minimum two levels of escalation.
GEN_311	Component shall provide the flexibility to print the reports. It shall also be possible to export the reports to formats like xlsx, csv, pdf, xml etc.
GEN_312	The system shall support highlighting of searched string with a facility to browse between pages for a multiple page document and moving between hit pages.
GEN_313	The system shall support advanced search using Boolean and logical operators like and, or, greater than etc., for example searching application form on the basis of customer type and city.
GEN_314	The system shall support facility to export results in excel format.
GEN_315	The system shall provide support for configuring and saving search criteria.
GEN_316	The system shall provide a report-writing tool, which can be used to generate customized reports at any level.
GEN_317	Ability to filter / sort the requests based on various parameters.

1.12 Dashboard

Requirement Id	Requirement Description
GEN_318	<p>Shall offer features such as: Global Dashboard Filters, Display Filter Values, Global Style Options, Predefined Dashboard Themes, Numerous Chart Options, Number Appearance Options, 24/7 Dashboard Access, Multiple Sharing Options, Public Links, Embedded Analytics, Dashboard Tabs, Tab Rotation, Animation Options, Dynamic Images, Printing Bounds etc.;</p> <p>Each user of DDA shall have a customized dashboard view (Executive Support System) on logging into the system with key sections such as</p> <ul style="list-style-type: none"> • Activities pending

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

Requirement Id	Requirement Description
	<ul style="list-style-type: none"> • Activities assigned • Key MIS • Mail Inbox/ Email • SMS • Notifications • Link to allowable modules/activities for particular User
News Section	
GEN_319	Shall have provision for news section for publication of DDA news, office circular, Notification etc.
GEN_320	The news shall comprise minimum following details <ul style="list-style-type: none"> ▶ News Heading ▶ Date of publication ▶ News source ▶ Reported by ▶ News room ▶ News search key word ▶ News main content
GEN_321	Facility to attach image related to news
Event Calendar	
GEN_322	Shall provide facility to upload event details being organized by DDA
GEN_323	The event shall comprises minimum following details <ul style="list-style-type: none"> ▶ Event Name ▶ Event Type ▶ Date of event ▶ Start time- End Time ▶ Event description ▶ Reported by ▶ Detail event program schedule ▶ Event organized by ▶ Target group ▶ Registration process ▶ Fee if any
GEN_324	Facility to attach image related to event.
GEN_325	Facility to search event with key word.
GEN_326	Facility for online registration for event; this facility shall be allowed to the registered user only.
GEN_327	Shall be design in accordance to user role assign to the user.
GEN_328	Allow the user to personalize dashboard menu options.
GEN_329	Provide feature to change colour scheme, skin of screen, font etc.
GEN_330	The system shall provide dash boarding, reporting and adhoc analysis capabilities.
GEN_331	The system shall provide analytical capabilities such to the end users such correlations , regression, unstructured text analysis and visualization, decision tree etc.
GEN_332	The system shall be capable of read and write of comments/annotations on reports and tablets to aid in collaboration.
GEN_333	The system shall have the ability for Interactive report viewing for information consumers using mobile devices using a native application most popular gestures and capabilities.
GEN_334	The system shall allow users to Receive alerts to updated reports on mobile devices.

1.13 Digital Signatures

The digital signatures will be procured for DDA Employees by DDA. The bidder has to ensure its integration with the core modules of DDA.

1.14 Technical

Requirement ID	Description
GEN_335	The solution shall be capable of generating event notifications and interfacing with E-mail system and must support e-mail triggers as part of the solution's workflow.
GEN_336	The system shall provide a report-writing tool, which can be used to generate customized reports at any level.
GEN_337	System shall follow interoperability standards.
GEN_338	Shall provide Metadata directories or indexes of data related to the data available within the application to facilitate search.
GEN_339	The system shall be preferably developed in open source technologies such as Java, MySQL etc..., eliminating the licensing cost of proprietary software.
GEN_340	The system shall preferably be based on thin client open standards and must not require any proprietary software to be installed on client machines.
GEN_341	The system shall be based on an N-tier, open, scalable architecture and support increasing number of users and concurrent transactions.
GEN_342	The system shall support Web based interfaces and services.
GEN_343	The system shall support XML messaging and SOA Architecture.
GEN_344	The system shall support SSL, HTTPS and session timeouts.
GEN_345	The system shall enable the work items to access the Web methods of a remotely deployed web service.
GEN_346	The system shall allow support of both synchronous as well as asynchronous mode to invoke Web methods.
GEN_347	The system shall have the ability to integrate through messaging.
GEN_348	The system shall support actions to be taken on business processes based on messaging.
GEN_349	The system shall provide fully functional APIs for Process, Rules and Integration engines.
GEN_350	The system shall provide LDAP support for integrating with directory services and shall support Single-Sign-On.
GEN_351	The system shall be capable of giving access rights to users/groups on work stages, documents, forms and also to the data fields.
GEN_352	The system shall support extensive password validations i.e. locking of user account after specified number of unsuccessful login attempts, password history, password expiry, passwords must be alphanumeric and of minimum character length etc.
GEN_353	The system shall support integration with Email, WhatsApp and SMS Servers.

1.15 Security

Requirement ID	Description
GEN_354	System shall display the date and time of last login when the user logs in.
GEN_355	System shall ensure virus check for all files that are uploaded in the system e.g. detect malicious executables.
GEN_356	The system shall as a part of application establish challenge and responses mechanisms for session validation for future online sessions.
GEN_357	Any change to the application record shall generate a change log with details like name of the user making the changes, timestamp of transaction, etc.
GEN_358	System shall prevent unauthorized users from accessing the system.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

Requirement ID	Description
GEN_359	System shall make data available to the authorized users in an expedient and secure environment.
GEN_360	System shall provide access monitoring to compile and report security violations and attempted security violations.
GEN_361	System shall have the thorough capability to a log record of an unauthorized attempt.
GEN_362	System shall provide physical and remote access control to Application systems.
GEN_363	System shall evaluate the following security measures such as encryption and firewalls, which shall provide a model for the Application design.
GEN_364	System shall implement controls to ensure the privacy of information, individuals, and corporations are not compromised.
GEN_365	System shall use audit controls, electronic signatures, data encryption and other methods to assure the authenticity of transaction and other relevant data.
GEN_366	System database management security services shall include access control (e.g., Discretionary Access Control (DAC), Mandatory Access Control (MAC), content-dependent and context dependent access control), individual user identification and authentication (I&A), data confidentiality, data integrity (e.g., entity integrity, referential integrity, and label integrity), security audit, object reuse, availability of service and data, and other security services.
GEN_367	System shall implement controls to ensure the authenticity of data is preserved.
GEN_368	System shall comply with the Application Security Plan and security guidelines of each of the stakeholder involved.
GEN_369	System shall adhere to guidelines for physical, personnel, computer, communications, and internal data security.
GEN_370	System shall be foreseen of user registration system allowing: distinguishing different user roles; authorization of users.
GEN_371	System shall be foreseen with an access control policy functionality allowing access of users in different roles to different functionalities of Application. At least the following roles shall be introduced for Application: Supervisor, Operator, System support and User.
GEN_372	Only registered users shall be allowed to log-in to the application.
GEN_373	Registered users shall be allowed to log-on only to those Application functions which they are authorized to access and use.
GEN_374	Registration of users in their respective roles shall be valid only for a limited period of time, where after their authorization shall be re-confirmed and prolonged.
GEN_375	Additional access controls shall be considered for log-on to Application (such as physical tokens).
GEN_376	The log-on processes shall display only the minimum amount of information to assist users.
GEN_377	The log-on processes shall minimize the opportunities for unauthorized connections to System.
GEN_378	The log-on processes shall prohibit the display of the Application system or the application details until the process has been successfully completed.
GEN_379	The log-on process shall allow only a fixed number of logon attempts before disabling the terminal.
GEN_380	If access is denied following repeated unsuccessful logon attempts, this shall be treated by the application as a security incident and handled accordingly.
GEN_381	The log-off procedure shall clear any screen displays prior to terminating the application.
GEN_382	System shall disallow simultaneous log-on by the same user.
GEN_383	Passwords to log-on to Application (and additional access control devices) shall have at least the length of TBD (To-Be-Decided) characters. The password management system shall require the enforcement of a minimum password length.
GEN_384	The password management system shall require the use of quality (i.e. difficult to guess)

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

Requirement ID	Description
	passwords.
GEN_385	The password management system shall require the enforcement of a password change after a TBD period.
GEN_386	The password management system shall include non-display of the password when being entered
GEN_387	The password management system shall require the storage of passwords in encrypted form.
GEN_388	For all security incidents alarm functionality shall be implemented, which immediately informs the supervisor role of these incidents.
GEN_389	System shall treat the following events as security incidents: unsuccessful log-on, intrusion detection, malfunctioning of encryption facility
GEN_390	The administrator can make specific automatic file routing

1.16 Other General Requirements

Requirement ID	Description
GEN_391	System shall require entries from the user for certain important information items entered twice. For example email id needs to be captured correctly if email is the preferred mode of communication.
GEN_392	Single Sign On shall be supported.
GEN_393	Shall be able to provide a view of maintenance / updating requests to authorized users
GEN_394	Support dynamic configuration of the modules. For each of the modules listed above. System shall be able to enable or disable the features.
GEN_395	Ability to design custom look and feel of the portal with minimal change in software code.
GEN_396	Shall adhere to standard programming practices that can help extending the functionality of the portal easily.
GEN_397	Shall provide compatible interfaces, metadata and indexing support for exchange of electronic documents with Scanner APIs, digital imaging Programs and document management software.
GEN_398	All forms shall be created on standard A4 size (as defined by standard ISO 216: 2007).
GEN_399	All kinds of notifications whether internal or external through channels such as email, letter, WhatsApp, SMS shall be recorded.
GEN_400	All kinds of notifications shall be assigned a designated user to whom response will be communicated. The response shall be automatically routed to the designated user.
GEN_401	All forms shall be accompanied by a well-written set of instructions - in English on how to fill up the form and any other instructions.
GEN_402	All notifications / alerts / reminders shall be as per as a standard format/ template that is configurable.
GEN_403	Shall display the date and time of last login when the user logs in.
GEN_404	In case a transaction has not been fully committed, the system shall not post any modifications into the database.
GEN_405	Shall ensure virus check for all files that are uploaded in the system e.g. detect malicious executables, viruses etc.
GEN_406	While authentication, on 3/specified unsuccessful attempts in a row, the user account shall be locked and be denied access to application till the user account is unlocked through challenge and response questions or mobile/email verification.
GEN_407	Once authenticated through challenge and response questions, system shall be able to send the new password to the email id of the user within a time period of 5 minutes.
GEN_408	For all kinds of online forms, system shall allow downloading of an electronic form and

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	uploading of the filled-in form at a later stage.
GEN_409	Where ever documents are involved, system shall allow the user to assign a note/annotation to a document image.
GEN_410	Where ever workflow systems are involved, Workflow systems shall be designed in such a manner that introduction of additional workflow requirements or changes to existing workflow can be implemented without underlying architectural or programming changes to the system.
GEN_411	Shall provide consistent look & feel to the users throughout the portal.
GEN_412	The system shall have ability to customize user menus and screens based on user access authority.
GEN_413	The system shall be able to archive transactional database records to prevent long term speed concerns. The solution must also feature functionality for efficient retrieval of archived data.
GEN_414	The solution shall be capable of generating event notifications and interfacing with eMail and mobile system and must support e-mail triggers as part of the solution's workflow.
GEN_415	The system shall have the facility to create database of operational office of DDA. It shall indicatively comprise of following fields: - <ul style="list-style-type: none"> o Operational office type (HO/Circle/Divisional) o Circle name (if operation type = district or block) o Divisional (if operation type = block) o Office Name o Office Address o Street 1 o Street 2 o City/Town o Tehsil o District o State o PIN Code o Contact person o Contact number o Office Phone o Fax o Mobile o Email Address
Text Analytics	
GEN_416	The System shall have pre-configured features to identify and extract entities such as names, persons, organizations / companies and locations from text data. It shall also be able to use a customized list of entity pattern (such as PAN card , UID numbers etc.) based on rules
GEN_417	For grievance Redressal, the system Shall make use of natural language processing (NLP) techniques to enable parsing and stemming of text data, identify of main topics of discussion and identify the correlated topics. It shall also directly support the use of regular expressions (REGEX) for matching purposes to identify citizens' concerns
GEN_418	For Grievance Redressal, the System shall have strong classification functionality. It shall support different weighting methods, numerous modelling techniques for classification, and binary, nominal, and ordinal targets for accuracy.
GEN_419	The system shall be capable of performing sentiment analysis of unstructured data, in form of texts mainly (and other forms), and coming up with insights on customer attitude and response.
GEN_420	The system shall support both statistical and rule based classification mechanisms for categorization of text data.

2 Housing Department:

The main activity of Housing Department is to dispose and provide associated services for houses/flats constructed by DDA. The Housing department floats schemes for allotment of houses/flats. Other main activities of the department include enforcement of housing regulations (prevention of unauthorized construction, misuse of houses etc.), conversion of flats from leasehold to freehold and providing housing related services such as mutation, change of address etc.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) will deal with automation of launch scheme for Flats and Houses, Allotment through Draw, Issue of Demand Letter, payment Management, Issue of Post Allotment Documents, Leasehold to Freehold and Housing Enforcement etc., and also include the following features, in addition to General Requirements given in Section-1.

System Login & Access
The system shall be accessible to the internal user and the different divisions of DDA, as per access roles suggested by DDA for housing department.
Access
Internal DDA user as per the user role specified by the DDA for various components of <ul style="list-style-type: none"> • VC • PC • Commissioner Housing • Director Housing • Deputy Director • AD'S • AO'S
Case Details
The Indicative Case details related fields include: <ul style="list-style-type: none"> • Demand & collection statement • Name of the allottee • File no • Locality • Category • Floor • Details of original allotment • Flat description • Position of vacant flat • New flat request

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

Requirement ID	Requirement Description
(a) Housing Scheme Management	
Receive details of flats available from Engineering	
HSG_1.	The system shall maintain complete list of flats which are available/under construction;
HSG_2.	The system shall maintain all details of a flat like zone, address, flat category etc., and also a Video walk-through of the Flat;
HSG_3.	Interface with Engineering Module to obtain status of a flat and relevant details;
HSG_4.	The system shall enable the user to estimate the likely available date of a flat (date of completion of construction of the flat)
HSG_5.	Provide various MIS Reports and DSS (including Dashboard) as per requirements of the Department;
Float a Housing Scheme	
HSG_6.	System shall allow public to have access to Scheme Name, Date of inception, Date of Draw, Date of closure etc., when any new housing scheme gets declared;
HSG_7.	System shall provide for associating a flat with a particular scheme. Ensure that a flat is associated only with one scheme at a time;
HSG_8.	System shall provide for reservation of a flat for a particular category of applicants e.g. ground floor flats for physically challenged applicants;
HSG_9.	System shall provide facility for associating a priority number for each flat in the scheme based on list of waiting registrants, reservation of the flat etc.
HSG_10.	System shall maintain list of banks associated with the scheme along with bank details;
HSG_11.	System shall maintain details of brochures issued for a particular scheme including brochure cost;
HSG_12.	System shall maintain details of number of brochures issued to various sales counters/banks for a particular scheme;
Receive Application form and Registration Money from Banks	
HSG_13.	System shall maintain standard formats of application forms for housing schemes.
HSG_14.	System shall provide importing soft copy of applicant data received from banks;
HSG_15.	System shall provide verification and correction of applicant data (with physical application forms).
HSG_16.	System shall maintain applicant details for each scheme such as Applicant Name, Application Form No., Scheme Name, Address etc.
Conduct Computerized Draw based on operationally existing and well established procedure	
HSG_17.	The system shall allow conducting of computerized random draw for allotments;
HSG_18.	The system shall allow pre-defined criteria for the draw;
HSG_19.	The system shall allow sorting and random shuffling of flats & applicants and generation of cross-reference tables prior to conduction of the draw;
HSG_20.	The system shall allow for use of lucky number as the starting number for the draw;
HSG_21.	The system shall generate reports of flat wise/applicant wise allotments;
HSG_22.	The system shall maintain details of flats allotted against each successful allottee;
HSG_23.	The system shall maintain list of un-allotted flats scheme wise. These shall be available for allotment under a different scheme;
HSG_24.	The system shall allow for generation of a soft copy of successful/unsuccessful applicant details for handing over to banks;
Prepare Consolidated Refund Cheque Bank wise	
HSG_25.	The system shall automatically calculate the refund amount for each scheme bank wise for all banks associated with the scheme;
HSG_26.	The system shall provide for automated Cheque printing facility with proper authorization
HSG_27.	The system shall generate reports of refund money bank wise and applicant wise.
HSG_28.	The system shall allow generation of a soft copy of refund amount bank wise and applicant wise for hand over to banks.
Calculate Housing Cost and Demand	
HSG_29.	The system shall interface with costing module for obtaining relevant costing data.
HSG_30.	The system shall be able to import land premium and housing construction cost data.
HSG_31.	The system shall be able to calculate plinth area rates on a half yearly basis by using average housing cost data (standard costing).
HSG_32.	The system shall maintain plinth area rates for the current year and previous years.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

HSG_33.	The system shall be able to calculate the housing cost using the plinth area rates and multipliers specified by the user.
HSG_34.	The system shall allow calculation of demand for two types of payments – Cash Down and Hire Purchase;
HSG_35.	For cash down, the system shall be able to calculate the cash down payment for each flat allottee wise and scheme wise;
HSG_36.	For Hire Purchase (installment plan), the system shall be able to calculate the first installment and EMIs.
HSG_37.	The system shall allow the user to specify pre-defined criteria such as first installment amount (% of total cost), interest rate, number of installments etc., for calculating the first installment amount and EMIs for Hire Purchase schemes.
HSG_38.	The system shall maintain the payment terms (demand) for each allottee.
Issue Demand Letters to Allottee	
HSG_39.	The system shall maintain standard formats for demand letters;
HSG_40.	The system shall automatically generate demand letters for each allottee based on the demand calculated;
HSG_41.	The system shall allow for bulk and individual printing of demand letters for each scheme;
HSG_42.	The system shall maintain the date of printing of demand letter allottee wise. The system shall not allow duplicate printing of demand letter without authorization.
HSG_43.	The system shall maintain the date of issue of demand letter. The System shall facilitate transmission of such letters through eMail / WhatsApp (with appropriate Disclaimer details) / SMS Alert & for advance information of the Allottee.
Receive Payment Details from Banks	
HSG_44.	The system shall have facility to import soft copy of payment details received from banks;
HSG_45.	The system shall be able to generate discrepancy report allottee wise against payments received from banks;
HSG_46.	The system shall allow for manual verification and correction of discrepancy cases;
HSG_47.	The system shall track payments received allottee wise and generate exception reports;
HSG_48.	The system shall have facility to generate notifications to appropriate users in case of late payment of first installment;
HSG_49.	The system shall have facility to generate defaulter list and generate e-mail/SMS/WhatsApp notifications to appropriate users;
HSG_50.	The system shall have facility to generate reminder letters for defaulters.
HSG_51.	The system shall generate reports on payments received/balance allottee wise;
HSG_52.	The system shall have provision for cancellation of allotment in case of default through standard formats.
Issue Possession Letter	
HSG_53.	The system shall generate reports of allottee eligible for issue of possession letter (i.e. all payments have been made by Allottee);
HSG_54.	The system shall allow issue of a reminder letter asking for the allottee to apply for possession along with details of documents required;
HSG_55.	The system shall provide a checklist of supporting documents required for allotment;
HSG_56.	The system shall allow generation of possession letter only if all payments are made and all documents are received;
HSG_57.	The system shall maintain standard formats for possession letter;
HSG_58.	The system shall generate reports on possession letters issued date wise, scheme wise etc.
HSG_59.	The system shall maintain date of issue of possession letter for each allottee; The System shall facilitate transmission of such letters through eMail / WhatsApp (with appropriate Disclaimer details) / SMS Alert & for advance information of the Allottee.
Intimate Hand Over of Possession to Engineering Department	
HSG_60.	The system shall allow authorized users in Engineering Department to view the possession letter issued to an Allottee, through a Workflow System;
HSG_61.	The system shall allow Engineering Department to input date of hand-over of possession of flat;
Execute Conveyance Deed	
HSG_62.	The system shall maintain pre-defined formats of Conveyance Deed (C.D.);
HSG_63.	The system shall allow for printing of Conveyance Deed (C.D.) allottee wise;
HSG_64.	The system shall allow printing of C.D. only if intimation has been received from Engineering Department on hand-over of possession of flat;
HSG_65.	The system shall generate reports on C.Ds issued allottee wise/scheme wise;
Housing Lease Administration	
HSG_66.	Receive Application for Conversion to Freehold from Applicant(Allottee)
HSG_67.	The system shall have facility for entering applicant details such as applicant name, address, flat address,

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	scheme under which allotment was made etc.;
HSG_68.	The system shall provide for status monitoring of each application received;
HSG_69.	The system shall have the facility to update status of each conversion application;
HSG_70.	The system shall have facility to retrieve applicant and flat details from the database by applicant name, flat no etc.;
HSG_71.	The system shall have facility to view all matching applicant/flat data and select the correct applicant/flat manually;
Verify Outstanding Dues	
HSG_72.	The system shall allow the user to view all payment details for the selected flat;
HSG_73.	The system shall incorporate pre-defined rules for calculating outstanding dues for each scheme, flat category etc.;
HSG_74.	The system shall be able to calculate and display the outstanding dues for the selected flat;
HSG_75.	The system shall generate demand letter for the selected applicant/flat. The system shall have facility to print the demand letter;
HSG_76.	The system shall maintain date of issue of demand letter;
HSG_77.	The system shall have facility to export demand details to hand-over to banks.
Receive Payment Details from Banks	
HSG_78.	The system shall have facility to import soft copy of payment details received from banks;
HSG_79.	The system shall be able to generate discrepancy report of payments not received/partial payments received applicant wise against payments received from banks;
HSG_80.	The system shall allow for manual verification and correction of discrepancy cases;
Approve Conversion and Issue Conveyance Deed	
HSG_81.	The system shall allow the user to approve conversion only after receipt of all dues checked and verified;
HSG_82.	The system shall display details of outstanding dues/payments received etc.
HSG_83.	The system shall maintain pre-defined formats for C.D.
HSG_84.	The system shall allow generation and printing of C.D.
Housing Enforcement	
HSG_85.	Receive Complaints of Violations from Public
HSG_86.	The system shall have facility to maintain details of complaints received such as complainant name, flat details, and flat owner details.
HSG_87.	The system shall generate an automatic complaint number for each complaint.
HSG_88.	The system shall provide for status monitoring of each complaint.
Check Violation and Issue Show Cause Notice	
HSG_89.	The system shall allow the department user to view the complaint details.
HSG_90.	The system shall allow the user to view all the flat details from the database.
HSG_91.	The system shall allow the user to enter the report on the violation.
HSG_92.	The system shall allow the user to print show cause notices under Section 30/31.
HSG_93.	The system maintain pre-defined formats for show cause notices.
Receive/Approve application for Regularization	
HSG_94.	The system shall allow inputting of application details.
HSG_95.	The application shall be related to the complaint number.
HSG_96.	The system shall maintain list of supporting documents required for regularization.
HSG_97.	The system shall allow approval of regularization only after all supporting documents have been confirmed.
HSG_98.	The system shall update regularization details against the concerned flat.
Issue Orders for Demolition/Cancellation of Lease	
HSG_99.	The system shall allow users to generate and print demolition/cancellation orders
HSG_100.	The system shall generate e-mail notification to users for cancellation of lease
HSG_101.	The system shall allow users to enter action taken report
HSG_102.	The action taken and status shall be linked to flat number/complaint number
HSG_103.	The system shall generate reports complain wise/period wise etc.
Housing Services	
Receive Application form and documents from applicant	
HSG_104.	The system shall maintain list of services provided by Housing Department.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

HSG_105.	The system shall generate an automatic application number for each application.
HSG_106.	The system shall allow the user to enter application details such as name, address etc. for each type of service.
HSG_107.	The system shall display a checklist of supporting documents required for each service.
HSG_108.	The system shall allow the user to accept the application only if all supporting documents are provided.
HSG_109.	The system provide for status monitoring of each application.
Verify Documents and Approve/Reject the Application	
HSG_110.	The system shall allow user to view the application details;
HSG_111.	The system shall allow the user to view all the flat/applicant details from the database;
HSG_112.	The system shall allow the user to accept or reject the application;
HSG_113.	The system shall maintain predefined letter formats for approval/rejection;
HSG_114.	The system allow user to print approval/rejection letter;
HSG_115.	The system shall update the relevant details in the flat/applicant database;
MIS Reports	
HSG_116.	Discrepancy report allottee wise against payments received from banks;
HSG_117.	The system shall track payments received allottee wise and generate exception reports;
HSG_118.	Payments received/balance allottee wise.
HSG_119.	Allottee eligible for issue of possession letter (i.e. all payments have been made by allottee).
HSG_120.	Possession letters issued date wise, scheme wise etc.
HSG_121.	Refund money bank wise and applicant wise.
HSG_122.	Flat wise/applicant wise allotments.
HSG_123.	Miscellaneous Reports as per requirements of the Department.

3 Architecture

The Architecture department utilizes the Structural Land Use Plan of project scheme for preparing its Conceptual Architecture design and Working Drawing of Architectural Concept. The AutoCAD application and other packages like Architectural Desktop are used in the department apart from manual drafting for designing layout plans.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric. Please refer to relevant flow-charts (a partial list) for this Department in Aennexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://ww.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Total Station Survey, Project Scheme Preparation, Feasibility Study and GFC Drawings Preparation and Approval, etc.; and will include the following features, in addition to General Requirements given in Section-1.

3.1 Issuance of GFC drawings

Requirement Id	Requirement Description
Access	
LND_1	The system shall be accessible to internal users from different divisions of DDA, as per access roles suggested.
View master / zonal / layout plans / project schemes	
LND_2	The system shall allow users from Architecture Department to access relevant documents from Engineering (in regards to specifications & project progress monitoring), Planning, and Land Disposal, Housing and Buildings Departments / sections.
LND_3	The system shall also allow access to EOI / Tender documents released/ floated by Engineering Department (Wing).
LND_4	The system shall allow the user to view the layout plans for the area on which the project is being developed.
LND_5	The system shall be able to view the land map and its information on which the project is being developed.
LND_6	The system shall allow the user to view the project scheme structural and service details prepared by Engineering Department.
LND_7	The system shall allow the user to update the status of the project (during architecture design phase).
LND_8	The system shall allow the user to link an outsourced agency (to whom the design has been outsourced fully or partially) to a particular project.
LND_9	The system shall allow the user to view the status of the project (including the architectural drawings).
LND_10	The system shall maintain status of part/full disposal of projects in the Land Disposal wing.
LND_11	The system shall allow the user to drill down to a project from the layout plan.
Preparation & Approval on Architectural Drawing / GFC drawing	
LND_12	Integration with AUTO CAD, Auto Cad Revit, GIS, Photoshop, Adobe Acrobat, Adobe PageMaker, Archi CAD, CorelDraw, 3D Max and Primavera, MS PowerPoint, MS Project(All MS Office) etc., so that users can share drawings in AutoCAD format for Approval.
LND_13	System shall provide feature to upload more than one drawing as more often there is a set of Drawings.
LND_14	System shall upload of drawings along with the following fields: file number, subject, agenda and features.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

LND_15	System shall provide workflow based approval system for approval on drawings.
LND_16	Capability to create and maintain document repository with appropriate versioning.
LND_17	Capability to track all amendments made to drawings.
LND_18	Allow users to link or create discussion papers, minutes of meeting, approvals etc., to relevant drawing.
LND_19	The system shall also enable uploading scanned copies of approved / stamped drawings.
LND_20	System shall provide feature to capture Details of various Approvals such as Screening Committee, DUAC, DUHF etc.;
LND_21	System shall Archive Drawings that are authenticated after Approval and Modification as per Screening Committee Recommendation.
LND_22	System shall have facility of Locking of Drawings so that no one can modify the Drawings once it is approved; Digital Locker Authority (http://www.dla.gov.in) may be looked into.
LND_23	System shall provide feature to capture Details of various NOC required such as ASI, CFO, AAI etc.
LND_24	System shall allow upload of "Good for Construction Drawings" and link with set of Detailed Drawings prepared during implementation phase;
LND_25	System shall allow Architect to enter details of "Site Inspection done" by him/her, while project is being executed by Engineering Wing;
LND_26	System shall allow TOTAL STATION Survey Data to be uploaded for verification and modification, if any;
LND_27	System shall enable information dissemination to relevant stakeholders through e-mail/ WhatsApp/SMS/user account/ web-page update;
LND_28	The system shall have the facility to link the architectural drawings with the layout plans;
LND_29	The system shall have the facility to import designs prepared by external agencies into a project. The system shall allow linking of the drawings with the basic drawings prepared by the Department for the project.
LND_30	The system shall allow only authorized to take print-outs of drawings. Also access to drawings shall be allowed only for authorized 'Users'.
Approval from External Stakeholders	
LND_31	System shall allow online filing of application for NOC from other local bodies and agencies.
LND_32	All users (external) from local bodies / agencies etc., shall be registered in the system;
Project Monitoring	
LND_33	System shall allow the process of monitoring on-going projects and current status being expected by the Engineering Unit;

4 Engineering Department:

The main Activities of Engineering Department, among the others, can be categorized into the following categories: -

- ▶ Pre-Construction Activities: Starting from Physical Survey of Land and Fencing to Preparation of Preliminary Estimates (PE) and Detailed Estimates (DE) and their approval, and Notice Inviting tender; Finalization of Drawings;
- ▶ Tender related Activities: Notice Inviting tender, Evaluation and Award of Contract;
- ▶ Work in Process Activities: Project Execution and Monitoring;
- ▶ Post Construction Activities: From calculation of actual costs incurred in the works to handing over the Allottee.

This Department interacts with Departments of Land Management, Planning, Architecture and Housing of DDA.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications

development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Feasibility Study & Engineering Drawing Preparation, Project Costing (PE & DE), Tendering and Procurement, Project execution and monitoring, etc., and will include the following features, in addition to General Requirements given in Section-1.

Requirement ID	Requirement Description
Receive Conceptual/ Development plans from Planning Department	
ENG_1	System shall allow access to the proposal details prepared by the Planning Department on the basis of which the project has been decided to be executed.
ENG_1	System shall allow access to development plans / layout plans made by Planning Department.
ENG_2	The system shall allow marking of observations made by the Engineering Wing during physical survey of the Land on the development / layout plans;
ENG_3	The system shall allow Engineering Wing to send the development / layout plan to Planning along with the physical observations
ENG_4	The system shall maintain an audit trail of comments made by Engineering users.
ENG_5	The system shall enable the observations on the development plan to be viewed by the Planning.
ENG_6	The system shall maintain records of exchanges of layout / development plans made between Engineering and Planning department in terms of dates on which sent, changes made etc.
ENG_7	The system shall be able to trace the status of approval of the plans at each stage. The system shall allow linking of plans wherein a plan may be defined as the parent plan having multiple plans linked to it.
ENG_8	System shall allow access to development plans, maps made by Planning department in the past;
Receive details of Land Acquired	
ENG_9	The system shall have the facility to capture information related to observations made during the physical survey of land, performed during acquisition by Land Management Department
ENG_10	System shall capture information like maps, area and location of land handed over to Engineering Wing in each phase by Land Management Department for development purposes
ENG_11	System shall allow users to view information related to the status of Land Acquisition under progress on the basis of land acquired, total land in proposal, issues related to pending acquisitions etc.
ENG_12	System shall be able to capture textual information on the reasons of extensions in Land Acquisition dates like legal proceedings, likely dates of acquisition, etc.
ENG_13	System shall allow need based access to this information on reasons for extensions;
ENG_14	The system shall have the facility to capture status of Fencing of Land;
ENG_15	The system shall maintain records of date of handover, officer in-charge from Land Management department, officer to whom handed over, etc. each time the land acquired is handed over to the Engineering Wing for development purposes;
ENG_16	System shall enable Chief Engineer (Zones) to maintain Soil Investigation reports of the Land acquired.
Activities of CRB Cell	
ENG_17	System shall maintain status of firm registration, renewal, pending action, etc. as per details of registers
ENG_18	System shall be able to maintain progress of cases in pipe lines
ENG_19	System shall digitize the diary / movement register
ENG_20	System shall be able to maintain a list of correspondences received
ENG_21	System shall be able to maintain list of policies / decisions taken in past
ENG_22	System shall be able to maintain the details of suspended, blacklisted, debarred contractors;
Monitoring of Pre-construction Stage	
ENG_23	System shall have the facility to maintain the status of approvals from Chief Fire Officer.
ENG_24	System shall have the facility to maintain the status of approvals from Delhi Urban Arts Commission.
ENG_25	The system shall have the facility to maintain the soil investigation report.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

ENG_26	System shall allow maintenance of agenda items for: Water supply, Structural arrangements, Sanitary services, Electrical services.
ENG_27	The system shall allow CDO to upload the structural details in the specified format.
Prepare Feasibility Reports for detailed plans	
ENG_1	The system shall be able to maintain maps of the different scales and more depending on the requirements and as defined by the appropriate authority
ENG_2	The system shall be able to capture foundation system reports on the basis of recommendations in the Soil Investigation report.
ENG_3	The system shall allow capturing and tracking of requirements for External Consultants for technical help on preparation of Foundation Systems.
ENG_4	The system shall generate automatic reminders on approval of Layout plans.
ENG_5	The system shall have the facility to allow access to the concerned personnel in the Engineering Wing to access the Layout Plans as and when they get approved.
ENG_6	The system shall be able to overlay the circle, division distribution on the land to be developed;
ENG_7	The system shall allow division of work circle wise and division wise based on decision made by the Chief Engineer of the concerned Zone;
ENG_8	The system shall be able to maintain standardized formats of feasibility reports.
ENG_9	System shall allow preparation of multiple versions of feasibility reports keeping records of changes made in each version.
ENG_10	System shall allow marking of observations on the Layout plan.
ENG_11	The system shall be able to allow users to enter history information for each Layout Plan based on standard formats.
ENG_12	System shall capture date of dispatch of layout plan with comments and history sheet to Planning department.
ENG_13	The system shall allow access to the altered layout plans made by planning.
ENG_14	The system shall maintain a final version of layout plan after all changes have been incorporated, which is totally locked from editing.
ENG_15	System shall maintain the policies and building by laws like FAR, coverage, etc. as fixed by DDA from time to time.
ENG_16	The system shall allow plans to be maintained under separate categories like: Layout Plan, Phase Plan, Sector Plan, Specific Projects like shopping complex, User defined categories.
Preliminary Estimates, Administrative Approval & Expenditure Sanction	
ENG_17	The system shall maintain a database of architectural drawings, detailed structural drawings and related data.
ENG_18	The system shall allow preparation of preliminary cost estimates by the engineers based on area use and plinth area rates for each type of land use.
ENG_19	The system shall maintain a pre-defined list of Plinth Area Rates and Cost Indices as defined by DDA from time to time.
ENG_20	The system shall allow mathematical calculations and formulas to arrive at the cost estimates.
ENG_21	The system shall allow workflow review and approval of preliminary estimates across more than one location.
ENG_22	The system shall maintain a checklist of tasks to be done during preparation of Preliminary Estimates.
ENG_23	The system shall allow work packages to be exchanged between different locations and officers during the review process with the packages having both spatial and non-spatial data.
ENG_24	The system shall have the facility to capture the comments made by reviewers under each category or specific section of the work package like observations on cost index, assumptions on area calculations, etc. like Chosen Cost Index, Assumptions on area calculations, and Assumptions in total cost calculations;
ENG_25	<p>The system shall maintain the following indicative documents in the Work Packages related to Preliminary Estimate for each project:</p> <ul style="list-style-type: none"> ▶ Conceptual Plan (showing map and location for which estimate is being prepared). ▶ Salient Features of the project like Title, Location, Owner, Architect, Current Land Use, Plot 3Area, Regulations of area, height, FAR, Proposed area, green etc. ▶ Details of the scope of work of the Project along with a brief history. ▶ A sample format for Administrative Approval and Expenditure Sanction. ▶ Feasibility Report (availability of services, dimensions, structures, telephone lines, HT lines, Setback with respect to boundaries, North point, Encroachment details, etc. ▶ Agenda for structural arrangements, water supply, sanitary services, electrical services, etc. shall be maintained for approval. ▶ References to approvals of Screening Committee and Delhi Urban Arts Commission and Chief Fire Officer, if applicable.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	<ul style="list-style-type: none"> ▶ Layout Plans. ▶ Any other documents related to preliminary estimate calculation.
ENG_26	The system shall maintain a schedule of material quantities required for the project.
ENG_27	The system shall automatically calculate the final amounts for each quantity based on Plinth Area Rates and the Cost Indexes as defined and approved for the project.
ENG_28	The system shall capture schedule of quantities for works not included in the Plinth Area Rates as a separate from the requirement mentioned in point above.
ENG_29	The system shall maintain development costs per sq. m. as defined by DDA from time to time.
ENG_30	The system shall allow maintenance of an abstract of all costs.
ENG_31	System shall have the facility to drill down from the abstract of costs to the schedule of quantities.
ENG_32	The system shall maintain standard formulas used for area calculations
ENG_33	The system shall allow workflow based approval of the Work Packages
ENG_34	The system shall maintain approval details and status of each project from Screening Committee and Delhi Urban Arts Commission and Chief Fire Officer, if applicable.
ENG_35	The system shall maintain a database of Administrative Approvals and Expenditure Sanction for reference.
Prepare detailed estimates and technical sanction	
ENG_36	The system shall allow preparation of a detailed cost estimate.
ENG_37	The system shall have the facility to compute quarter wise quantity of stipulated materials to be issued to contractor.
ENG_38	The system shall maintain approval hierarchy for technical sanction as per DDA norms.
ENG_39	The system shall allow workflow based Technical sanctions based on project value.
ENG_40	The system shall maintain standard formats for Notice Inviting Tenders, Bid Comparisons, etc.
ENG_41	The system shall capture information for comparison of bids received from various vendors according to pre-defined formats.
ENG_42	The system shall allow access to Finance for scrutiny of the comparatives of tenders.
ENG_43	System shall capture the status of award of work.
Floating of Tender	
ENG_44	The system shall provide the functionality of e-tendering and/or e-procurement.
ENG_45	The system shall be able to seamlessly integrate with third party e-tendering and/or e-procurement engines;
ENG_46	The system shall be able to generate reports as required from the third party e-tendering and/or e-procurement engine.
Works Execution and Monitoring	
ENG_47	The system shall have the facility to capture the project plans and proposals submitted by the prospective contractors, if required.
ENG_48	The system shall be able to capture the details of material (other than stipulated for issue) required for completion of work.
ENG_49	The system shall be able to capture the details of labor (other than stipulated for issue) required for completion of work.
ENG_50	The system shall be able to capture the services plan with the status of each.
ENG_51	The system shall monitor progress in specified reporting formats. <ul style="list-style-type: none"> o Works in preconstruction stage o Works in progress
ENG_52	The system shall support user defined reporting formats as per DDA requirements.
ENG_53	The system shall send automatic communication to the Housing / Land Disposal on completion of Project.
ENG_54	The system shall be able to display the areas on which development works are being carried out or have been completed.
ENG_55	System shall have the facility to maintain financial records such as validity of securities, Earnest Money Deposits, etc. for contractors / agencies.
ENG_56	The system shall be able to display the areas on which works have not been completed within the contract period.
ENG_57	The system shall be able to display development agency and users for plots in the layout with color codes.
ENG_58	The system shall have the provision to capture the change of users for a given land area and maintain the history of change of users.
ENG_59	The system shall have a provision to maintain Inventory / Utilization of Lands.
ENG_60	The system shall have a provision to print the layout plan of an area with index and in the required format.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

ENG_61	The system shall be able to generate the total quantum of work done after completion such as: Length of road, Length of water pipeline laid, etc.
ENG_62	The system shall allow preparation of actual works expenditure at the end of the work.
ENG_63	System shall capture the information on work types in hand under each zone, circle and division.
ENG_64	System shall have the facility to display location wise work types in hand.
ENG_65	The system shall have the facility to display prevalent market rates of various building materials.
ENG_66	System shall be able to maintain quality control elements.
ENG_67	System shall be able to maintain records of instructions issued by EM, CE(QC), CTE and any other authority as specified.
ENG_68	System shall have the facility to display Engineers in-charge of various works / pockets.
ENG_69	System shall be able to maintain details of commercial properties;
Works Budgeting and Finance related functionality	
ENG_70	The system shall allow budgeting activity to be carried out on an annual basis with a mid-year review.
ENG_71	The system shall allow maintenance of scheme wise budget under expenditure and receipt heads.
ENG_72	The system shall aggregate budget received from divisions into Circle wise.
ENG_73	The system shall automatically generate reminders and allow select users at Headquarters to access Zone wise estimates.
ENG_74	The system shall allow engineering department to access approval details and status of budget for each work / scheme.
ENG_75	System shall allow a mid-year review of budget and preparation of a revised estimates.
ENG_76	The system shall allow re-appropriation of budget based on revised requirements.
ENG_77	The system shall allow scrutiny of justification of financials / comparative statements, prepared after opening of tenders submitted by contractors for each scheme.
ENG_78	The system shall allow access to tender rates for similar works executed in other zones by DDA.
ENG_79	The system shall support workflow based approvals of budgets by Head Office.
ENG_80	The system shall allow recommendations for changes from Head Office to be cascaded down to zones, circles and divisions.
ENG_81	The system shall be able to calculate the revenue that has been generated from a layout.
ENG_82	The system shall allow aggregation of details of court cases from divisions, circles into zones.
ENG_83	The system shall allow sharing of these details with the head office and finance department.
ENG_84	The system shall maintain a list of division wise pending cases, contempt cases and cases where some action is pending from DDA side.
ENG_85	The system shall maintain list of audit paragraphs with comments from external auditors and status of responses to these comments made by divisions.
ENG_86	The system shall allow the user to monitor the expenditure against budget allocation for individual budget schemes.
Project Accounting	
ENG_87	The system shall allow complete monitoring of works up to finalizing of bill;
ENG_88	The system shall maintain records of bills approved and paid to contractors;
ENG_89	The system shall allow preparation of actual and estimated project expenditure for each scheme / work;
ENG_90	The system shall allow recording of information on expenditure incurred on maintenance of colonies;
ENG_91	The system shall maintain records of handing over of services to Civic agencies;
ENG_92	The system shall capture the expenditure on salaries of employees for each zone;
ENG_93	The system shall maintain records of General Provident Fund accounts of all employees for each zone;
ENG_94	The system shall automatically calculate the Income Tax liabilities for employees and include it in the salary calculations;
ENG_95	The system shall maintain a monthly account of all expenditures incurred within a zone;
ENG_96	The system shall generate settlement of bills, having the following types: <ul style="list-style-type: none"> o First and Final settlement (for works, which require one-time payment) o Running account bill (for on-going works) o Final bill (final settlement for on-going works)
ENG_97	The system shall maintain audit trail of bill approvals granted and the approval authority for each;
ENG_98	The system shall allow aggregation of bills paid under a particular work / scheme at any point in time to arrive at the total cost incurred in that work / scheme;

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

ENG_99	The system shall automatically make deductions like Sales Tax from payment being made to contractors;
ENG_100	The system shall maintain details of material bills.
ENG_101	The system shall maintain records of approvals granted to the material bills.
ENG_102	The system shall generate a list of pending bills with reason for the same.
ENG_103	The system shall be able to capture the expenditure incurred on each work / scheme.
ENG_104	The system shall be able to display the progress of works layout plan wise with different color codes;
ENG_105	The system shall have the facility to maintain annual theft and losses as per user defined formats.
ENG_106	The system shall maintain the GIS/details of all underground services with complete particulars of levels, sizes, etc.
ENG_107	Working of justification of rates on the basis of Delhi Analysis of Rates (DAR) of CPWD & current rates approved in DDA.
ENG_108	Working of Estimate cost on the basis of DAR of CPWD & DSR revised from time to time, not earlier (than One Year).
Arbitration, Encroachment Monitoring and Demolition Plans	
ENG_109	The system shall monitor court cases relating to arbitration matters, matters of administration and other issues not directly related to project;
ENG_110	The system shall support monitoring and disposal of observations of Quality Control cases;
ENG_111	The system shall maintain records of replies to Audit Paras of the Internal / External audit of works in Zones;
ENG_112	The system shall be able to maintain records of receipt / disposal of Public Grievances references;
ENG_113	The system shall capture reports, photographs received from engineers, patwaris, etc., on land encroachment, misuse of properties, unauthorized construction, etc.
ENG_114	The system shall capture the standard formats for preparation of demolition plan;
ENG_115	The system shall allow automatic communication to concerned officers on receipt of an encroachment report;
ENG_116	The system shall maintain standard formats for preparing request letters as preparation for the demolition plan;
ENG_117	The system shall maintain a list of third party contractors and the standard equipment required for the demolition;
ENG_118	The system shall capture information on status of legal proceedings, main points of contention, etc. on cases made by owners / encroachers in response to eviction / demolition orders circulated by DDA;
Web based access	
ENG_119	The system shall allow display of Notice Inviting tenders on the internet;
ENG_120	The system shall allow prospective vendors to download forms through the internet.
ENG_121	The system shall display results of award of work on the internet if required.
ENG_122	The system shall allow web based access to all current schemes / works being carried out under each division.
ENG_123	The system shall allow web based access to relevant details of each of the schemes / works being carried out.
ENG_124	All users in DDA shall be able to use the system over intranet without the need to have client software loaded on their machines.

5 Planning

The Planning wing is responsible for long term planning and formulating Master Plan for Delhi. The wing achieves this objective by preparing Master Plan, Zonal Development Plans and detailed area Layout Plans of DDA acquired land. The wing is also responsible for planning of project schemes and plays a regulatory role relating to building permissions and developmental control norms.

Master Plan is a long term perspective plan for guiding the sustainable and planned development of the city. The Master Plan lays down the planning guidelines, policies, and development code and space requirements for various socio-economic facilities supporting the city population during the plan period. It is also the basis for all infrastructure requirements.

Zonal Development Plans are further detailing of Master Plan. The Director (Planning) office is the unit dealing with each zone and is responsible for preparation of Zonal Development Plans.

Layout plans of DDA acquired land are further detailing prepared based on Zonal Development Plan. The Layout Plans of acquired land ensures that the proposal is as per provisions of Master Plan in terms of Land use, development control, parking provisions, setbacks and other aspects contained in the Master Plan. While preparing layout; facilities that are defined in Zonal Plan, are considered. **Layout plan is more detailed plan of a particular area, marked to be developed as per indication of land use.**

Every land thus has its Land use defined as per Master Plan, Zonal Development Plan and Layout Plan. However, if any applicant wants to use a piece of land differently other than what is defined in Master Plan, Zonal Development Plan and / or Layout Plan, it shall be required to put in a request to DDA for the same.

This Department interacts with Departments of Landscape, Engineering, Architecture and land Management of DDA.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Preparation & Approval of Master Plan and Zonal Plans, Policy Formulation, Preparation & Approval of Layout Plans, Scrutinize and Approve Change of Land Use, Sanction Traffic & Transport Proposals, Sanction Building Layout Plans, Regularization of Un-Authorized Colonies, etc., and will include the following features, in addition to General Requirements given in Section-1.

Preparation, approval and issuance of Master, Zonal & Layout plans

Requirement Id	Requirement Description
Access	
PLG_1	The system shall be accessible to internal users from different divisions of DDA, as per

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	access roles suggested
Approval on prepared plans	
PLG_2	The system shall allow the user to view the map of the land acquired
PLG_3	The system shall allow users to upload sections as well as the entire Master plan, Zonal plans and Layout plans
PLG_4	The system shall allow workflow based approval system for approval on Master Plan, Zonal Plans and Layout Plans
PLG_5	Integration of AUTOCAD/ Image (PDF / JPEG) with workflow to facilitate easy reference to maps / plans; Building Plan Integration with third party tool/application to get status of plan which can be depicted on map with colour thematic; Link CAD map with property parcel; Provide buffer search to assess impact on nearby properties / natural resources etc.;
PLG_6	The system shall have the capability to create and maintain document repository with appropriate versioning
PLG_7	The system shall allow users to access Master Plan/ other documents after successful authentication
PLG_8	The system shall have the capability to track all amendments made to plans
PLG_9	<input type="checkbox"/> The system shall allow users to link or create discussion papers, minutes of meeting, approvals etc. to relevant section of master / zonal / Layout Plan
PLG_10	The system shall enable information dissemination to relevant stakeholders through e-mail/ user account/ web-page update.
PLG_11	Notifications for inviting objection and suggestion shall be linked with website
PLG_12	Final gazette notifications shall be linked with website.
PLG_13	System shall provide various search options for document retrieval.
PLG_14	Reference files relating to RTI, Legal Court Cases and VIP/MOUD shall also be maintained and their status shall be tracked.
PLG_15	System shall maintain data at different stages in the policy formulation.
PLG_16	Final policies shall be linked with Master Plan and notifications on website.
PLG_17	The system shall also enable uploading scanned copies of approved / stamped drawings.
Amendments to Plans	
PLG_18	The system shall enable users to update plans uploaded on the system.
PLG_19	The system shall enable users to modify uploaded plans and capture trail of all modifications made.
Prepare project schemes / proposals	
PLG_20	The system shall enable the creation of specific project proposals and categorization of the proposals into short and long term etc.
PLG_21	The system shall enable the categorization of proposals into mandatory and optional projects.
PLG_22	The system shall have the provision for incorporating information such as implementing agency, development cost and resource usage for each proposal.
PLG_23	The system shall allow the user to view the planned proposals for each area.
PLG_24	The system shall allow the user to enter the status of each proposal.
PLG_25	The system shall allow the user to revise a proposal.
PLG_26	The system shall enable the user to view status of each proposal.
PLG_27	The system shall generate appropriate reports on project progress etc., as defined by the user.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

PLG_28	The system shall allow the user to link the plot with a particular Zonal Plan.
PLG_29	The system shall allow the user to develop Layout Plans for the land acquired in conformance with the Zonal Plan/Master Plan.
PLG_30	The system shall allow the user to view all the related plans for a plot of land and vice versa.
PLG_31	The system shall allow the user to view all the related plans for a project. The system shall allow the user to drill down from the Master Plan to specific project development plans.
PLG_32	The system shall allow the user to develop the development plan for the project. The system shall allow the user to use the Layout Plan developed for this purpose.
PLG_33	Approve / sanction plans submitted by external agencies / entities.
PLG_34	Registration: The system shall allow external agencies to register online through electronic form on web-portal.
PLG_35	System shall provide appropriate check list for the relevant documents to be submitted at Admission Cell.
PLG_36	The system shall allow all users to approve registration of external entities and create Login ID & password.
PLG_37	The system shall enable all registered external users to update account information / details like address etc.
PLG_38	System shall provide details of Development Area notified, which may assist him in locating the site area.
PLG_39	System shall enable calculation of required fee and enable online payment of same.
PLG_40	System shall generate a fee receipt for the Applicant and a copy can be attached with the Application.
PLG_41	The system shall allow external entities to submit building Layout Plan for approval.
PLG_42	Each proposal shall have unique ID / proposal number generated for any further reference.
PLG_43	The system shall allow external entities to submit traffic & transportation plans for approval.
PLG_44	The system shall maintain all policies / byelaws / development control norms for reference.
PLG_45	The system shall allow internal users to update status on proposals.
PLG_46	The system shall enable information dissemination to registered users through web-portal or email / SMS alerts.
PLG_47	The system shall enable linking plot / khasra numbers (if applicable) to proposal number/ ID.
PLG_48	The system shall enable update to records based on sanctioned / approved proposals.
Change of land use	
PLG_49	System shall maintain details at various milestones of Change of Land use process.
PLG_50	System shall update the notified change of Land use with website.
Visualization in different layers	
PLG_51	The system shall allow the user to visualize areas identified for development as per the Master Plan.
PLG_52	The system shall allow the user to view the Zonal Plans and Layout plans for the area which is being developed in different layers.
PLG_53	The system shall be able to view the land map and related land information.
PLG_54	The system shall allow the user to view the status of the land being developed.
PLG_55	The system shall allow the user to drill down from the Master Plan to the Layout Plan or project scheme / proposal and vice versa.
PLG_56	The system shall allow the user to view the status of a particular project.
PLG_57	The system shall allow the user to view plans in 3D.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

GIS enabled Planning – Spatial DSS System	
PLG_58	The system shall be able to interface with GIS system for mapping land information.
PLG_59	The system shall be able to show the details of the land on maps, layouts, Zonal Development Plan, Master Plan etc.
PLG_60	The system shall be able to classify different land zones and provide cadastral & ownership information on a map.
PLG_61	The system shall have the provision of spatial reporting & search.
PLG_62	The system shall be able to maintain general “land parcel information”& link it to asset management;
PLG_63	The system shall be able to provide information on land ownership including historic information.
PLG_64	The system shall be able to link important documentation on regulations, planning and others with individual land records
PLG_65	System shall allow user to maintain information on details of contamination.
PLG_66	System shall have provisions for maintaining easement register for land.
PLG_67	System shall have provisions to maintain complete information of land parcels (consolidation, sub division land revision).
PLG_68	System shall be able to maintain new land survey details.
PLG_69	The system shall be able to define the various zones and indicate the manner in which the land in each zone is proposed to be used.
PLG_70	The system shall have the provision of classification of various land uses as per the Master Plan Norms.
PLG_71	The system shall be able to integrate the Projects i.e., existing and targeted by Delhi Development Authority, both in land use plan and policy proposals.
PLG_72	The system shall enable the Planning of new road network in such a manner as to prevent possibilities of future congestion by modifying road sections to accommodate road side parking, and space for widening, expansion and provision of grade separators, etc.
PLG_73	The system shall enable transportation network analysis to facilitate efficient planning.
PLG_74	The system shall facilitate the planning of physical and social infrastructure including sewage and solid waste disposal.
PLG_75	The system shall incorporate the development control regulations, zoning regulations for a particular area to facilitate better planning.
PLG_76	The system shall be able to incorporate the building bye-laws so as to keep a tab on unauthorized developments.
PLG_77	The system shall enable planning of drains and waterfront to be landscaped in the form of interconnected parkways.

6 Vigilance

The main activity of Vigilance department is to monitor any policy breaches by the employees of DDA. It ensures that there is proper transparency across all the departments of DDA. It acts/ investigates upon the various complaints registered against any employee of the DDA & recommends the suitable disciplinary action to the concerned Disciplinary Authority. The Chief Vigilance Officer (CVO), who is the head of Vigilance Department and reports to the Chief Vigilance Commissioner (CVC) office of the Govt. of India.

The main activities of Vigilance department are:

- ▶ Receipt of general complaint, taking action on the same as per direction/instruction of CVC
- ▶ Preliminary Enquiry & Disciplinary Proceeding
 - Creation of charge sheet for major penalty charges
 - Creation of charge sheet for minor charges
 - Imposition of major/minor penalty on charged officer/official
- ▶ Issue of Vigilance Clearance Reports (VCRs)
- ▶ Submission of system improvement measure suggestions by CVO

This Department interacts with all Departments of DDA and its users are CBI, Citizens, ACB, LG, MoH&UD and CVC.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Cases and Complaint management, issuance of VCR and System Improvement advisory etc., and will include the following features, in addition to General Requirements given in Section-1.

Requirement Id	Requirement Description
General	
VGI_1	The system shall be accessible to the internal user and the different divisions of DDA, as per access roles suggested by DDA for Vigilance department.
VGI_2	Internal DDA user as per the user role specified by the DDA for various components of <ul style="list-style-type: none"> • Chief Vigilance Officer • Dir Vigilance • Dy Dir Vigilance • Asstt. Vigilance Officer • Designated officers by department
VGI_3	System shall support maintain the following information: Complaint Registration details with provision to categorize the complaints Details of pending/closed cases of General Compliant Details of pending/closed cases of Preliminary Inquiry cases Categorization of Complaints Charge-sheet Issue details Vigilance Clearance details Suspension details CVC, CBI/ACB references Case details Dak-diary (Receipt and Dispatch) details
VGI_4	System shall support Tracking of investigation Status till the action taken report.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

VGI_5	System shall support to concern user to linking and delinking of case files.
VGI_6	System shall support to concern user to clubbing of case files.
VGI_7	System shall support linkage to Employee data.
VGI_8	System shall support publishing Online the Status of Complaint with appropriate access controls.
VGI_9	System to provide facility to inform status of complaint to the complainant.
VGI_10	System shall support Assignment of case papers/complaint to designated person for investigation.
VGI_11	System shall allow Authorized user to provide system improvement suggestions to concern department.
Receipt of General Complaint, Action and Closer of GC	
VGI_12	System shall have the ability to provide electronic form for registration of complaint against employee in following three modes for complaints: <ul style="list-style-type: none"> • Public user may download form, fill the form in off line mode and then upload the complaint form through their respective account; • Registered user chooses to fill online complaint form wherein user shall be allowed to fill the complaint form in online mode and submit; • The system shall provide interface to the office user for filing complaint on behalf of Public, CBI, LG, ACB, MoUD etc. (letter send by these Institutions) and capture the details;
VGI_13	System shall support maintain the details of complaint submitted by CVC, LG, VC DDA, MoUD, CBI, ACB etc.
VGI_14	System shall allow user to register complaint received under PIDPI reference.
VGI_15	System shall allow user to mark each complaint to CVO for his approval on registration of General Complaint
VGI_16	System shall allow user to segregate the dak into general correspondence and general complaint after approval of CVO.
VGI_17	Workflow based approval system for approval on segregation of dak into general correspondence and general complaint.
VGI_18	Upon approval, system shall allow CVO to mark the complaint to concern AVO/EE/AE through Dir Vig/SE (Vig) through Dy. Dir for investigation.
VGI_19	System shall allow authorized user to allocate the each complaint to the concerned Investigation Officer.
VGI_20	System shall allow user to prepare investigation report and mark to CVO along with his comments.
VGI_21	System shall allow CVO to take further action or close the GC in the system itself.
VGI_22	If further action need to be taken, System shall allow CVO to mark the case to Disciplinary Authority and get converted the GC to Preliminary Enquiry (PE).
VGI_23	System shall allow authorized user to upload the call version received from charged officer.
Preliminary Enquiry & Disciplinary Proceeding	
VGI_24	Once call version uploaded in the system and investigation report send to DA for his view, system shall allow authorized user to send Memo to complaint officer through email/letter.
VGI_25	System shall allow DA to review the complaint and may take the decision to impose minor or major penalty based on investigation report received from concern AVO.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

VGI_26	On imposition of minor/major penalty by CVO, system shall allow user to issues charge sheet for minor/major to charged officer through email/letter.
VGI_27	In case of charges issued for major penalty to charges officer, system shall allow authorized user to appoint Inquiry Officer and Presenting Officer with the approval of Disciplinary Authority (D.A.).
VGI_28	System shall allow IO to prepare the detailed enquiry report after investigation against charged officer in the system itself with his view.
VGI_29	System shall allow user to mark the detailed enquiry report with his view: agreed with finding in the charges report or not to DA for further action.
VGI_30	If charges are not proven by IO in his report, system shall allow DA to drop the charges and closed the PE in the system.
VGI_31	If charges are proven by the IO in this report, system shall allow DA to send the charges report to Charged Officer.
VGI_32	System shall allow charges officer/user to upload the representation against charges impose by DA.
VGI_33	System shall allow DA to imposed quantum of penalty on charges officer based on detailed enquiry report submitted by IO and representation submitted by Charged Officer.
VGI_34	System shall provide Inquiry Officer wise report of Cases.
VGI_35	System shall provide Aging report of Cases.
VGI_36	System shall support Employee case status check before issue of VCR.
VGI_37	Capability to issue electronic VCR to concerned officer.
VGI_38	Capability to restrict the access to information to authorized officials and report through audit trail.
VGI_39	Capability to upload the status of action taken against charged officer.
VGI_40	Capability to linking and delinking of case files to concern user.
VGI_41	Capability to clubbing of case files to concern user.
VGI_42	Capability to categorize a case as pending, contemplated, cleared cases for use by other modules e.g. promotion etc.
VGI_43	Capability to link to pay roll for suspension cases for payment of subsistence allowance.
VGI_44	Capability to maintain record of employees with doubtful integrity (agreed list), publish its list and restrict its access to only authorized officials.
VGI_45	Capability to enforce reduction/freezing of Basic pay, other allowances/benefits, on account of punishment from the date of service of order. Such reduction order shall be reflected on the Pay roll immediately.
VGI_46	Capability to restore original Basic pay/ Benefits/ Allowances and others (before reduction/freezing) on account of upholding of appeal against the punishment of reduction in pay scale. Such restoration of Basic pay shall be reflected on the Pay roll immediately.
Charged Officer appeal to appellate authority, if not agreeing on penalty imposed	
VGI_47	System shall allow charged officer to appeal to Appellate authority against penalty imposed by Disciplinary Authority (D.A.).
VGI_48	System shall allow authorized user to provide facts to Appellate authority for his view.
VGI_49	System shall allow Appellate authority to decide the charges in the three way: after review of case papers i.e. Penalty imposed by DA may increase;

	Penalty imposed by DA may decrease; Appeal may be reject ed (charges may remain same).
Charged Officer request for revision to Revisioning Authority, if not agreeing with Appellate Authority (A.A.)	
VGL_50	System shall allow charged officer to revision his appeal to Revisioning authority against penalty imposed by appellate authority.
VGL_51	System shall allow authorized user to provide facts to Revisioning Authority for his view.
VGL_52	System shall allow Revisioning authority to decide the charges in the three way after review of case papers i.e. Penalty imposed by appellate authority may increase; Penalty imposed by appellate authority may decrease; Appeal may be reject ed (charges may remain same).
Charged Officer request for review to Reviewing Authority, if not satisfied with Revisioning Authority	
VGL_53	System shall allow Charged Officer to review his appeal to Reviewing Authority against penalty imposed by Revisioning authority;
VGL_54	System shall allow authorized user to provide facts to Reviewing Authority for his view.
VGL_55	System shall allow Reviewing authority to decide the charges in the three way after review of case papers i.e. Penalty imposed by Revisioning authority may increase; Penalty imposed by Revisioning authority may decrease; Appeal may be rejected (charges may remain same).
MIS	
VGL_56	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS which include, among others, Fortnightly, Monthly, Quarterly and Yearly.

7 Land disposal

Land Disposal department performs activities related to allotment of land and other post allotment activities. Allotment is on the basis of free hold basis, leasehold basis, temporary allotment and license fee basis. Department receives information from the engineering wing or HUPW (Housing and urban planning wing) on availability of land for allotment, both on completion of development activity and as and when any vacant property comes to their notice.

The department also performs post allotment activities related to issuance of possession letters, physical possession, cancellation of allotment, restoration of allotment, time extension for completion of building, execution of the lease deed or conveyance deed. Another major responsibility of the department includes works related to mutation of the property. Land Disposal is thus a customer facing function, dealing directly with the public at large for activities like receipt of applications, resolution of issues, allotment to Co-operative Group Housing Societies, alternate allotment for rehabilitation, mutation cases and free-hold conversion.

This Department interacts with Finance, Architecture, Land Management and Engineering Departments of DDA, and interacts with Government of NCT of Delhi, Development Agencies, Group Housing Societies, and Citizens.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Plot / Property Cost (Estimation and Pre-Determined Rate (PDR)), Allotment at PDR, Allotment through Draw, Auction and Tender; Issuance of Demand Letter; Conveyance Deed Execution; Lease Administration, Leasehold to Free-Hold and Land Enforcement & Damage Collection. And will include the following features, in addition to General Requirements given in Section-1.

A Spatial DSS System is expected to be made operational and also Court Cases related;

7.1 Property management

Requirement Id	Requirement Description
Access	
LND_1	The system shall be accessible to internal users from different divisions of DDA, as per access roles suggested.
Property management	
LND_2	Ability to define properties according to usage, or building services in categories like residential land/ plot, commercial land, commercial built-up property, institutional land, industrial land, leasehold, freehold, area, purpose (religious / heritage) etc.
LND_3	The system shall enable "Engineering" or "Land Management" to update details of constructed properties in defined categories.
LND_4	Ability to record property characteristics, fixtures, fittings etc.
LND_5	Details of available land for development or developed property shall be visible at any point of time and same capable of being suitably positioned for the requirements of a prospect.
LND_6	The system shall maintain space and rooms as graphical representations with CAD/CAFM systems.
LND_7	The system shall enable computation of cost of property, applicable 'Pre-determined Rate' (PDR) for certain areas and ground rent for properties proposed to be sold on lease.
LND_8	System shall allow access to reports on encroachments/unauthorized construction made, of Engineering Wing or Land Management Department from time to time;
LND_9	System shall allow access to reports on misuse of properties received from Land Management Department /Enforcement Branch/ Complaints etc.
LND_10	System shall maintain records and status of clearances received from the Land Management Department for upcoming notifications: No encroachment clearance, results of physical surveys, details of disputed land areas etc.
LND_11	System shall manage available spaces.
LND_12	Pricing conditions can be flexibly configured with one price or segregated with land and superstructure. Other revenue lines can also be included in the contract like parking, club, common areas etc.
LND_13	Configurable Payment plans shall be available at each of developmental project level per model type or unit/contract specific. The payment plan and the terms of payment can be either linked to project phases or time based or combination of both.
LND_14	Multiple developmental partners for the property development with balance transfer and account settlement shall be provided for intermittent transfers.
LND_15	Generate standard reports on costs, revenues, vacancies, applications, and others.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

LND_16	Perform integrated reporting to simulate and plan future development.
LND_17	Support Rental accounting, rent adjustments, and the administration and collection of service charges.

7.2 Sale/ disposal

Requirement Id	Requirement Description
Access	
LND_18	The system shall be accessible to internal users from different divisions of DDA, as per access roles suggested
LND_19	External users i.e. prospective buyers shall be able to access application upon registration on DDA web portal
Launch scheme	
LND_20	Workflow based approval system for approval on 'schemes' / 'projects'.
LND_21	System shall allow internal users to float residential or commercial schemes on the web portal and publish details like Scheme Name, Freehold/ Leasehold, Date of Inception, Date of Allotment, Date of closure etc.
LND_22	Alternatively, System shall maintain standard formats for Scheme Notifications with details like Scheme Name, Date of Inception, Date of Allotment, Date of closure etc. for advertisements.
LND_23	System shall provide for associating a plot/commercial property with a particular scheme. Ensure that a particular plot/commercial property is associated only with one scheme at a time.
LND_24	System shall provide for reservation of a plot/commercial property for a particular category of applicants as per government rules for allotment.
LND_25	System shall provide for associating a priority number for each plot/commercial property in the scheme based on list of waiting registrants, reservation of the plot/commercial property, etc.
LND_26	System shall generate notifications for inviting applications according to pre-decided eligibility norms normally and through the website.
LND_27	System shall ensure that records of scheme notifications are maintained.
LND_28	System shall be able to maintain details of brochures issued for a particular scheme including brochure cost.
LND_29	System shall be able to maintain details of number of brochures issued to various sales counters/banks for a particular scheme.
Buyer registration – Online (Application for a scheme)	
LND_30	The system shall allow customers (prospective buyers) to register and apply for a scheme on DDA's web portal through an electronic form.
LND_31	System shall provide auto-generated registration number and registration card with the customer details on successful submission of the registration form and an acknowledgement to the user.
LND_32	The registration number must also be unique across the country for future reference.
LND_33	User shall be able save and print the acknowledgement.
LND_34	After the procedure for registration is completed, the system shall be able to provide the following: - Login details such as a username and password, challenge question and response answer if login details are forgotten etc. - Unique identifiers such as a registration number - General information
LND_35	The system shall as a part of registration establish challenge and responses mechanisms for session validation for future online sessions.
LND_36	System shall allow uploading of scanned copies of supporting documents/ attachments.
LND_37	System shall ensure that registration expires (the details are made inactive from the system) after the stipulated time period.
Buyer registration – offline (through facilitation counter)	
LND_38	The manual registration form shall be scanned and uploaded to the system.
LND_39	System shall allow data entry by authorized user to digitize the manual registration form i.e. enter data from the manual form into an electronic form.
LND_40	In case of manual registration, the data entered by one operator at one counter shall be doubly entered by another operator to detect data entry errors. For e.g. data entered by one operator shall also be entered by another operator to ensure data correctness. The system shall compare the data entered by both the operators and check for correctness.
LND_41	System shall prompt for change of password on first login. It can be changed any time henceforth by the user.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

LND_42	For online registration, System shall send an activation URL to the email id provided and only then activate the profile of buyer (provide the login credentials),
LND_43	System shall send notifications to user through an auto-generated email,
Payment of registration money	
LND_44	System shall enable buyers to pay registration money (required amount) online through net banking, debit or credit cards (payment gateway).
Applications management	
LND_45	System shall maintain applicant details for each scheme such as Applicant Name, Application Form No., Scheme Name, Address etc.
LND_46	System shall maintain details of registration money received applicant wise/bank wise/scheme wise for allotment: <ul style="list-style-type: none"> a. Allotment of Land/Shops by auction, tender, computerized draw, reserved price. b. Allotment of Land/Shops as alternative allotment, Rohini residential scheme and GH Societies. c. Allotment of shops under reserved categories and staff quota. <ul style="list-style-type: none"> • Allotment of Land to Petrol pumps, gas godowns, CNG station, parking sites on license fee basis
Firm allotment at PDR	
LND_47	The system shall allow Central / State Government to provide recommendation for firm allotment along with relevant details through web-based electronic form.
LND_48	The system allots properties in the order of priority as per defined business rules.
LND_49	System shall be able to allow allotment of shops based on pre-defined rules as per reservation policy made for special categories.
LND_50	System shall maintain a list of special categories and the amount of reservation allowed against each category.
LND_51	System shall be able to update the reservation policy from time to time.
LND_52	System shall maintain the status of allotment made under registration with details of numbers allotted against numbers available.
Allotment through draw/ auction/ tender	
LND_53	System shall have the policy of auctions, allotments, etc. available for access on the computer to internal users of DDA.
LND_54	The system shall users to define draw parameters and perform draw.
LND_55	System shall enable tender /auction of plots and shops through an e-tendering platform .
LND_56	Upon allotment each plot/ property ID shall be linked to applicant ID.
LND_57	The system shall generate reports of plot wise/applicant wise allotments.
LND_58	The system shall maintain details of plots/commercial allotted against each successful applicant
LND_59	The system shall maintain list of un-allotted plots/commercial properties scheme wise. These shall be available for disposal under a different scheme and method of disposal
Issuance of demand letters	
LND_60	System shall generate and issue demand letters to successful allottee(s)
LND_61	System shall maintain standard formats for Demand Letters, Possession Letters, Conveyance Deed, etc.
LND_62	System shall have the facility to categorize allottee into One time payees, Installment Payees, etc.
LND_63	System shall have the facility to enter ground rent payment and lease execution in case the allotment is made to societies.
Payments	
LND_64	Successful allottees shall pay the required amount / installments through online payment.
LND_65	In case, the payment is made through Cheque / DD/ other manual mode, system shall allow authorized users to update customer account and records with the payment made.
LND_66	The system shall have facility to import soft copy of payment details received from banks.
LND_67	The system shall be able to generate discrepancy report allottee wise against payments received from banks;
LND_68	The system shall allow for manual verification and correction of discrepancy cases with proper safeguards.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

Payment monitoring & Execution of Conveyance Deed	
LND_69	System shall be able to generate discrepancy report allottee wise against payments made.
LND_70	System shall be able to generate discrepancy report allottee wise against payments received from banks.
LND_71	System shall allow for manual verification and correction of discrepancy cases with proper safeguards.
LND_72	The system shall track payments received allottee wise and generate exception reports.
LND_73	System shall have facility to generate notifications to appropriate users in case of late payment or no-payment.
LND_74	System shall automatically update information for each allottee related to his past submittals of installments and verification of payments.
LND_75	System shall maintain complete history of payments made by allottee at all times.
LND_76	The system shall have facility to generate defaulter list and generate e-mail/print notifications to appropriate users.
LND_77	The system shall have facility to generate reminder letters for defaulters.
LND_78	The system shall generate reports on payments received/balance allottee / agency wise.
LND_79	The system shall have provision for cancellation of allotment in case of default.
LND_80	System shall allow entry of data related to receipt of payments according to conditions in Demand Letter.
LND_81	System shall generate alerts on any irregularities (installment missed, wrong amount paid, etc.) for each allottee.
LND_82	System shall ensure issue of possession letters on complete payments made by allottee.
LND_83	System shall be able to generate information on missing payments, fines, etc. to be imposed on the allottee.
LND_84	System shall have facility to enter application details for execution of Conveyance deed.
LND_85	System shall have inbuilt checks and verifications to ensure all conditions related to execution of deed have been met.

7.3 Leasehold property management

Requirement Id	Requirement Description
Lease administration	
LND_86	System shall be able to maintain records of disposal of commercial built up properties like shops, restaurants, offices, etc.
LND_87	System shall be able to segregate records of commercial built up properties on the basis of types of usage.
LND_88	System shall be able to maintain records of Parking contracts, taxi stand sites and licensed units in market complexes.
LND_89	System shall be able to maintain records of rehabilitated markets / industries, old location, current location, date of shifting, duration of shifting, agency, etc.
LND_90	System shall maintain records of court orders, committee orders passed in relation to rehabilitation of industries, markets, etc.
LND_91	System shall be able to generate reports on license fee due, received and date of payment, for licensed units and properties.
LND_92	System shall be able to maintain records of agencies handling the operations of licensed units with details of manager in-charge of the location, his contact numbers, etc.
LND_93	System shall be able to maintain records through user-defined parameters.
LND_94	System shall be able to capture relevant details of an entire market area, including details of shop owners, past records of performance, any encroachments, etc.
LND_95	Ability to develop an urban assessment / lease database and computerized billing system for all properties which are owned or developed by DDA.
LND_96	Database of all properties which are under lease/rental agreement of the DDA with unique property identification numbers (ID), ownership details, site area, built up area, type of usage etc.
LND_97	Issue of Rental/ lease periodic bills.
LND_98	System shall have the facility to verify whether the allottee has made all payments.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

Conversion of freehold properties to leasehold properties	
LND_99	System shall have the facility to enter application details for conversion from leasehold to freehold and update the status of each conversion application with reference to milestones.
LND_100	System shall allow the user to approve conversion only after receipt of all dues from the applicant / allottee.
Mutation/ Change of details	
LND_101	System shall incorporate the mutation process under different categories: <ul style="list-style-type: none"> ▪ Change of ownership ▪ Sale of Land ▪ Death of the owner • Other categories
LND_102	System shall allow receipt of application for mutation.
LND_103	System shall maintain standard formats for notifications, letters, etc. and be able to print copies of the same.
LND_104	System shall send e-mail / alerts as notifications.
LND_105	System shall allow for maintaining the records of progress of legal proceedings.
LND_106	System shall maintain the final record of mutation performed with details of: Reason for mutation and Resulting Change.
Customer complaint management	
LND_107	System shall be able to capture complaints, grievances received from concerned parties on the rehabilitation process.
LND_108	System shall be able to maintain records of applications received from citizens.
LND_109	System shall be able to display the current status of each application, which officer is handling the application, reasons for delay based on pre-defined deadlines for disposal.
LND_110	System shall allow receipt of complaints from general public on misuse of premises for other purposes in violation of MPD-2021 (Master Plan Delhi 2021).
LND_111	System shall allow forwarding of these complaints to appropriate department / authority within DDA for further action.
LND_112	System shall maintain the policies related to auction, allotment of land available to the general public for download through the Internet.
LND_113	System shall display notifications for general public and allow download of notification from the internet.
LND_114	System design shall make adequate arrangements for integration with online auction sites for auction of plots.
LND_115	System design shall make adequate arrangement for integration with bank databases for online updating of information related to deposit of money (challans) made by allottee.
LND_116	System shall allow complete one to one matching with information available with the Banks on money deposited by Allottee.
LND_117	System shall ensure that any changes made in the applicants' data are informed automatically to appropriate authority.

7.4 Reporting & record management

Requirement Id	Requirement Description
Cash management	
LND_118	To maintain the complete details of the Challan in which the Allottee deposit money including on-line and offline payments.
LND_119	Details of the receipts whether online or offline shall be maintained online.
LND_120	Details of withdrawals made by DDA from the accounts in which deposit is made by Allottee.
LND_121	Details of a/c of Banks whose deposits are made by Allottee.
Land costing	
LND_122	D&C (Demand and Collection) of different types of payments under different heads shall be maintained. System shall generate Allottee wise, colony wise list of debtors up to date.
LND_123	System shall generate reports - heads of account wise, colony wise, report of receipts - month wise for the purpose of reconciliation for prescribed period.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

LND_124	System shall compute interest on all types of belated payments.
LND_125	As soon as receipts are updated/loaded online by cash (main)/cash (H), system shall pick up receipts for credit to individual's Account and it's balancing.
LND_126	Demand of Ground rent shall be raised for specified accounts.
LND_127	To generate letters/notices of Ground rent including interest on late payments.
LND_128	For Group Housing Societies deposits made by individual member of a society shall be reflected in that Society's account of Ground Rent
LND_129	Ground Rent liability of Society shall be effectively monitored i.e. Ground Rent, Demand Amount shall be readjusted according to the freehold conversions of some members.
LND_130	Demand of Ground Rent shall be raised excluding individual's account whose property has been converted from Lease-hold to Free-Hold.
LND_131	As and when a property disposed, it's ledgers for Ground Rent as well as for premium shall be opened and finance shall also know to verify/check due amount and receipt.
LND_132	Flow of information from disposal department to finance department about any event such as cancellation of the property, so that demand for that cancelled property is reduced from the dues.
LND_133	Proper security mechanism shall be developed for Updation of records.
LND_134	Reports can be generated based on the ID's like name of the lessee etc.
LND_135	Reports shall contain the components of calculation.
Property management	
LND_136	Complete History (regarding the number of programs in which property was put for disposal under auction, tender or draw, possession history, mutation history, regarding the cancellation/restoration of the property) is to be maintained.
Survey	
LND_137	Survey reports shall be scanned and stored with a database on crucial parameters;
LND_138	Information of society members and office bearers shall be maintained like Name, Designation, and Date of Joining in the society, Date of leaving the society, Date of joining and leaving the position of office bearers.
LND_139	Name of the society and the name of the institutions that are opened by the society on the allotted land shall be maintained.
LND_140	Disposal cost i.e. cost of land and construction cost shall be maintained. Also initial cost and the cost at the time of disposal for both the land and construction shall be maintained.
Query & reporting	
LND_141	On-line MIS for generating Schemes-wise lists of lease demands, collections, arrears, aging of receivables, list of defaulters, etc.
LND_142	On-line search of any lease/Licensed properties.
LND_143	Redressal of lease query.
LND_144	Miscellaneous MIS reports related to Lease/Licensed properties.
LND_145	Shall have integration with Receivable management and without-standings triggered automatically by the system and recovery letters automated.
LND_146	Management of Lease / Licensed properties.
LND_147	Generation of Rental bills on annual / term basis.
LND_148	Shall be able to generate Term-based Demand collection Register.
LND_149	Shall be able to generate Arrear Register.
LND_150	Shall be able to generate Defaulter Notices.
LND_151	Post accounting entries for billing and receipt from the customers.
LND_152	Shall be able to generate various MIS reports related to Lease / Licensed properties.
LND_153	Accounting for TDS related to properties rentals.

8 Land Management

Major activities of Land Management include acquisition of land and protection of the land from encroachment and taking suitable actions in case of unauthorized constructions.

This Department interacts with Planning, Finance and Accounts, Engineering, Legal, Horticulture and Land Disposal Departments of DDA, and interacts with Government of NCT of Delhi, PWD, MCDs, DMRC/Transport, Trusts, Societies, MoUD, L&B Department and Citizens.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Land Acquisition (Shazra Maps obtained from L&B Department), Payments against Land Acquired, Land & Mutation Record Management, Land Protection and Reporting Unauthorized Construction, Encroachment Management, Damages Assessment and Collection, Geo-referencing of Vacant lands against Encroachment etc., and will include the following features, in addition to General Requirements given in Section-1.

The system is expected to have features of Digital India Land Records Modernization Programme (DILRM) of the Ministry of Rural Development.

8.1 Land acquisition

Requirement Id	Requirement Description
Access	
LNM_1	The system shall be accessible to internal users from different divisions of DDA, as per access roles suggested.
Site selection & approval for acquisition	
LNM_2	The system shall allow users to select site for acquisition from drop-down list / map of locations/ villages etc.
LNM_3	The system shall allow users to trigger approval requisitions for site acquisition to different users / departments.
LNM_4	The system shall allow users to create acquisition proposals and update relevant details like "Khasra" numbers relevant to proposed land to be acquired, village names, boundaries, existing structures (building/ tube wells etc.) etc. Each proposal shall have Unique ID.
LNM_5	The system shall allow users to link SHAJRA maps to 'proposals'.
LNM_6	The system shall have the facility to receive data pertaining to proposals with respect to development like scheme name , objective, current land use, future land use, benefits, etc. prepared by "Planning" and link it to unique proposal ID.
LNM_7	The system shall be able to display information as per the development / layout plans made in the Master Plan based on scheme name .
LNM_8	The system shall allow maintaining a list of villages and khasra numbers, area of each coming under the proposed development / layout plan.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

LNM_9	The system shall provide the facility to overlay Khasra maps on the Master Plan layouts.
LNM_10	The system shall allow users to update status on acquisition progress as well as update issues as and when required.
LNM_11	The system shall allow users to update information based on preliminary surveys.
LNM_12	The system shall have the facility to capture field information based on surveys entered by the users though GPS enabled hand-held devices etc.
LNM_13	The system shall allow categorizing of physical survey information as per requirements.
LNM_14	The system shall allow area-wise maintenance of physical survey observations.
LNM_15	The system shall maintain status of approval of each proposal.
LNM_16	The system shall maintain records of draft notifications issued for approval.
LNM_17	The system shall maintain standard formats for issue of notifications.
LNM_18	System shall capture the status of issue of notifications.
LNM_19	System shall display maps of land areas with the corresponding status of issue of notifications for that area.
LNM_20	The system shall maintain status of approval for each notification.
LNM_21	The system shall capture unapproved notifications with reasons for the same.
LNM_22	The system shall allow web based receipt of objections from general public to notifications issued.
LNM_23	The system shall be able to provide / display Layout wise and if required Khasra wise status of acquisition.
LNM_24	The system shall generate automatic reminders on approvals, which are due with a reason for a delay in receipt of approvals.
LNM_25	The system shall be able to capture comments in the case of approvals not being granted to certain proposals.
LNM_26	The system shall maintain a history of unapproved proposals with comments and reasons for the same.
LNM_27	The system shall generate custom reports to monitor the details of each proposal along with relevant fields like date of approval, approving authority, proposed date of land acquisition, proposed date of works completion, etc.
LNM_28	The system shall allow capture / upload of exchanges of information with Land and Building department / other external stakeholders.
LNM_29	The system shall allow users to attach / link textual information to graphical maps
LNM_30	System shall enable to maintaining Soil Investigation reports & other related reports of the Land acquired
LNM_31	System shall allow select users to view information related to the status of Land Acquisition under progress on the basis of land acquired, total land in proposal, issues related to pending acquisitions, etc.
LNM_32	System shall be able to capture textual information on the reasons of extensions in Land Acquisition dates like legal proceedings, likely dates of acquisition, etc.
LNM_33	The system shall have the facility to capture information related to observations made during the physical survey of land performed during acquisition.
LNM_34	The system shall allow web-based access to acquired and non-acquired land.
LNM_35	The system shall display information on the web for area under DDA for development purposes.
LNM_36	The system shall capture information on compensation paid to land owners and display it on the web.
LNM_37	The system shall maintain, if required, information on future land acquisition plans.
LNM_38	The system shall allow display of gazette notifications on the web.
LNM_39	The system shall allow web-based receipt of objections to notifications issued.
Compensation & payment	
LNM_40	The system shall maintain detailed records of compensation to be paid.
LNM_41	The system shall allow update of announcement of award by LAC(Land Acquisition Collector).
LNM_42	The system shall allow uploading 'demand letter' for enhanced compensation
LNM_43	The system shall enable trigger requisition for approval for enhanced compensation
LNM_44	The system shall maintain records of unresolved compensation cases along with reasons for the same

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

LNM_45	The system shall allow categorization of unresolved compensation cases
LNM_46	The system shall be able to display maps of areas with the categories of unresolved cases in each, in different color codes
LNM_47	The system shall be able to capture the compensation paid by DDA against each land area / plot under relevant heads as defined by DDA
LNM_48	The system shall allow access to finance department to the compensation paid
LNM_49	The system shall have the facility to capture details of acquired area, notifications issued, perceived roadblocks, legal cases if any etc. during handover of land to DDA
LNM_50	The system shall allow online payment of funds to L&B department Gol
Transfer of land for utilization	
LNM_51	The system shall maintain records of transfer of land by Land Management to user departments
Reporting	
LNM_52	The system shall be able to provide a layout wise and if required Khasra wise regularization status with color codes.
LNM_53	The system shall display layout wise and if required Khasra wise cluster view.
LNM_54	The system shall be able to capture city survey number, Khasra number and sheet number.
LNM_55	The system shall be able to generate custom reports based on user defined criteria.
LNM_56	Provide various Reports as per requirements of the Department.

8.2 Protection of acquired land

Requirement Id	Requirement Description
Detection of encroachment	
LNM_57	The system shall allow users to detect encroachment through GIS/ GPS / Geo-spatial technology .
LNM_58	The system shall allow users to update encroachment and related details.
LNM_59	The system shall allow users to trigger approval requisitions for removal of encroachment.
Damages Assessment & Monitoring	
LNM_60	The system shall allow users to calculate damages amount based on details entered.
LNM_61	The system shall allow users to update status of payments received against 'Damages' levied.
LNM_62	The system shall maintain status of payments made against 'Damages' levied
Complaint monitoring	
LNM_63	The system shall allow users to put in complaints regarding encroachment.
LNM_64	The system shall enable users to update status against complaints & query .
LNM_65	The system shall enable monitoring of Complaints and Query until disposal.

8.3 Land record management

Requirement Id	Requirement Description
Land records	
LNM_66	The system shall enable storage of AUTOCAD / scanned maps and link it to Khasra Nos.
LNM_67	The system shall allow users to update various attributes related to land.
LNM_68	The system shall maintain scanned records related to land for easy retrieval and reference.
LNM_69	The system shall allow users to update "jamabandi" records for 23 Nazul estates under DDA.
LNM_70	The system shall allow users to update "mutation" related details for 23 Nazul estates under DDA.

GIS	
LNM_71	The system shall enable storing Geo-referenced 'Shajra' and other maps;
LNM_72	The system shall allow attachment of various attributes related to land on Geo-referenced maps.
LNM_73	The system shall enable easy retrieval of required details/ documents / records from geo-referenced map.

9 Horticulture

The activity of Horticulture department usually covers the plots for which development is being done by DDA and for the green areas identified/ mentioned in Master Plan. The Horticulture department in DDA has Directors (North) and Director (South) at its helm with both of them reporting to the Engineer Member. There are around 11 Horticulture divisions with a significant number of Horticulture staff on the field looking after the development and maintenance of greens. The main functions/activities of Horticulture department are:

- ▶ Preparation and approval of detailed estimates and Technical Sanction
- ▶ Approval for tender and Creation of tender (NIT) document
- ▶ Execution and Monitoring of works
- ▶ E-Tending
- ▶ Technical and Commercial Evaluation
- ▶ Release of LOI and award of work/Contract
- ▶ Generation of bill& payment
- ▶ Preparation and Processing of Running bill
- ▶ Preparation and Processing of Final Bill
- ▶ Release of contractor Payment
- ▶ Issue of Work completion certificate
- ▶ Return of EMD
- ▶ Maintenance activities of greens/parks
- ▶ Maintenance activities of greens/parks as per special request
- ▶ Complaint resolution w.r.t. Green/parks.

This Department interacts with Planning, Finance and Accounts, Landscape, Engineering, and Land Management Departments of DDA, and interacts with Government of NCT of Delhi, MCDs, Trusts, Societies, Law Makers (MPs and MLAs) and Citizens.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Feasibility Study, Project Costing (PE & DE), Tendering and Procurement, Project Execution and Monitoring, preparation of Bills after measurement of work done by Contractor (e.g. e-Measurement Book), Maintenance of

Greens, and Allotment of Parks on lease, Complaints and Monitoring RTIs, etc., and will include the following features, in addition to General Requirements given in Section-1.

The system is expected to have features of GIS based Decision Support System for Landscape Department, and capability to upload scanned Develop Park Design and other Documents on the Website.

Requirement Id	Requirement Description
General	
HOR_1	The system shall be accessible to the internal user and the different divisions of DDA, as per access roles suggested by DDA for horticulture department.
HOR_2	Internal DDA user as per the user role specified by the DDA for various components of <ol style="list-style-type: none"> 1) Chief Engineer 2) Director Horticulture 3) Deputy Director (division) 4) Assistant director 5) Sectional officer
HOR_3	The system shall allow DDA to maintain database of existing and new parks.
HOR_4	The system shall allow to capture the status of Green areas within Delhi for comparison between two time periods.
HOR_5	The system shall allow display location wise status of Green areas within Delhi and facilitate comparisons.
HOR_6	The system shall maintain a record of letters exchanged with Municipal Corporation of Delhi for transfer of parks to them.
HOR_7	The system shall have the facility to maintain records of transfer of parks like Area transferred condition of area at the time of transfer etc.
HOR_8	The system shall allow to capture and maintained the annual action plan of the department with Schemes, Budgets, Number of Trees to be planted and to identify the Trees planted (through numbering).
HOR_9	The system shall have the provision to monitor the progress of the Action Plan and further allow restricted access to users to make changes in the Action Plan.
HOR_10	The system shall maintain details of land available with Horticulture Division as Land taken from Land branch & Land taken from Civil Wing.
HOR_11	The system shall maintain the details of plantations made during the year Division wise, Scheme wise ,Park wise and also records of flower shows,etc.
Preparation and approval of detailed estimates and Technical Sanction	
HOR_12	The system shall have provision to take the PE cost form Engineering Department.
HOR_13	The system shall allow workflow based approval of the Work Packages.
HOR_14	The system shall maintain approval details of PE and status of each project .
HOR_15	The system shall maintain a database of Administrative Approvals and Expenditure Sanction.
HOR_16	The system shall allow preparation of a detailed cost estimate in line of approved PE cost from Engineering department.
HOR_17	The System shall have provision to maintained the items and their description used for preparation of DE.
HOR_18	The System shall have provision to maintain the item's rate used for preparation of DE as defined by Department.
HOR_19	The System shall allow authorized user to update/add/delete the list of items used for preparation of DE as per requirement.
HOR_20	The System shall allow user to prepare the Detailed Estimate for work on the system itself as per predefine items/description/Qty./rate in system itself, format to be defined as per consultation with Department.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

HOR_21	The system shall allow workflow based Technical sanctions approval based on project value as per delegation of power.
HOR_22	The System shall have provision to approve the DE as per delegation of power of authorized user.
HOR_23	The System shall allow authorized user to view the Detailed Estimate (DE) details prior to approve the Detailed Estimate for development of parks/greens.
HOR_24	The System shall have maintained the list of all approved DE for various projects/works.
Approval for tender and Creation of tender (NIT) document	
HOR_25	The system shall maintain standard formats for Notice Inviting Tenders, Tender Documents.
HOR_26	The System shall allow user to prepare the NIT/Tender documents as per approved DE for project/work
HOR_27	The System shall allow user to send the NIT/Tender documents to competent authority for approval.
HOR_28	The System shall have provision to view the NIT/Tender documents by Competent Authority prior to approval of NIT/Tender document.
HOR_29	The System shall have provision to attached details of Technical sanction of DE along with NIT/Tender Documents.
HOR_30	The System shall have provision to mark comments by competent authority on NIT/Tender Documents, if any.
Execution and Monitoring of works and Payment	
HOR_31	The system shall provide the functionality of e-tendering and/or e-procurement.
HOR_32	The system shall be able to seamlessly integrate with third party e-tendering and/or e-procurement engines.
HOR_33	The system shall be able to generate reports as required from the third party e-tendering and/or e-procurement engine.
HOR_34	The system shall capture information for comparison of bids received from various vendors according to pre-defined formats.
HOR_35	The system shall allow access to Finance for scrutiny of the comparatives of tenders.
HOR_36	The System shall capture the status of award of work.
HOR_37	The system shall support user defined reporting formats as per DDA requirements.
HOR_38	The system shall send automatic communication on completion of Project.
HOR_39	The system shall be able to display the areas on which development works are being carried out or have been completed.
HOR_40	The System shall have the facility to maintain financial records such as validity of securities, Earnest Money Deposits, etc. for contractors / agencies.
HOR_41	The system shall be able to display the areas on which works have not been completed within the contract period.
HOR_42	The system shall be able to display development agency and users for plots in the layout with color codes.
HOR_43	The system shall have the provision to capture the change of users for a given land area and maintain the history of change of users.
HOR_44	The system shall have a provision to maintain Inventory / Utilization of Lands.
HOR_45	The system shall allow preparation of actual works expenditure at the end of the work.
HOR_46	The System shall be able to maintain quality control elements.
HOR_47	The System shall have the facility to display Engineers In-charge of various works.
HOR_48	The System shall be able to maintain details of commercial property.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

HOR_49	The system shall have the facility to capture the project plans and proposals submitted by the prospective contractors, if required.
HOR_50	The system shall be able to capture the details of material (other than stipulated for issue) required for completion of work.
HOR_51	The system shall be able to capture the details of labor (other than stipulated for issue) required for completion of work.
HOR_52	The system shall be able to capture the services plan with the status of each.
HOR_53	The System shall allow user to prepare the Justification report for L1, L2..... H2, H1 as per bid.
HOR_54	The System shall have provision to generate the Award of Work letter through system itself as per department format.
HOR_55	The System shall allow user to generate the PG letter, format to be finalized with consultation with Department;
HOR_56	The System shall allow user to generate the Agreement through system itself, format to be finalized with consultation with Department.
HOR_57	The System shall maintained the all Award of Work/PG letter/ Agreement for each project/work.
HOR_58	The System shall allow user to intimate the Contractor/Selected Bidder for project for start the work as per Award of Work.
HOR_59	The System shall maintained the MB for each project/work, format of MB to be finalized with Department.
HOR_60	The System shall maintained the Site Order Book for provision of comments by concerned user, after find any defects while inspection of work as per Award of Work.
HOR_61	The System shall have provision to update test check in MB by concerned user.
HOR_62	The System shall have provision to maintain the MB for each project.
HOR_63	The System shall have provision to prepare the Bill in system itself as per MB and Award of Work, format of bill to be finalized with consultation with Department.
HOR_64	The System shall have provision to maintain the list items along with each project.
HOR_65	The System shall have provision to maintain the each bill details associated with project/work.
HOR_66	The System shall allow user to submit the bill AD (Horticulture) for approval.
HOR_67	The System shall have provision the view the bill details by AD prior to approval.
HOR_68	The System shall allow authorized user to send the bill to Division office for pass and payment.
HOR_69	The System shall have provision to view the bill details by Division officer prior to approval.
HOR_70	The System shall have provision to send the approval to CAO for payment.
HOR_71	The System shall have integration with Account Department
Maintenance activities of greens/parks	
(a) Preparation of estimate as per yard stick for maintenance of Parks/Greens	
HOR_72	System shall have provision to initiate the maintenance work once parks/greens are ready.
HOR_73	System shall have provision to maintain the database of per yard stick for maintenance of greens/parks and their associated rates.
HOR_74	System shall allow user to prepare the estimate as per yard stick for maintenance of Parks/Greens in system itself.
HOR_75	System shall allow user to send the estimate for approval to competent authority
HOR_76	System shall have provision to view the estimate details by competent authority prior to approval of estimate.
HOR_77	System shall have provision to send the intimation for initiation of NIT/Tender to convened authority.
(b) Approval for tender and Creation of tender (NIT) document	
HOR_78	The system shall maintain standard formats for Notice Inviting Tenders, Tender Documents.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

HOR_79	System shall allow user to prepare the NIT/Tender documents as per approved DE for project/work.
HOR_80	System shall allow user to send the NIT/Tender documents to competent authority for approval.
HOR_81	System shall have provision to view the NIT/Tender documents by Competent Authority prior to approval of NIT/Tender document.
HOR_82	System shall have provision to attached details of Technical sanction of DE along with NIT/Tender Documents.
HOR_83	System shall have provision to mark comments by competent authority on NIT/Tender Documents, if any.
(c) Execution and Monitoring of works and Payment	
HOR_84	The system shall provide the functionality of e-tendering and/or e-procurement.
HOR_85	The system shall be able to seamlessly integrate with third party e-tendering and/or e-procurement engines.
HOR_86	The system shall be able to generate reports as required from the third party e-tendering and/or e-procurement engine.
HOR_87	The system shall capture information for comparison of bids received from various vendors according to pre-defined formats.
HOR_88	The system shall allow access to Finance for scrutiny of the comparatives of tenders.
HOR_89	The System shall capture the status of award of work.
HOR_90	The system shall support user defined reporting formats as per DDA requirements.
HOR_91	The system shall send automatic communication on completion of Project.
HOR_92	The system shall be able to display the areas on which development works are being carried out or have been completed.
HOR_93	The System shall have the facility to maintain financial records such as validity of securities, Earnest Money Deposits, etc. for contractors / agencies.
HOR_94	The system shall be able to display the areas on which works have not been completed within the contract period.
HOR_95	The system shall be able to display development agency and users for plots in the layout with color codes.
HOR_96	The system shall have the provision to capture the change of users for a given land area and maintain the history of change of users.
HOR_97	The system shall have a provision to maintain Inventory / Utilization of Lands.
HOR_98	The system shall allow preparation of actual works expenditure at the end of the work.
HOR_99	The System shall be able to maintain quality control elements.
HOR_100	The System shall have the facility to display Engineers In-charge of various works.
HOR_101	The System shall be able to maintain details of commercial property.
HOR_102	The system shall have the facility to capture the project plans and proposals submitted by the prospective contractors, if required.
HOR_103	The system shall be able to capture the details of material (other than stipulated for issue) required for completion of work.
HOR_104	The system shall be able to capture the details of labor (other than stipulated for issue) required for completion of work.
HOR_105	The system shall be able to capture the services plan with the status of each
HOR_106	The System shall allow user to prepare the Justification report for L1, L2..... H2, H1 as per bid.
HOR_107	The System shall have provision to generate the Award of Work letter through system itself as per department format.
HOR_108	The System shall allow user to generate the PG letter, format to be finalized with consultation with Department.
HOR_109	The System shall allow user to generate the Agreement through system itself, format to be finalized with consultation with Department.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

HOR_110	The System shall maintain the all Award of Work/PG letter/ Agreement for each project/work.
HOR_111	The System shall allow user to intimate the Contractor/Selected Bidder for project for start the work as per Award of Work.
HOR_112	The System shall maintained the MB for each project/work, format of MB to be finalized with Department.
HOR_113	The System shall maintained the Site Order Book for provision of comments by concerned user, after find any defects while inspection of work as per Award of Work.
HOR_114	The System shall have provision to update test check in MB by concerned user.
HOR_115	The System shall have provision to maintain the MB for each project.
HOR_116	The System shall have provision to prepare the Bill in system itself as per MB and Award of Work, format of bill to be finalized with consultation with Department.
HOR_117	The System shall have provision to maintain the list items along with each project.
HOR_118	The System shall have provision to maintain the each bill details associated with project/work.
HOR_119	The System shall allow user to submit the bill to AD (Horticulture) for approval.
HOR_120	The System shall have provision the view the bill details by AD prior to approval.
HOR_121	The System shall allow authorized user to send the bill to Division office for pass and payment.
HOR_122	The System shall have provision to view the bill details by Division officer prior to approval
HOR_123	The System shall have provision to send the approved to CAO for payment.
HOR_124	The System shall have integration with Account Department.
Maintenance of Horticulture Works (Special Request/Direction)	
(a) Preparation of estimate as per yard stick for maintenance of Parks/Greens	
HOR_125	System shall have provision to initiate the Preparation of estimate for Upgradation/Redevelopment/beautification/Renovation etc.
HOR_126	System shall have provision to maintained the database for maintenance of greens/parks and their associated rates for Upgradation/ Redevelopment/ beautification/ Renovation etc.
HOR_127	System shall allow user to prepare the estimate for maintenance of Parks/Greens in system itself.
HOR_128	System shall allow user to send the estimate for approval to competent authority.
HOR_129	System shall have provision to view the estimate details by competent authority prior to approval of estimate.
HOR_130	System shall have provision to send the intimation for initiation of NIT/Tender to convened authority.
(b) Approval for tender and Creation of tender (NIT) document	
HOR_131	System shall maintain standard formats for Notice Inviting Tenders, Tender Documents.
HOR_132	System shall allow user to prepare the NIT/Tender documents as per approved DE for project/work.
HOR_133	System shall allow user to send the NIT/Tender documents to competent authority for approval.
HOR_134	System shall have provision to view the NIT/Tender documents by Competent Authority prior to approval of NIT/Tender document.
HOR_135	System shall have provision to attached details of Technical sanction of DE along with NIT/Tender Documents.
HOR_136	System shall have provision to mark comments by competent authority on NIT/Tender Documents, if any.
(c) Execution and Monitoring of works and Payment	
HOR_137	The system shall provide the functionality of e-tendering and/or e-procurement.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

HOR_138	The system shall be able to seamlessly integrate with third party e-tendering and/or e-procurement engines.
HOR_139	The system shall be able to generate reports as required from the third party e-tendering and/or e-procurement engine.
HOR_140	The system shall capture information for comparison of bids received from various vendors according to pre-defined formats.
HOR_141	The system shall allow access to Finance for scrutiny of the comparatives of tenders.
HOR_142	The system shall capture the status of award of work.
HOR_143	The system shall support user defined reporting formats as per DDA requirements.
HOR_144	The system shall send automatic communication on completion of Project.
HOR_145	The system shall be able to display the areas on which development works are being carried out or have been completed.
HOR_146	The System shall have the facility to maintain financial records such as validity of securities, Earnest Money Deposits, etc. for contractors / agencies.
HOR_147	The system shall be able to display the areas on which works have not been completed within the contract period.
HOR_148	The system shall be able to display development agency and users for plots in the layout with color codes.
HOR_149	The system shall have the provision to capture the change of users for a given land area and maintain the history of change of users
HOR_150	The system shall have a provision to maintain Inventory / Utilization of Lands.
HOR_151	The system shall allow preparation of actual works expenditure at the end of the work.
HOR_152	The System shall be able to maintain quality control elements.
HOR_153	The System shall have the facility to display Engineers In-charge of various works.
HOR_154	The System shall be able to maintain details of commercial property.
HOR_155	The system shall have the facility to capture the project plans and proposals submitted by the prospective contractors, if required.
HOR_156	The system shall be able to capture the details of material (other than stipulated for issue) required for completion of work.
HOR_157	The system shall be able to capture the details of labor (other than stipulated for issue) required for completion of work.
HOR_158	The system shall be able to capture the services plan with the status of each.
HOR_159	System shall allow user to prepare the Justification report for L1, L2..... H2, H1 as per bid.
HOR_160	System shall have provision to generate the Award of Work letter through system itself as per department format.
HOR_161	System shall allow user to generate the PG letter, format to be finalized with consultation with Department.
HOR_162	System shall allow user to generate the Agreement through system itself, format to be finalized with consultation with Department.
HOR_163	System shall maintained the all Award of Work/PG letter/ Agreement for each project/work.
HOR_164	System shall allow user to intimate the Contractor/Selected Bidder for project for start the work as per Award of Work.
HOR_165	System shall maintained the MB for each project/work, format of MB to be finalized with department.
HOR_166	System shall maintained the Site Order Book for provision of comments by concerned user, after find any defects while inspection of work as per Award of Work.
HOR_167	System shall have provision to update test check in MB by concerned user.
HOR_168	System shall have provision to maintain the MB for each project.
HOR_169	System shall have provision to prepare the Bill in system itself as per MB and Award of Work, format of bill to be finalized with consultation with Department.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

HOR_170	System shall have provision to maintain the list items along with each project
HOR_171	System shall have provision to maintain the each bill details associated with project/work.
HOR_172	System shall allow user to submit the bill AD (Horticulture) for approval.
HOR_173	System shall have provision the view the bill details by AD prior to approval.
HOR_174	System shall allow authorised user to send the bill to Division office for pass and payment.
HOR_175	System shall have provision to view the bill details by Division officer prior to approval.
HOR_176	System shall have provision to send the approved to CAO for payment.
HOR_177	System shall have integration with Account Department.
Complaint Management System	
HOR_178	System shall have provision to submit online complaint without username and password , through SAMASYA NIDAANSEWA of DDA;
HOR_179	System shall allow department to enter the complaint details in the system which are received manually.
HOR_180	Form details for complaint system to be finalized with consultation with Department.
HOR_181	System shall have provision to maintain the complaint details.
HOR_182	System shall have provision to send complaint to the concerned AD (Horticulture) as defined in the system.
HOR_183	System shall be able to track the time taken to respond to Complaints. System shall escalate complaint to Higher Authority, if it is not responded within stipulated time frame.
HOR_184	System shall allow user to update factual status of compliant after visiting the parks/green, for which complaint registered.
HOR_185	System shall have provision mark the complaint status/report to Dy. Dir / Dir for his view.
HOR_186	System shall have provision to view the complaint status/report by Dy. Dir / Dir prior to further action.
HOR_187	System shall be able to search for the similar complaint from the previous records.
HOR_188	System shall allow requestor to check status of the complaints.
HOR_189	System shall have one of the following indicative status for complaints: submitted, pending, assigned, resolved, closed.
HOR_190	System shall allow authorized officer to post the response of complaints on department's website.
HOR_191	System shall have provision to maintain the complaint details along with reply.
HOR_192	System shall allow requestor to escalate the process if required.
HOR_193	System shall allow to generate periodic reports capturing details of information requestors, information requested, information provided etc.
HOR_194	System shall allow authorized officers to update the information related to Complaints on website.
HOR_195	System shall maintain log of information updated on the website.
MIS	
HOR_196	<p>The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include:</p> <ul style="list-style-type: none"> • Progress report (Plantation) • Work Progress report • Monitoring works- pre-construction stage for works (through contracts) • Monitoring of works costing more than Rs. 50,000/- • Maintaining of green areas • Lands status report

	<ul style="list-style-type: none"> • Monitoring of works on plantation Monthly • Monitoring of court cases • Monitoring sheet important target/ action points during the month
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

10 Landscape

The mega process 'Landscape' is undertaken by the Landscape Department, and the main activity of the department is to prepare plans for development of the 'Green areas' identified in the Master Plan. The Department prepares the landscape plans based on the zonal plans or layout plans prepared by the 'Planning' Department. This Department also undertakes other activities such as:

- ▶ Adoption of Parks,
- ▶ State Naming Authority
- ▶ NCR Board – Environmental Activities
- ▶ Technical Advisory Group – Yamuna River Front
- ▶ Portal on Greening
- ▶ Guidelines of Zoo Authority to be incorporated in district parks at Hauz Khas and DDA Parks
- ▶ Art Works and exhibits in open areas / parks
- ▶ Ridge Management Board: GNTD Forest Department Reserved and protected Forests.

This Department interacts with Planning, Horticulture, Engineering, Finance and Accounts, and Land Management Departments of DDA, and interacts with Government of NCT of Delhi, MCDs, PWD, RWAs, Trusts, Societies, Law Makers (MPs and MLAs) and Citizens.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Project Initiation, Land ownership and Use Verification, Site Investigation, Preparation and Approval of Landscape Plan, Issuance of Landscape Plan Drawings etc., and will include the following features, in addition to General Requirements given in Section-1.

The system is expected to have features of GIS based Decision Support System for Landscape Department, and capability to upload scanned Develop Park Design and other Documents on the Website.

10.1 Issuance of landscape plans

Requirement Id	Requirement Description
Access	
LSP_1	The system shall be accessible to internal users from different divisions of DDA, as per access roles suggested.
Requisition for developing landscape plan	

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

LSP_2	The system shall allow external users to submit request for 'green area' development.
LSP_3	The system shall enable a workflow based system for taking action on user request.
LSP_4	The system shall give an option to notify designated users upon approval on / proposed initiation of landscape plan preparation.
LSP_5	The system shall provide functionality for internal users to update status of user request.
LSP_6	The system notify users through e-mails/SMS/WhatsApp etc. if required.
Preparation of landscape plan	
LSP_7	The system shall enable internal users to view / download/ save latest updated versions of master plans, zonal plans and layout plans as well as all relevant documents/ details, minutes of meetings, notifications etc.
LSP_8	The system shall allow users to interact with other internal departments like Planning/ Engineering/ Land Management and Horticulture etc. for required inputs.
LSP_9	The system shall allow the user to view Master Plan / Zonal Plans / Layout Plans/ Area Plans and related land information (like site survey / encroachments/ temporary allotments etc.) and overlay the said information.
Modifications to landscape plan	
LSP_10	The system shall allow internal / external users to submit requests for modification/ upgradation/ provision of facilities for green areas view the landscape plan (which is to be modified).
LSP_11	The system shall allow the user to suggest modifications in the landscape plan.
LSP_12	The system shall maintain earlier versions of the plan (and allow their re-development).
Approval of landscape plan	
LSP_13	Workflow based approval system for approval on landscape plans as per common procedure.
LSP_14	Integration of AUTOCAD, MS-Photoshop, MS-Office, Curl 3D, Adobe Reader and Google Earth, Bhuvan Maps etc., with workflow to facilitate easy reference to maps / plans.
LSP_15	Capability to create and maintain document/ drawing repository with appropriate versioning.
LSP_16	Capability to track all amendments made to drawings.
LSP_17	The system shall allow users to link or create minutes of meeting, approvals etc. to relevant drawings / projects.
LSP_18	The system shall also enable uploading scanned copies of approved / stamped drawings along with process of digital approval.
LSP_19	The system shall allow Planning, Engineering & Horticulture department to send the drawings or to enable to view the user of Planning, Engineering & Horticulture Department.
LSP_20	The system shall allow the user to drill down from the master plan to zonal plan to area plan / layout plan to plan of any specific project scheme.
LSP_21	The system shall allow the user to view the status of a particular project.
LSP_22	The system shall allow the user to view specific drawings / site information / site survey in 3D.

11 Commissioner-Cum-Secretary

Commissioner-cum-Secretary has 12 different sections/branches as follows: -

Printing & Press Section, Staff Quarter Section, Nazarat Department, Parliament and Coordination Cell, Meeting Cell, Central Dairy, Hindi cell, Security Wing, Fire Section, Automobile Section and RTI section.

All these sections perform different work and functions.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

11.1 Nazarat Cell

Nazarat Department provides services and controls for procurement and issue of stationery items, procurement of livery items (Uniform), procurement of furniture, allotment of office space and accommodation, issue of Petrol (monthly bill) and Duplicating machine, Photocopy machine, computer inks. The Nazarat department provides all the above mentioned services to various user departments. Nazarat department consolidate the requirements on the regular intervals, and procurement of the items is done mainly through Government controlled Stores/ State Emporium or at D.G.S. & D. Rates.

The main functions/Activities of the Nazarat Cell are:

- ▶ Procurement of Office items i.e. Furniture, stationary, Photocopy machines, uniforms
- ▶ Issue of Office Item I.e. Furniture, stationary, Photocopy machines, uniforms

Requirement Id	Requirement Description
Procurement of Office items i.e. Furniture, stationary, uniforms	
NAZ_1	System shall have provision to take request for office items i.e. Furniture, Stationery, uniform.
NAZ_2	System shall allow departmental user to view the inventory of procured items before raising the request for issues of office items.
NAZ_3	System shall have maintained the inventory of office item already procured by Nazarat Cell.
NAZ_4	System shall have provision to update the inventory of office items, once procured by Department.
NAZ_5	System shall have provision to consolidate the requirement raised by various user Departments of DDA.
NAZ_6	System shall have provision to check the requirement with inventory list in the system itself.
NAZ_7	If, required item are already procured, system shall have provision to issues the items to the user department and update the inventory list automated.
NAZ_8	If, required items are not available in stock, system shall have provision to take the decision for procurement in system itself.
NAZ_9	System shall have provision to prepare the proposal for procurement of items as per current market prices available in the system as well as on the rates provided by the Government stores/agencies.
NAZ_10	System shall have provision to send the proposal to Commissioner-cum-Secretary, FM and VC for approval of procurement of items.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

NAZ_11	System shall have provision to view the proposal by Commissioner-cum-Secretary, FM and VC prior to approval for procurement of items.
NAZ_12	System shall allow Commissioner to submit the approved proposal to FM/VC for their approval.
NAZ_13	System shall have provision to view the proposal by FM/VC prior to approval.
NAZ_14	System shall have provision to approval the proposal submitted by Commissioner, intimation to be send to Director Nazarat for procurement of items.
NAZ_15	System shall maintain standard formats for Notice Inviting Tenders, Tender Documents.
NAZ_16	System shall allow user to prepare the NIT/Tender documents as per approved proposal for procurement of office items.
NAZ_17	System shall allow user to send the NIT/Tender documents to competent authority for approval.
NAZ_18	System shall have provision to view the NIT/Tender documents by Competent Authority prior to approval of NIT/Tender document.
NAZ_19	System shall have provision to attach approved proposal along with NIT/Tender Documents.
NAZ_20	System shall have provision to mark comments by competent authority on NIT/Tender Documents, if any.
NAZ_21	System shall provide the functionality of e-tendering and/or e-procurement.
NAZ_22	System shall be able to seamlessly integrate with third party e-tendering and/or e-procurement engines.
NAZ_23	The system shall be able to generate reports as required from the third party e-tendering and/or e-procurement engine.
NAZ_24	System shall capture information for comparison of bids received from various vendors according to pre-defined formats.
NAZ_25	System shall allow access to Finance for scrutiny of the comparatives of tenders.
NAZ_26	System shall have provision to prepare the comparative statement as per various bid received.
NAZ_27	System shall have provision to send the comparative statement for approval to competent authority.
NAZ_28	System shall have provision to approve the file by competent, but have provision to view the comparative statement prior to approval.
NAZ_29	System shall have provision to approve the file by FM for financial Sanction.
NAZ_30	System shall capture the status of award of work.
NAZ_31	System shall support user defined reporting formats as per DDA requirements.
NAZ_32	System shall have provision to generate the Work Order through system itself to L1 as per Department format.
NAZ_33	System shall have the facility to maintain financial records such as validity of securities, Earnest Money Deposits, etc. for contractors / agencies.
Issue of Office Item i.e. Furniture, stationary, uniforms	
NAZ_34	System shall have a provision to maintain Inventory of office items and shall have visible to user department of DDA.
NAZ_35	System shall allow preparation of actual expenditure at the end of the procurement.
NAZ_36	Once procurement is done as per W.O., System shall allow user to update the inventory list.
NAZ_37	System shall allow user to intimate the requisite user for issuance of items as per request.
NAZ_38	System shall have provision to update the inventory after issuance of items to User Department.
NAZ_39	System shall have provision to send the bill to CAO (Account/Finance Department) as per W.O. to agency for payment.
NAZ_40	System shall have provision to integration with Account/Finance Department.
MIS	
NAZ_41	System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, SMS, WhatsApp or Dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include: <ul style="list-style-type: none"> • Inventory Report • W.O. wise details • Officer/Official wise Non-Consumable items provided

11.2 Staff Quarter Cell

Staff Quarter branch deals with Allotment / Change/ Mutual Exchange/ Cancellation/ Retention for temporary allotment of Staff Quarter as per request of employees. This branch invites application forms for the employees, & thereafter the Staff Quarters are being allotted as per vacancy reports received from the concerned maintenance divisions on seniority basis in respect of category. This office also issues letters for recovery of License Fee as well as market rent etc. to concerned DDOs of the allottees. Cases are processed for eviction proceeding in respect of unauthorized occupants i.e. overstay beyond permissible period in case of cancellation, death and retirement.

The main activities/functions of Staff Quarter Cell are:

- ▶ Allotment of Staff Quarters
- ▶ Temporary allotment
- ▶ Change of allotment
- ▶ Retention of staff quarter
- ▶ Mutual exchange of staff quarter

Requirement Id	Requirement Description
General Requirement	
SQT_1	System shall have provision to maintain the master database of staff quarter along with their category/type, location address.
SQT_2	System shall maintain the application form for allotment of quarter/temporary allotment/change of allotment/retention of staff quarter/mutual exchange of staff quarter, form to finalize with consultation of DDA.
SQT_3	System shall have provision to maintain the list of seniority of DDA staff along with their Basic pay.
SQT_4	System shall have provision to maintain Allotment Committee member list.
SQT_5	System shall have provision to maintain the record of vacancy of staff quarters.
SQT_6	System shall have provision to maintain the Allotment Roster Register.
SQT_7	System shall have provision to maintain the Allotment List record.
SQT_8	System shall have provision to forward the "No Dues letter" from the concerned department to the staff Quarter section with the enclosures like Electric Bill, Water Bill etc.
SQT_9	System shall have provision to prepare the vacancy record Location wise and Floor wise.
SQT_10	System shall have provision to maintain the money receipt information from the Cashier (main)
SQT_11	System shall have provision to automated HRA deduction from the employee's salary through DDO.
Allotment of Staff Quarter	
SQT_12	System shall have provision to fill the online application form for allotment of Staff quarter by DDA employee, details of the application form to be finalized with consultation with DDA.
SQT_13	System shall have provision to enter the form details for allotment of Staff quarter by DDA employee, for which application manually received.
SQT_14	The Allotment application number shall be auto generated.
SQT_15	Allotment application details register, having all the employee details, shall be maintained.
SQT_16	Allotment application numbers shall be sorted by seniority wise.
SQT_17	Allotment Roster Register needs to be maintained.
SQT_18	System shall have provision to verify the application form by DDO concerns.
SQT_19	System shall have provision to send the intimation to applicant, if any information is missing or not verified.
SQT_20	System shall have provision to send the revised approval to DDO concerns for vetting.
SQT_21	System shall have provision to maintain all relevant information from application form.
SQT_22	System shall have provision to maintain the seniority list.
SQT_23	System shall have provision to generate the allotment of staff quarter to staff as per availability of vacant staff quarter and seniority list by system itself.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

SQT_24	System shall have provision to upload the allotment of staff Quarter list at DDA website.
SQT_25	System shall have provision to generate and issuance of Allotment letter to DDA staff as per approval of SOAC.
SQT_26	System shall have provision to issue possession slip by concerned Divisional Officer to Staff.
SQT_27	System shall have provision to issue letter to DDO concern for recovery of HRA & Lease Fee for allotted quarter on receipt of possession letter.
SQT_28	HRA deduction shall be automated from the employee's salary through DDO.
Mutual exchange of staff quarter	
SQT_29	System shall allow staff to fill request form for exchange the flat.
SQT_30	System shall have provision to display the list of staff request for exchange the flat.
SQT_31	System shall have provision to raise a request for desired staff quarter as per the list available for exchange the flats.
SQT_32	Once two staff are conveyance for exchange the flat in the system itself, system shall have provision to fill the prescribed Performa by both the parties.
SQT_33	System shall have provision to send the request form for exchange to VC for approval.
SQT_34	System shall have provision to view the request from both the parties for exchange the flats by VC prior to approval the exchange the flats.
Change of Allotment	
SQT_35	System shall have provision to fill the online application form for Change of Staff quarter by DDA employee, details of the application form to be finalized in consultation with DDA.
SQT_36	System shall have provision to enter the form details for change of Staff quarter by DDA employee, for which application manually received.
SQT_37	Application Number for change of staff quarter shall be auto generated.
SQT_38	Change application number shall be sorted by seniority wise.
SQT_39	System shall have provision to verify the change application form by DDO concerns.
SQT_40	System shall have provision to send the intimation to applicant, if any information is missing or not verified.
SQT_41	System shall have provision to send the revised approval to DDO concerns for vetting.
SQT_42	System shall have provision to maintain all relevant information for change application form.
SQT_43	System shall have provision to maintain the seniority list.
SQT_44	System shall have provision to generate the change of allotment of staff quarter to staff as per availability of vacant staff quarter and seniority list by system itself.
SQT_45	System shall have provision to upload the change of staff Quarter list at DDA website.
SQT_46	System shall have provision to generate and issuance of Allotment letter for Change of quarter to DDA staff as per approval of SOAC.
SQT_47	System shall have provision to issue possession slip by concerned Divisional Officer to Staff.
SQT_48	System shall have provision to issue letter to DDO concern for recovery of HRA & Lease Fee for allotted change quarter on receipt of possession letter.
SQT_49	HRA deduction shall be automated from the employee's salary through DDO.
Retention of Staff Quarter	
SQT_50	System shall have provision to fill the online application form for Retention of Staff quarter by DDA employee, details of the application form to be finalized with consultation with DDA.
SQT_51	System shall have provision to enter the form details for Retention of Staff quarter by DDA employee, for which application manually received.
SQT_52	Application Number for Retention of staff quarter shall be auto generated.
SQT_53	System shall have provision to verify the retention application form by DDO concerns.
SQT_54	System shall have provision to send the intimation to applicant, if any information is missing or not verified.
SQT_55	System shall have provision to send the revised approval to DDO concerns for vetting.
SQT_56	System shall have provision to maintain all relevant information for retention application form for staff quarter.
SQT_57	System shall have provision of maintained the retention case details.
SQT_58	System shall have provision to send file for obtaining the order from the competent authority for the retention of Staff Quarter.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

SQT_59	System shall have provision to calculate the license fee automatically.
SQT_60	System shall have provision to update the retention order list for website for depositing the License Fee to the Head Cashier (DDA).
SQT_61	System shall have provision to generate the retention letter to retiree/legal hire of deceased.
SQT_62	System shall have provision to send a copy of retention letter to concerned maintenance Divisional Officer for information.
SQT_63	System shall have provision to intimate to concerned maintenance Divisional Officer/ retiree/legal hire of deceased for completion of retention period prior to 10-15 days.
SQT_64	System shall have provision to update the status of NOC for Water & Electric Bill by concerned Divisional Officer.
SQT_65	System shall have provision to issue the vacancy report to the concerned department.
SQT_66	If the retiree doesn't vacate the Staff Quarter after permissible retention period, system shall have provision to automate recover/charge the market rent from the pensioner benefits for overstayed period, besides eviction proceeding against the allottee /legal heir of the deceased employee.
SQT_67	System shall have provision to automate calculate the License Fee, which will be recovered by DDA from retired officer/legal hire of staff as per guidelines of DDA.
SQT_68	In death case of allottee, system shall have provision to automate calculate the license fee for one year, which need to be paid by his legal heir.
Temporary Allotment	
SQT_69	System shall have provision to fill the online application form for temporary allotment of Staff quarter by DDA employee, details of the application form to be finalized with consultation with DDA.
SQT_70	Application number for Temporary allotment of staff quarter shall be auto generated.
SQT_71	System shall have provision to check the availability of staff quarter for temporary allotment as per location wise & Date wise subject to availability of staff quarter.
SQT_72	System shall have provision to approve the application based to requirement and availability.
SQT_73	System shall have provision to get intimation from cash main for depositing money for temporary booking in advance as per prescribed rate by requester.
SQT_74	After intimate of payment by cash main, system shall have provision to issue an allotment letter for temporary allotment.
SQT_75	Vacancy record shall be prepared Location wise and Floor wise.
SQT_76	Status for the Issue of Temporary Allotment letter shall be maintained.
SQT_77	Money receipt information from the Cashier main shall be maintained.
MIS	
SQT_78	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include (on fly): <ul style="list-style-type: none"> ● Vacant Quarter List ● Allotment List ● Temporary Allotment etc.

11.3 Meeting Cell

The main activity of Meeting cell at DDA is to fix authority and advisory council meetings and send the agenda of the meeting to the respective members of the authority and advisory council. Agenda is prepared after the items of reference are received from the various departments of DDA. Once agenda item is approved by Hon'ble LG (DDA), a meeting is called for briefing on the points mentioned on the agenda. Depending on the decision taken at the meeting, the same is confirmed in the next meeting.

The main function/activities of Meeting Cell are:

- ▶ Consolidation of agenda for the meeting
- ▶ Scheduling of Authority and advisory meetings
- ▶ Distribution and storage of MOMs& Resolutions/Index

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

Requirement Id	Requirement Description
Consolidation of agenda for the meeting	
MET_1	System shall have provision to submit online meeting agenda with username and password from different departments.
MET_2	System shall allow department to enter the meeting agenda in the system which are received manually.
MET_3	System shall have provision to consolidated meeting agenda received from different DDA departments.
MET_4	System shall maintain the list of old meeting agenda items department wise.
MET_5	System shall have provision to send the meeting agenda to Hon'ble LG for approval.
MET_6	System shall allow Hon'ble LG to approve the meeting agenda.
Scheduling of Authority and advisory meetings	
MET_7	System shall have provision to send the meeting notice to all Authority Members and special invitees along with agenda.
MET_8	System shall have provision to submit online add-on agenda, after sending the main agenda received from different DDA Departments.
MET_9	System shall have provision to send the add-on agenda items to Authority Members and special invitees, after the main agenda is sent.
MET_10	System shall have provision to submit more add-on agenda, after sending the add-on agenda received from different DDA Departments.
MET_11	System shall have provision to send more add-on agenda items to Authority Members and special invitees, after send the add-on agenda.
MET_12	System shall have provision to brief the meeting agenda items to Authority Members and Special Invitees, 3 days before the meeting.
MET_13	System shall have provision to upload the attendance of the present Members in the system itself.
MET_14	System shall have provision to draft the Minutes of Meeting (MoM) in the system itself.
MET_15	System shall allow user to send the MoM to LG for approval.
Distribution and storage of MOMs	
MET_16	System shall provision upload and send the approved MoM to the Members for the information of the Authority Members.
MET_17	System shall have provision to maintain the meeting agenda along with their resolution of each meeting along with date and Member.
MET_18	System shall have provision to add approved MoM as first item of index of agenda of next meeting.
MET_19	System shall have provision to retrieve the Meeting agenda and their resolution as required by Department.
MIS	
MET_20	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, WhatsApp or Dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include: <ul style="list-style-type: none"> ● Meeting Reports

11.4 RTI Cell

Right to Information (RTI) Act, is a process to provide information of DDA on request. The basic work of RTI counter is to provide instruction for filling form and collects it then distributes form to concern department head. The concerned department solves the problem and directly communicates to the respective applicant.

The main function/activities of RTI Cell are:

- ▶ Receipt of and reply to RTI Applications
- ▶ Receipt of and reply to RTI Appeal

This Module shall features of the Web-enabled Workflow-based RTI Appeal (Complaint) Information & Monitoring System (CIC Online) (<http://www.cic.gov.in>).

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

Requirement Id	Requirement Description
Receipt of and reply to RTI Applications	
RTI_1	System shall have provision to submit Aadhaar enabled online RTI application on department's website.
RTI_2	System shall allow department to enter the RTI applications in the system which are received manually.
RTI_3	System shall have provision to maintain the Form-A details.
RTI_4	System shall send RTI query to the PIO as defined in the system.
RTI_5	System shall be able to track the time taken to respond to RTI query. System shall escalate query if it is not responded within stipulated time frame.
RTI_6	System shall allow PIO to allocate the query to concerned officer.
RTI_7	System shall be able to search for the similar RTI queries from the previous records.
RTI_8	System shall allow requestor to check status of the RTI query.
RTI_9	System shall have one of the following indicative status for RTI query: submitted, pending, assigned, resolved, closed/ replied.
RTI_10	System shall allow authorized officer to post the response of RTI query on department's website.
RTI_11	System shall have provision to maintain the RTI receipt details.
RTI_12	System shall accept fees for the RTI query.
RTI_13	System shall evoke accounts module post submission of fees.
RTI_14	System shall allow requestor to escalate the process if required.
RTI_15	System shall allow to generate periodic reports capturing details of information requestors, information requested, information provided etc.
RTI_16	System shall allow authorized officers to update the information related to RTI on website.
RTI_17	System shall maintain log of information updated on the website.
RTI_18	System shall have provision to provide online approvals to the RTI information.
Receipt of and reply to RTI Appeal	
RTI_19	System shall allow department to enter the RTI appeal in the system which are received manually.
RTI_20	System shall send RTI appeal to the Appellate Authority as defined in the system.
RTI_21	System shall allow user to escalate the appeal to Appellate Authority.
RTI_22	Capability to send reminder to Appellate Authority for pending RTI appeal.
RTI_23	System shall allow appellant to check status of the RTI appeal.
RTI_24	System shall allow authorized officers to update the information related to RTI appeal on website.
RTI_25	System shall maintain log of information updated on the website.
MIS	
RTI_26	<p>The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, WhatsApp or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include:</p> <ul style="list-style-type: none"> • Report of time performance on queries • Snapshot to queries and their current status • Snapshot to appeal and their current status • Number of queries resolved by PIO • Number of queries resolved by Appellate authority

11.5 Parliament & Coordination (P&C) Cell

Parliament and Coordination cell in DDA receives questions sent by the Ministry of Urban Development (MOUD). It forwards these questions to the concerned Department and specifies the time under which these Departments have to reply. Coordination cell prepares annual administration report of DDA every year, which is presented before both the Houses of Parliament. In addition to

this, monthly progress report of various Departments of DDA is also prepared every month and sent to the Ministry.

The main functions/activities of the P&C Cell are:

- ▶ Receipt and delegation of question
- ▶ Submission of reply by concerned Department
- ▶ Preparation of Annual Administration report

Requirement Id	Requirement Description
Receipt and delegation of question	
PnC_1	System shall have provision to submit online Question/Assurance with username and password on department's website from MoUD/different Ministries/Delhi Assembly.
PnC_2	System shall allow department to enter the Question/Assurance in the system which are received manually from MoUD/different Ministries/Delhi Assembly.
PnC_3	System shall have provision to send question/assurance to concerned Department.
PnC_4	System shall have provision to specifies the time under which concerned department have to reply.
PnC_5	Ability to maintain a database for Ministries/Assembly who are sending the Question/Assurance.
PnC_6	Ability to maintain a database of concerned departments.
PnC_7	System shall have provision to store and retrieval of Question/Assurance send by different ministry/assembly.
PnC_8	System shall have provision to send the reminder to concern department to send reply back to P&C Cell.
PnC_9	System shall have provision to send the approved replies to the concerned Ministry from where questions are received through Email / WhatsApp by system itself.
Submission of reply by concerned Department	
PnC_10	System shall allow concerned department's user to send to reply to VC for approval.
PnC_11	System shall allow VC to approval the reply send by concern department in the system itself.
PnC_12	System shall have provision to send the approved reply to P&C cell.
PnC_13	System shall have provision to maintain the question/assurance and their reply.
Preparation of Annual Administration Report	
PnC_14	System shall have provision to generate Annual Administration Report of DDA every year after obtaining the progress from various department of DDA.
PnC_15	System shall have provision to send these AAR of DDA to LG for approval through mail.
PnC_16	System shall have maintain the all AAR report of DDA.
PnC_17	System shall have provision to generate other report also as and when desired by DDA.
MIS	
PnC_18	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, WhatsApp or dashboard, or access by the designated user.

11.6 Public Relation Cell

Public Relation Department basically handles all the interactions with the general public. It handles various public relation activities like procurement and dissemination of information on various activities of DDA maintain media relation, receipt & dispatch counters, reception etc. The Public Relations department has various sub departments like R & D, PR, and Publicity, photo section, reception etc. The Library system is also taken care of by Public Relation department.

The main function/activities of Public Relation Cell are:

- ▶ Making various arrangements at the reception for the better interaction with the public and thus improving the image of the organization.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

- ▶ Interaction with various government organizations.
- ▶ The activities of PR have been further subdivided in DDA from the work distribution point of view into two parts:
 - Activities pertaining relation.
 - Activities pertaining to publicity.

Requirement Id	Requirement Description
Publicity	
PRC_1	System shall maintain the record of Advertisements with scanned format.
PRC_2	System shall generate the report for advertisement Date, Subject & Department wise.
PRC_3	System shall maintain record of various meetings with respect to Naming request, Cultural Programs, and Functions of DDA etc.
PRC_4	System shall maintain the updated information about the Correspondents/ reporters/Editors.
PRC_5	System shall maintain the record of all Employees' Intra Department Transfer.
PRC_6	System shall maintain the DDA Achievement records updated information of all the department of DDA.
PRC_7	System shall keep track of all kinds of information on Website. Publicity Department must be intimated and updated.
PRC_8	System shall share the new relevant information from all Departments.
PRC_9	System shall maintain the audit information.
PRC_10	System shall maintain Agency Detail Information.
PRC_11	System shall maintain Department details & News Paper Details. Suggestion Details shall be maintained.
PRC_12	The system shall allow advance information to be shared with internal department for advertisements released by DDA from time to time.
PRC_13	The system shall maintain a database of all releases date wise department and subject wise issued by the Public Relation department with access to internal departments.
PRC_14	The system shall maintain a database of all notifications issued by DDA to the general public
Reception – Similar to MHA System Gate Pass available in various Government Building	
PRC_15	System shall generate Gate pass slips reports for visitors.
PRC_16	System shall be able to check whether the visit is private or official purpose.
PRC_17	System shall auto generated serial No. on the Gate Pass Slip.
PRC_18	System shall maintain all Extension Numbers of the DDA employees.
PRC_19	System shall maintain Name of the visitor, captured Photograph , Full Address, Name & Designation of the officer to be visited, Time of Visit, & Pass No.
PRC_20	System shall generate reports of visitor's list & the persons to be visited, Department wise, Officer wise.
PRC_21	System shall update the visitor's record with the signature of the person visited.
PRC_22	System shall alert online communication to the Officer-to-be visited through email/WhatsApp etc.;
Receipt & dispatch	
PRC_23	System shall generate Dispatch Number automatically.
PRC_24	System shall allow Contents of enclosures to update.
PRC_25	System shall allow to get the current, previous and specific status of the application.
PRC_26	System shall allow file tracking as per department wise and officers wise.
PRC_27	System shall Remind for pending application.
PRC_28	System shall maintain file record into database along with the receipt detail.
PRC_29	System shall allow The officer of PR department to see application and files on priority basis, pending files reopened files and shall have privilege to set the priority.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

PRC_30	The system shall also ensure that the letters received at the computerized R & D system, which are being sent to all the HODs under a scroll, are also monitored through the system instead of being monitored only at the HODs level in their respective departments. The status of their disposal shall also be reflected at the R & D counter.
PRC_31	The system shall be able to track & maintain the status of postal communication.
PRC_32	The system shall have the facility for classification of postal communication into categories based on: 1. Destination department 2. Source Agency/ department 3. User defined classifications
PRC_33	The system shall allow users to raise request for a file, if it is not available currently.
PRC_34	The system shall be able to generate notifications to the concerned user as & when the file becomes available.
PRC_35	The system shall have the facility to transfer the ownership of the file from one user to another.
PRC_36	The system shall be able to categorize files/papers under standard and user defined categories.
PRC_37	The system shall provide user privileges based on User ID.
PRC_38	The system shall be able to track the movement of files & generate reminders based on responsibilities & deadlines.
PRC_39	The system shall be able to maintain records of list of files worked on by user & allow users to see their file usage history.
PRC_40	System shall generate File/Paper activity, Login Report, Pending request reports, File inventory Reports, Inactive File reports.
Photo section	
PRC_41	The system shall allow to maintains all photo graphs with detail like date of function, Place of function etc.
PRC_42	The system shall provide photo graph to Department on demand.
Library	
PRC_43	System shall integrate with Barcodes. So on the top of each book, the Barcode label is printed.
PRC_44	System shall handle acquisition of new books.
PRC_45	The system shall stock taking of the books and circulation of new books are being taken care by Library system.
PRC_46	The system shall do calculation for late book submission is also calculated.
PRC_47	The system shall allow the Library members to search books or they can view the availability of the books.
PRC_48	System shall maintain the details of books as well as the non-book materials.
PRC_49	System shall have the record of Library members, Vendors, Publishers etc.
PRC_50	System shall allow two times entry for the new books in a year.
MIS	
PRC_51	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include: <ul style="list-style-type: none"> ● Inward Report ● Dispatch Report ● User Define Report

11.7 Hindi Section

Hindi cell translates the document based on the requirement of various departments of DDA and matter received from Ministry of urban Development (MoRD). Hindi cell also implements Official Language Policy of Government of India. Hindi cell gives Hindi language training to the DDA staffs i.e. Hindi Noting and Drafting.

The main function/activities of Hindi Cell are:

- ▶ Submission of document for translation into Hindi/English.
- ▶ Translation and submission of document.

- Various Hindi competitions are organized to promote the use of Hindi language in DDA.

This Module can utilize translation tools available in Internet such as <https://translate.google.com> for undertaking translation into Hindi/English and undertake correction if required.

Requirement Id	Requirement Description
Submission of document for translation into Hindi/English -	
HIN_1	System shall have provision to submit online request for translation times i.e. items/letter/memo etc. to Hind Cell.
HIN_2	System shall have provision to receive request from various Department of DDA for translation items.
HIN_3	Ability to maintain a database of document received for translation
Translation and submission of document	
HIN_4	Ability to download the documents received for translation.
HIN_5	System shall have provision to send the intimation to departments i.e. times take for translation.
HIN_6	Ability to upload the translated document in the system.
HIN_7	Ability to maintain a database of document which have translated.
MIS	
HIN_8	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include: <ul style="list-style-type: none"> • Request received for translation from User Department • Translation done with time taken for translation.

11.8 R & D (Main) – Central Diary

The main activity of R & D (Main) at DDA is to receive the Dak from external sources, record the same and forward it to concerned Departments. Also, dispatch the dak from internal departments of DDA to concerned branches outside DDA i.e. Ministry of UD and other Ministries, LG Secretariat, Govt of Delhi, Vikas Bhawan, Vikas Minar, Vikas Kutir, AGCR building and 199 division circle located in various parts of Delhi after diarizing the same.

R & D (Main) only receives registered post, couriers, general post of VC, EM, FM, Secretary, CVO, Legal, Vigilance, Housing and Land Department etc. These Departments have their separate R&D section. Central diary receives and dispatches the internal files of DDA except Housing and Land Department.

The main activities/function of R&D Cell are:

- Receive DAK, record and forward to concerned departments
- Dispatch DAK of DDA to concerned branches outside DDA

This Module will be a complete Workflow system with dynamic allocation.

Requirement Id	Requirement Description
Receive DAK, record and forward to concern departments	
RnD_1	System shall be able to assign a unique number for any DAK received.
RnD_2	System shall be able to track the status of the DAK received.
RnD_3	System shall maintain a centralized database for all received DAK containing information with respect to date, received from, mark to, department etc.
RnD_4	System shall be able to update the status of the DAK when received by concerned Department.
Dispatch DAK of DDA to concerned branches outside DDA	
RnD_5	System shall be able to assign a unique number for any DAK dispatched.
RnD_6	System shall be able to track the status of the DAK dispatched.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

RnD_7	System shall maintain a centralized database for all dispatched DAK containing information with respect to date, received from, mark to, department etc.
RnD_8	System shall be able to update the status of the DAK when dispatched to concerned branches outside DDA.
RnD_9	System shall be able to update the status of the DAK once received by the concerned branches outside DDA.
MIS	
RnD_10	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include: <ul style="list-style-type: none"> • DAK received Department wise • DAK dispatched Branch wise • Ad-hoc reports as per the requirement etc.

11.9 Fire Cell

Fire section under take fire prevention, protection, and fire fight measures on all the office complexes, commercial complexes, districts Centres, sports complexes and high rise building of DDA.

Fire Section also impart the theoretical and practical training to all the officer and staff for DDA on fire prevention, protection and firefighting measure, also adjust the DDA officer and staff for emergency response procedure through training periodical mock drills/tactical exercise.

The main function/activities of Fire Cell, among the others, are:

- ▶ Preparation and approval of fire safety plan
- ▶ Monitoring of Fire alarms
- ▶ Periodic inspection of firefighting equipment and inventory maintain
- ▶ Maintain floor warden and duty roster
- ▶ Maintain record of Fire safety drills and performance

This Module will have a Computerized Fire Hazard Spots (due to electrical short circuits and canteen etc) and also a Web-Walk-Through on display with the Security Section for 24*7 monitoring.

Requirement Id	Requirement Description
FIR_1	System shall have provision to prepare the Fire Safety plan.
FIR_2	System shall have provision to capture following information while preparation of fire safety plan: <ul style="list-style-type: none"> • Purpose and objective. • Fire safety director. • Deputy fire safety director. • Fire wardens and deputy fire warden. • Building evacuation supervisor. • Fire party. • Evacuation drills. • Fire command station • Signs • Occupant instructions
FIR_3	System shall have provision to update the Fire Safety plan once approved by competent authority i.e. fire authority
FIR_4	System shall have provision to share the approved safety plan with all user department and shall have made available at DDA website for information
FIR_5	System shall have provision to generate and maintained the monthly testing of communication and alarm system
FIR_6	System shall have to maintained fire drill details record
FIR_7	System shall have provision to generate and maintained the floor warden and duty roster
FIR_8	System shall have provision to maintained the fire report details
MIS	

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

FIR_9	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include: <ul style="list-style-type: none"> • List of all fire extinguishers • Monthly duty roster
-------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

11.10 Grievance Redressal and Management System

The Public Grievances Department basically deals with all types of DDA related general Public Grievances. The Primary work of the Department is to collect the Grievances and send it to concern department and monitor the status of its resolutions.

The concerned Department solves the Grievance and reply to its applicant and involves authority with intimation to Public Grievance Department. DDA receives Public Grievances through the following modes: -

1. Directorate of Administrative Reforms & Public Grievances (DARPG).
2. Directorate of Public Grievance (DPG) of GNCTD.
3. Ministry of Housing & Urban Affairs (MoHUA).
4. Officers of DDA.
5. LG Listening Post controlled by Raj Niwas.
6. Samasya Nidaan Sewa of DDA.
7. VIP Letters & References (VIP, MP, MLA etc.)

This Module is expected to give a Unified Workflow System fed into Samasya Nidaan Sewa of DDA for effective disposal of Public Grievances and elimination of various silos of PG Monitoring system presently operational in DDA. Appropriate APIs need to be developed even to receive Public Grievances through Social media such as Twitter, Facebook etc., and respond back.

Requirement Id	Requirement Description																																								
GRS_1	System shall allow the users to login (Aadhaar Based) to the Portal and register their complaint.																																								
GRS_2	<p>System shall capture the following details when a complaint is registered.</p> <p align="right"><u>Annexure – I</u></p> <p align="center"><u>FIELDS FOR INCORPORATING DATA</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Name of the Field</th> <th colspan="2">Description</th> </tr> </thead> <tbody> <tr> <td>Type of Reference</td> <td colspan="2">It could be either:- MOUD Reference VIP/MP Reference DPG DARPG VC's Reference Public Reference</td> </tr> <tr> <td>Name of the Complainant</td> <td colspan="2"></td> </tr> <tr> <td>Mobile No. of the Complainant</td> <td colspan="2"></td> </tr> <tr> <td>Reference No.</td> <td colspan="2">Dispatch details of covering letter</td> </tr> <tr> <td>Dated</td> <td colspan="2">Date of covering letter</td> </tr> <tr> <td>Referred by</td> <td colspan="2">Name of the VIP / forwarding agency</td> </tr> <tr> <td>Subject</td> <td colspan="2"></td> </tr> <tr> <td>Department (s) Marked to</td> <td colspan="2"></td> </tr> <tr> <td>Upload the Reference</td> <td colspan="2">Scan and upload</td> </tr> <tr> <td>Status</td> <td>It could be either:- Closed Replied Pending</td> <td>Date (for Closed / Replied)</td> </tr> <tr> <td>Reply/ATR to the MOUD / Complainant</td> <td>Key in brief of the Reply/ATR</td> <td> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Dated</td> <td style="width: 50%;">Scan & Upload</td> </tr> <tr> <td>Date of Reply/ATR</td> <td></td> </tr> </table> </td> </tr> </tbody> </table>	Name of the Field	Description		Type of Reference	It could be either:- MOUD Reference VIP/MP Reference DPG DARPG VC's Reference Public Reference		Name of the Complainant			Mobile No. of the Complainant			Reference No.	Dispatch details of covering letter		Dated	Date of covering letter		Referred by	Name of the VIP / forwarding agency		Subject			Department (s) Marked to			Upload the Reference	Scan and upload		Status	It could be either:- Closed Replied Pending	Date (for Closed / Replied)	Reply/ATR to the MOUD / Complainant	Key in brief of the Reply/ATR	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Dated</td> <td style="width: 50%;">Scan & Upload</td> </tr> <tr> <td>Date of Reply/ATR</td> <td></td> </tr> </table>	Dated	Scan & Upload	Date of Reply/ATR	
Name of the Field	Description																																								
Type of Reference	It could be either:- MOUD Reference VIP/MP Reference DPG DARPG VC's Reference Public Reference																																								
Name of the Complainant																																									
Mobile No. of the Complainant																																									
Reference No.	Dispatch details of covering letter																																								
Dated	Date of covering letter																																								
Referred by	Name of the VIP / forwarding agency																																								
Subject																																									
Department (s) Marked to																																									
Upload the Reference	Scan and upload																																								
Status	It could be either:- Closed Replied Pending	Date (for Closed / Replied)																																							
Reply/ATR to the MOUD / Complainant	Key in brief of the Reply/ATR	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Dated</td> <td style="width: 50%;">Scan & Upload</td> </tr> <tr> <td>Date of Reply/ATR</td> <td></td> </tr> </table>	Dated	Scan & Upload	Date of Reply/ATR																																				
Dated	Scan & Upload																																								
Date of Reply/ATR																																									

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

GRS_3	System shall be able to generate a acknowledgement having a unique reference number against complaint to enable the user to online check the status on registered complaint.												
GRS_4	System shall be able to forward grievance to concerned Level one office as defined by matrix and escalation process												
GRS_5	If grievance is genuine, the officer resolves or notes the Redressal steps in the system. If grievance does not pertain to his department, he forwards grievance to concerned department's Level 1 officer.												
GRS_6	System shall make a provision to allow the Level1 officer to forward the case to Level 2 and Level3 officers for resolution.												
GRS_7	System at all the stages will provide the details of status of Grievance.												
GRS_8	System shall maintain the Master database of all designated Nodal Officers												
GRS_9	System shall maintain the details of work/application that has not been addressed within the prescribed time, number of days of delay of the grievances registered in the DDA office (Add/Modify/ Search) etc.												
GRS_10	System shall give a provision for feedback to the employee with respect to the action taken by DDA.												
GRS_11	System shall maintain records of updated status of grievance/query												
GRS_12	System shall allow receipt & forwarding of all grievances received by the Public Relation department.												
GRS_13	System shall maintain a list of disposals made by departments.												
GRS_14	System shall have access to the Data Base of Parliament questions which is being prepared by the P & C.												
GRS_15	System shall have to update the status of grievance department wise.												
GRS_16	System shall have an option for flagging important records.												
GRS_17	System shall have to reminder facilities for pending / prioritized grievances.												
GRS_18	System shall have a facility to communicate with more than one Department for solution of any grievance.												
GRS_19	System shall have the facility to direct a grievance to the designated departmental officer or a grievance application to multiple departments.												
GRS_20	The system shall be able to integrate with existing multiple applications for grievance redressal or replace them with a single application.												
GRS_21	The system shall have generate various MIS reports as desired by the department.												
GRS_22	<p>The system shall be able to prioritize /categorize the grievances depending upon the source(VIP, MP, and MLA. LG, Officers of DDA, VC(DDA), DPG, DARPG) and other to be defined criteria.</p> <p align="right"><u>Annexure –II</u></p> <p align="center">PARAMENTERS FOR GENERATING VARIOUS REPORTS</p> <table border="1"> <thead> <tr> <th>Type of Reference</th> <th>Date of Reference From - To</th> <th>Referred by</th> <th>Department</th> <th>Status</th> <th>Status Dated From - To</th> </tr> </thead> <tbody> <tr> <td><i>Select the type of reference among:-</i> MOUD Reference VIP/MP Reference DPG DARPG VC's Reference Public Reference</td> <td>All or Select the Dates</td> <td>All or Select the referrer</td> <td>All or Select the Department</td> <td>All or Closed / Replied / Pending</td> <td>All Or Select the dates</td> </tr> </tbody> </table>	Type of Reference	Date of Reference From - To	Referred by	Department	Status	Status Dated From - To	<i>Select the type of reference among:-</i> MOUD Reference VIP/MP Reference DPG DARPG VC's Reference Public Reference	All or Select the Dates	All or Select the referrer	All or Select the Department	All or Closed / Replied / Pending	All Or Select the dates
Type of Reference	Date of Reference From - To	Referred by	Department	Status	Status Dated From - To								
<i>Select the type of reference among:-</i> MOUD Reference VIP/MP Reference DPG DARPG VC's Reference Public Reference	All or Select the Dates	All or Select the referrer	All or Select the Department	All or Closed / Replied / Pending	All Or Select the dates								

11.11 Automobile Section

The automobile section is responsible for maintenance, repair, and purchase of DDA vehicle. This section provides maintenance and repair to DDA vehicle through authorized workshop by DDA.

The main function/activities of automobile Section are:

- ▶ Receive and process vehicle repair request
- ▶ Prepare consolidated inspection details and cost estimate
- ▶ Approval of cost estimate and tendering
- ▶ Release of work order
- ▶ Processing of payment of vendor

► Receipt and processing of new vehicle purchase request.

Requirement Id	Requirement Description
Receive and process vehicle repair request	
AUT_1	System shall have provision to maintain the master database of details of Vehicles of DDA.
AUT_2	System shall have provision to fill the online request form for repair of vehicle from DDA Department with full detail of repairing instruments.
AUT_3	System shall have provision to update the status of repair vehicle across department after getting the inspection report from authorised workshop.
Prepare consolidated inspection details and cost estimate	
AUT_4	System shall have provision to prepare the consolidated inspection report based on input provided by authorised workshop.
AUT_5	System shall have provision to prepare the cost estimate for repair of vehicle across the department after receipt of consolidated inspection report receive from authorised work shop
Approval of cost estimate and tendering	
AUT_6	If cost estimate is approx. INR 25000/-, System shall have provision to approve the cost estimate by Dir (Nazarat) as per delegation of Power.
AUT_7	If cost estimate is exceeding more than Rs. 25000/-, system shall have provision to send the cost estimate to higher authority for approval;
AUT_8	System shall have provision to approve the cost estimate submitted by Dir (Nazarat) by competent authority;
AUT_9	System shall have provision to invite tender/quotation for repair vehicle from authorised work shops
AUT_10	System shall have provision to maintain the detail of authorized workshops.
AUT_11	System shall have able to generate the consolidated report of tender/quotation submitted for various workshops.
Release of work order	
AUT_12	System shall have provision to release work order to L1
AUT_13	System shall have provision to maintained the details of work order
Processing of payment of vendor	
AUT_14	System shall have provision to maintain the bill details.
AUT_15	System shall have provision to send the bills to cash main for payment.
Purchase of New Vehicle	
AUT_16	System shall have provision to received request for new vehicle from various DDA department
AUT_17	System shall have provision to prepare the new case file based on request received from various department of DDA for purchase of new vehicle for approval from concerned authority
AUT_18	Systems shall have provision to send the case FM for approval
AUT_19	Systems shall have provision to view and approve request for purchase of new vehicle by VC.
AUT_20	System shall have provision to send the case to FM for financial sanction.
AUT_21	System shall have provision to view and approve the case for purchase of new vehicle
MIS	
AUT_22	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include: <ul style="list-style-type: none"> Consolidated Vehicle Repairing Report since purchase.

11.12 Printing and Press Section

This Department maintains and prints all stationary of DDA. There are some standards articles which are maintained and stored. The special demanded articles are printed on the department requisition. The press section looks for all printing jobs like printing of Stationary, Articles, various brochures etc. As per requirement of various type of paper for printing purpose which is being purchased by DDA through outside mainly Govt agencies. A specific person maintains the record of Paper into a resister which is called paper stock resister.

The main function/activities of Printing and Press Cell are:

- ▶ Receipt and processing of request for printing of specific stationery item
- ▶ Printing of standard Items based upon stock levels
- ▶ Maintains the record of composed items for future printing.
- ▶ Maintains the stock of different kind of papers for printing purpose.
- ▶ Inviting tenders for maintain/purchase of machines, raw materials, paper items etc.
- ▶ Maintains Raw Materials for printing purpose.
- ▶ Maintains all printing machines.
- ▶ Maintains records of printed item in to store.
- ▶ Distributes standard or demanded article to concern department

Requirement Id	Requirement Description
PnP_1	System shall have provision to maintain the master database for stationery items.
PnP_2	System shall have provision to maintain the raw material stock register.
PnP_3	System shall have provision to submit online request for printing items.
PnP_4	Systems shall allow requester to take approval from HoD prior to send request for printing items.
PnP_5	Systems shall have provision to generate the demand letter/requisition for printing of items.
PnP_6	System shall have provision to attached Design matter draft sample, quantity, and specification along with demand letter/request for printing of items.
PnP_7	System shall allow user to send the request/demand letter to Press Manager/HoD/DD.
PnP_8	System shall have provision to generate unique Job card and job No, on receipt of Demand letter.
PnP_9	System shall have provision to upload the compose matter and design as per requisition to Requester approval.
PnP_10	System shall allow user department/requester to view the compose matter & design with original matter.
PnP_11	System shall allow request to send the either approval on compose matter and design or suggestion/remarks if any.
PnP_12	System shall have provision to send the revised compose matter & design to requester for approval.
PnP_13	System shall allow request to send the approval on revised compose matter and design.
PnP_14	On completion of printing as per requisition, system shall have provision to send intimation/completion letter to indenting department to lifting the Printing Department.
PnP_15	System shall have provision to generate demand letter for printing of Standard Articles from inventory of printing items after some numbers left in the inventory list.
PnP_16	System shall have provision to maintain the database/inventory of press machines i.e. machine history sheet with detail like Machine name, machine number, date of purchase, efficiency, and cost of machine.
PnP_17	Shall have detailed Database on Repair/Maintenance Works undertaken and associated cost etc.
MIS	
PnP_18	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include: <ul style="list-style-type: none"> • Inventory of Machinery. • Printing of items done in specified period.

11.13 Security Wing

The security watches and ward the entire DDA fixed asset across the city. The basic work of security is to guard DDA building, vehicle, personal safety, working hour checking at the building during the night also on round the clock.

The main function/activities of Security Wing are:

- ▶ Maintain duty roster and attendance register

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

- ▶ Issuance of ID Card to DDA employees/retiree
- ▶ Maintain details and Issue of livery items details for security staff working in security cell
- ▶ Indent Livery Items for purchase
- ▶ Maintain absent detail statement of security staff working in security cell

Requirement Id	Requirement Description
SEC_1	System shall have provision to maintain the duty Roster of a month for security staff.
SEC_2	System shall have maintained the master database of personal details of Security Staff.
SEC_3	System shall have provision to automate generate the demand letter/intent for livery items to Dir (Nazarat) for procurement.
SEC_4	System shall have maintained the inventory of livery items.
SEC_5	System shall have provision to Maintain the detail of attendance of guards (regular/diverts capacity) and send it to concern HOD's for payroll process in prescribed format.
SEC_6	System shall have provision to maintain and prepare the absentee detail report and forward the concerned HODs.
SEC_7	System shall able to automate generate the Absent letter.
SEC_8	System shall have provision to take request for issuance of I-Card.
SEC_9	Application form to be available online for all user departments of DDA.
SEC_10	System shall have provision to generate demand letter to Concerned DDOs for I-Card, collection in retired case or death case for DDA employee, if card not submitted.
SEC_11	System shall have provision to automate generate the No-Dues certification to DDA employees of those have submitted the I-Card.
MIS	
SEC_12	The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include: <ul style="list-style-type: none"> • Inventory of Livery Items • Absentee list • I-Card issued in particular month

11.14 Sport Cell

DDA Sports is run as a service to the Society and has 15 Sports Complex and 2 Golf Courses (Lado Sarai & Bhalwasa). Currently, these DDA Sports Complexes have over 30,000 daily users, approximately 63,000 members excluding dependants, 149 coaching schemes with over 7000-8000 trainees. These are based at the following sports complexes:

- a) **South Zone** - Siri Fort Sports Complex, Saket Sports Complex, Netaji Subhash Sports Complex, Jasola, Vasant Kunj Sports Complex, Squash and Badminton Stadium, Siri Fort Road.
- b) **West Zone** - Dwarka Sports Complex, Hari Nagar Sports Complex, Paschim Vihar Sports Complex
- c) **North Zone** - Rashtriya Swabhiman Khel Parisar, Pitampura, Major Dhyan Chand Sports Complex, Ashok Vihar, Rohini Sports Complex
- d) **East Zone** - Poorv Delhi Khel Parisar (PDKP), Dilshad Garden, Yamuna Sports Complex, Chilla Sports Complex and Commonwealth Games Village Sports Complex, near Akshardham temple.

Four new Sports Complexes, a Golf course, and a Football stadium will be added in the near future.

Main activities of DDA Sports Cell include:

- ▶ Maintains the Sports Complex and Golf Courses;
- ▶ Facilitates booking of Sports facilities by indicating availability;
- ▶ Maintain accounts;
- ▶ Maintains list of members and participants.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

Requirement Id	Requirement Description
Web Portal covering all Locations with Member Login section	
SPort_1	System shall have a Web Portal with Permanent Members Login to make online payment in the most secured environment;
SPort_2	System shall establish CMS (Content Management System) for each complex with features : <ul style="list-style-type: none"> - Members Login (Username & Password) - Change Password - Profile View / Modify / Update - Members Directory - Bill View / Download / Online Payment - Sports Facilities Availability / Booking / Payment; <ul style="list-style-type: none"> • Shall have features facilitating Members to charge/block their Smart Card through Cash/Credit card at Reception, Cashier, Website and Net Banking (payment gateway); • Shall have features allowing Members to view their respective bills, balance available on their Smart Card; • Provide location-specific visual and factual information, sports facilities available, Membership Rules, Subscription and Charges, Contact Details etc.; • Permit Member Interaction using Login Section so that Members can access their respective Account details, view / update their contact details, submit a query and View / Pay their bills & payments online using secured Payment Gateway. • Facilitate the booking of Sports Facilities by indicating availability, generate booking requests, and confirm bookings. Provisional bookings on cancellation, after online payment and receive confirmation of the same through Email / SMS. • Provide access only to bonafide Members through their unique Login ID and Password. • Create a Notice board with details of upcoming events, billing rates and booking for sports facilities etc.; • Shall have features facilitating Members able to update (only) their contact details like telephone/ mobile numbers, address, email ID, etc.;
SPort_3	Ad-hoc / Pay-n-Use Member Registration and Sign-in - Sports Facilities Availability / Booking / Payment
Automation (Application Software) of Admin & Security Management (Permanent Categories as well as Adhoc /Pay-n-Use Members)	
SPort_4	Shall have features for Smart Card Membership Management (Cash/Debit) including Billing – Issue, Charge, block and Re-Issue Cards;
SPort_5	Shall have features for Administration and Security Management;
SPort_6	Shall have interface for Sports Management (Availability & Booking);
SPort_7	Shall have interface for POS (Point-of-Sale) Management (for Casual Visitors, coaching facilities and chargeable facilities);
SPort_8	Shall have interface for Bulk SMS, WhatsApp and Email Alerts/ Reminders; Shall have features to give a confirmation once an SMS/alert etc is delivered;
SPort_9	Shall have computerized Accounts Management system (to generate accounts statements, Trial Balance and Balance Sheets etc); Shall have option to charge subscription: daily / Monthly/ Quarterly/ Half-Yearly/ Annually; Shall have features for members with option of clearing their outstanding dues / payments through cash/ cheque/ drafts/ RTGS/ NEFT/ Payment gateway using debit or credit cards;
SPort_10	Reception with Access Control and Query handling;
Mobile Apps	

SPort_11	Shall have integration with the web portal to carry out member related functions;
Membership Smart Cards Management – ID/Cash Management	
SPort_12	Shall provide features to interface Microprocessor based Smart Cards (Personalized with Photo and Sign) with Smart Card Reader/Writer Machine and POS Terminal System equipped with necessary Operating System and Billing printer; Each Registered member will have Microprocessor based Contact-less Smart card issued to them along with separate Smart Cards to their respective Spouse & Dependent; This Smart card will be used for Verification and Cash/Debit payments/transactions made at the Billing, Reception, Cafeteria/Canteen etc.; Microprocessor based Smart Cards (Blank with branding for casual users and temporary members) with Smart Card Reader/Writer Machine and POS Terminal System equipped with necessary Operating System and Billing printer;
POS Terminals	
SPort_13	Shall interface with Accounts Management Software (including accounting management) with the features to read/write Smartcards through Smart Card Reader/Writer Machine, and to integrate Billing Printer for printing bills etc.
Workflow System (Rule engine based)	
SPort_14	Sports Wing will have a Workflow system integrating Office of Commissioner (Sports), DDA and Sports Complexes.

N.B: Include Tech Specification for Smart Card, POS Terminal, Smart Card Reader/Writer, and POS Terminal Printer, and associated access controllers; and also in Commercial Bid;

S. No	Requirement	Min. Number
1.	POS Terminals	350
2.	Smart Card Reader/Writer	350
3.	POS Printer	350
4.	Smartcard personalized (with Photo and signature)	150,000
5.	Smartcard blank with Branding for casual users and temporary members (without photo and signature.)	50,000

11.14.1 Membership Smart Cards Specifications

Better Specifications of the Membership Smart Cards may be specified by the Bidder which fulfils the minimum essential requirements as mentioned below. More than one option may be given for consideration i.e. contactless/contact smart card or even alternative technology solutions without cards are also invited. Cost for each system may be listed in the financial bid. DDA reserves the right to select any one of the system based on its requirements. DDA reserves the right to specify one type of card or no card solution. For non-card solutions, details of technology, security, fraud management must be provided in detail and ability to integrate with DDA systems will be essential. The solution must cater to both regular and casual members.

11.14.2 Essential Requirement for card based system:

Microprocessor based Smart cards (should be EIL4+ certified)

Personalization: Design with Member's Colour Photograph on front and Instructions in Black and White Text with respective sports complex details on back. Non personalised card with logo on both sides will also be required for use by temporary, casual members or for temporary replacement cards for members.

- Dimension: CR80 Standard Credit Card Size
 - Transmission To be suggested by Bidder (can be RFID/Contactless)
 - Memory 1024 bytes (Minimum)
 - Antenna Embedded
 - Operating Frequency 13.56 MHz
 - Security level 4 Levels (0, 1, 2 & 3)
-

12 Personnel Department:

Personnel Department is the base of DDA. Personnel Department takes care of various process related to employee from the recruitment till Retirement. The Information (Employee personal and official details, Promotion, Retirement, Transfer or Posting, Incumbency Details, Disciplinary cases Confidential Reports etc.) is maintained by it. Personnel Department of DDA is divided into 6 Branches. PB- I, PB-II, PB- III, PB IV, PB-V, P&C (P), SC/ST Cell, CR cell and Welfare Branch. CR Cell is there to maintain the APAR's & handle the process of promotion of the employees. Here the Personnel Department is the interface between the employee and other departments. Any kind of request (loan) or permission (leave, property acquire, passport) etc. is made through personnel. There are two types of employees in DDA: Regular employees & other is Work Charge Regular. Personnel Department is maintaining the details of regular employees. The details of Work-Charge Regular are kept in Concerned Divisional Office & their personnel matters are taken care by Director Work-charge & his staff.

The Salary of Work Charge is charged to their work.

- ▶ Development of Human Resources i.e. capacity building by training
- ▶ Employee related process from recruitment till retirement (training, appraisal, leave etc.)
- ▶ Making available Human resource i.e. recruitment and promotions at an appropriate time, timely and proper handling of disciplinary matters, ensuring representation of reserved categories and minority in all service matters
- ▶ Cadre planning i.e. review of posts in different cadres in the light of present day requirement of the organization
- ▶ Staff welfare by:
 - Resolving employee grievances
 - Timely payment of retirement dues
 - Transfer/posting of employees
- ▶ Training of employees for skill development and professionalism
- ▶ Updating all recruitment regulations and seniority lists of all categories of employees

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

- ▶ Maintaining industrial relations
- ▶ Current PB branches: PB I, PB II, PB III, PB IV, PB V, CR Branch, Training branch, Welfare branch, SC/ST Cell, Recruitment Cell, Policy & Co-ordination, Old Record Cell

This Department interacts with all Departments of DDA, DDA Employees and Public.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Manpower Planning and Budgeting, Recruitment, Compassionate appointment, Promotion management, Deputation management, Employee leaves, Annual performance Appraisal, Staff Grievance, Training and Development, Business Travel, Transfer and Posting and Retirement. etc., and will include the following features, in addition to General Requirements given in Section-1. DDA Employees Portal (DDA Internet Portal) will have restricted access (as per the laid down policy of DDA) to about 14000 Employees of DDA through authenticated access and verified through Aadhaar Number.

Requirement ID	Requirement Description
Organization Structure Definition	
PERS_1	System shall be able to define multiple departments at each location.
PERS_2	System shall be able to define multiple categories of employees to take care of clerical, technical, and the management levels.
PERS_3	System shall be able to define multiple grades to set as many salary scales as necessary
PERS_4	System shall be able to enable compilation of employee numbers by grade / function / role band at any given time.
PERS_5	System shall be able to allow multiple assignments to permit dotted line reporting.
PERS_6	System shall be able to define multiple organizational structures (positions) and multiple reporting relationships and integrate with the respective employee data
PERS_7	System shall be able to create the various groups in the organization.
PERS_8	System shall be able to create/ edit/ mark as obsolete a position in any organization.
PERS_9	System shall be able to define a post or position as permanent post, ad-hoc post, temporary post, up to certain time post.
PERS_10	System shall be able to restrict making changes in the Organization Structure to authorized persons only i.e. User authorization & validation process.
PERS_11	System shall be able to seek confirmation after every change made in the

	structure, changes to be made permanent only on authentication by the competent administrative authority.
PERS_12	System shall have capability to change/restore/rollback changes to a previous (given) date and report inconsistencies.
PERS_13	System shall have capability to define administrative powers for organizational unit's position-wise.
PERS_14	System shall have capability to tightly integrate administrative power definitions to work flows and approvals.
PERS_15	System shall maintain history of any changes to the organization structure.
Employee Master Creation	
(a) Creation of Employee Master Record	
PERS_16	System shall be able to make following master files: <ul style="list-style-type: none"> ▶ Employee Master ▶ Payroll Master
PERS_17	Creation of only one database which shall be accessible to all.
PERS_18	System shall allow no user to have access to all the masters.
PERS_19	System shall allow Master record access to be restricted to designated users.
PERS_20	System shall maintain Audit log for key changes in Master data.
PERS_21	Employee master shall contain at least the following information (illustrative): <ul style="list-style-type: none"> ▶ Employee code ▶ Name ▶ Father / Husband Name ▶ House address ▶ Gender ▶ Date of Birth ▶ Date of Joining ▶ Date of Resignation ▶ Department ▶ Designation ▶ Location ▶ Employment Status ▶ Responsibility Level ▶ Bank Name ▶ Bank A/c No. ▶ PAN Number ▶ Aadhaar Number ▶ Blood Group ▶ GPF number ▶ Family details ▶ Education details ▶ Skill sets ▶ Performance ratings ▶ Emergency contacts ▶ Reporting Authority Name & designation ▶ Salary records ▶ Person Photograph <i>etc.</i>
PERS_22	System shall have facility to add a new record in Employee master with all the necessary information.
PERS_23	System shall have ability to ensure that no duplicate records for an employee

	are added in the employment master by verifying a combination of fields like Full Name, Date of Birth, etc.
PERS_24	System shall generate and assign a new and unique employee code for new records in the Employee Master.
PERS_25	System shall capture multiple categories of employee status. For example, categories like temporary, interns, contractors shall be available.
PERS_26	Employee code shall not be modifiable.
(b) Change of Employee Master Record	
PERS_27	Changes to Employee Master record shall be allowed based on approval and authorized change access.
(c) Storage of proof documents	
PERS_28	System shall be able to store the proof documents of employee in the database
PERS_29	System shall be able to seamlessly integrate with the database to provide view of employee documents
Recruitment & Induction	
(a) Maintenance of database	
PERS_30	System shall maintain a database for all the candidates applying to the organization
PERS_31	Recruitment master shall contain following information (illustrative) <ul style="list-style-type: none"> ▶ Unique number ▶ Name ▶ Father / Husband Name ▶ Gender ▶ Date of Birth ▶ Date of Interview ▶ Position applied for ▶ Interviewer ▶ Interviewer comments ▶ Rejection stage ▶ Reason for rejection ▶ Contact details ▶ Comments for future, etc.
PERS_32	System shall maintain a database for vendors who provide resources (if applicable).
PERS_33	Sourcing master shall contain following information (illustrative) <ul style="list-style-type: none"> ▶ Unique number ▶ Name of vendor company ▶ Contact person ▶ Phone no. of contact person ▶ Email id of contact person ▶ Address details ▶ Past recruitment details ▶ Due date to contract ▶ Number of candidates recruited ▶ Additional User definable fields
PERS_34	System shall have facility to add a new record in master with all the necessary information.
PERS_35	System shall ensure that no duplicate records are added in the master by

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	verifying a combination of fields.
PERS_36	System shall generate and assign a new and unique code for new records in the Master.
PERS_37	Changes to Master record shall be allowed based on authorized change access.
(b) Resource Requisition	
PERS_38	System shall provide an online resource requisition facility to fill any vacancy in the departments.
PERS_39	The resource requisition form shall. capture following information (illustrative): <ul style="list-style-type: none"> ▶ Requisition Number ▶ Designation ▶ Department ▶ Reason for recruitment ▶ Education qualifications required ▶ Professional qualifications required ▶ Project code for recruitment
PERS_40	System shall have Ability to attach to each position or job an accepted skill set and experience or education requirement that can be defined and profiled for criteria matching against employees and/or applicants for the position.
PERS_41	System shall be able to allow authorized person to edit resource requisitions submitted.
PERS_42	System shall be able to store electronic applications that can be updated rather than re-entered.
PERS_43	System shall be able to record requisition opening and closing dates.
PERS_44	System shall be able record requisition status such as open, filled etc.
PERS_45	System shall be able to generate alert to authorized person in case of vacancy creation.
PERS_46	System shall record requisition history.
PERS_47	System shall allow requisition history to have unlimited entries.
PERS_48	System shall be able to track applicant with Job requisite.
PERS_49	System shall check the available employee record for any available resource who can be re-assigned to new requirement.
PERS_50	System shall be able to raise deputation request to DDA through email / WhatsApp and generation of a standard letter.
(c) Formulation of selection committee	
PERS_51	System shall hold record of the selection committee members and send all relevant information to the members through emails, WhatsApp etc.
PERS_52	System shall ensure approval of all members before any decision on deputation is finalized.
(d) Recruiting cycle/ status	
PERS_53	System shall be able to maintain question bank and also generate random or fixed test.
PERS_54	System shall be able to track Recruitment Costs and it shall not cross approved cost on project code.
PERS_55	System shall be able to generate Recruiting tasks/checklist automatically and send to the concerned authority or recruiter to complete the tasks and also take actions.
PERS_56	System shall be able to generate:

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	<ul style="list-style-type: none"> ▶ Letters of Offer ▶ Rejections Letter
PERS_57	System shall be able to generate offer letters using different templates in various formats like pdf, Word etc.
PERS_58	System shall be able to take online approvals for offer letter.
PERS_59	System shall be able to convert a candidate to employee in a single click.
PERS_60	System shall be able to integrate with third party organizations for background checking, resume parsing etc.
(e) Interview Process	
PERS_61	System shall be able to perform automated comparison of position requirements to qualifications, education, and experience of available applicants for a position, and generate a list of potential candidates to be considered for hiring.
PERS_62	System shall be able to store the comments of interviewer's with the candidate profile.
PERS_63	System shall be able to schedule interviews and document results of interviews
PERS_64	System shall be able to provide reasons why a candidate was not selected.
PERS_65	System shall be able to rank candidates in order to make a recommendation for selection.
PERS_66	System shall be able to attach documents supporting selection decision.
PERS_67	System shall be able to email qualified applicant information to authorized person.
PERS_68	System shall be able to track and view a candidate's status in the recruitment process. (e.g., Interview Scheduled, Interviewed, Offer Extended, Offer Refused, Acknowledgement Letter Sent).
(f) Post Selection process	
PERS_69	System shall be able to automatically feed information from applicant tracking system into employee data.
PERS_70	System shall be able to generate orientation information that candidate must receive before start date.
PERS_71	System shall be able to trigger notifications to other departments (facilities, IT, security) when an employee is hired.
Joining of Employees	
(a) Induction	
PERS_72	System shall be able to track new employee induction attendance.
PERS_73	System shall be able to report on employees who have not attended new hire induction.
PERS_74	System shall be able to house employee induction trainings online.
PERS_75	System shall be able to track details about assigned property such as: identification cards, computers, etc.
PERS_76	System shall be able to create single sign on user ID for the new joiner on HR portal .
(b) Database Maintenance	
PERS_77	System shall be able to generate the employee master and payroll master from the recruitment master.
PERS_78	System shall be able to store employee certificates against employee records.
APAR Preparation	

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

(a) Goal Setting	
PERS_79	System shall be able to set the annual goals on the employee portal
PERS_80	System shall be able to display standard goals of various employee levels like DD, Dir etc.
PERS_81	System shall be able to sign annual goals electronically by both evaluator and evaluatee
PERS_82	System shall allow to select the annual training requirements online
PERS_83	System shall allow to take print out of the goal setting sheet
PERS_84	System shall allow to view last year goals and achievements while setting annual goals
(b) Midyear Review	
PERS_85	System shall allow to measure performance against the annual goals.
PERS_86	System shall allow to submit midyear achievements in the system.
PERS_87	System shall allow to submit midyear training achievements in the system
PERS_88	System shall allow to sign midyear review electronically by both evaluator and evaluatee.
PERS_89	System shall provide both employee and evaluating authority a "working" document to record performance progress throughout the year.
PERS_90	System shall send proactive notification to evaluating authority that a review needs to be completed.
(c) APAR Preparation	
PERS_91	System shall provide ability to view annual goals and midyear performance on one screen.
PERS_92	System shall provide option to fill self-appraisal form.
PERS_93	System shall provide ability to evaluate the APAR form for evaluator.
PERS_94	System shall provide ability to define evaluator for each evaluatee in the database.
PERS_95	System shall send the APAR form for review as per defined workflow.
PERS_96	System shall provide ability to measure performance against the annual goals.
PERS_97	System shall provide ability to submit year end achievements in the system.
PERS_98	System shall provide ability to submit year end training achievements in the system.
PERS_99	System shall provide ability to sign year-end review electronically by both evaluator and evaluatee.
PERS_100	System shall provide ability for evaluatee to view comments given by evaluator.
PERS_101	System shall maintain history of performance reviews and retain for online retrieval.
(d) Re-evaluation	
PERS_102	System shall allow option to reject the APAR review and rating.
PERS_103	System shall automatically escalate the rejection to evaluation committee/competent authority.
PERS_104	System shall allow evaluatee to fill re-evaluation form within x days of APAR rating announcement.
PERS_105	System shall maintain track of all APAR forms which require re-evaluation.
PERS_106	System shall update the rating in APAR as per committee decision.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

(e) Database Maintenance	
PERS_107	System shall be able to keep track of historical APAR forms.
PERS_108	System shall be able to update data of Employee Master file with the APAR results.
(f) Alert & Reminders	
PERS_109	System shall be able to send automatic reminders to the employees for completing their APAR.
PERS_110	System shall be able to send alerts to the evaluator for closing the APAR discussion.
Leave Application	
(a) Leave Tracking	
PERS_111	System shall be able to access leave balance information on-line.
PERS_112	System shall be able to allow seniors to access real time leave balances for their subordinates.
PERS_113	System shall be able to allow the establishment of limits with each leave type for the number of leaves that can be carried from one year to the next.
PERS_114	System shall be able to provide an all-inclusive leave accounting system that tracks leave used, leave accrued, leave balances, and leave paid.
PERS_115	System shall be able to provide controls that ensure maximum amount of available leaves are not exceeded.
PERS_116	System shall be able to track the following Leave types: Sick Leave, Education Leave, Holiday Leave, Maternity Leave, Leave Without Pay, Casual Leave, Compensatory leave etc.
PERS_117	System shall be able to automatically generate leave entitlements periodically.
PERS_118	System shall be able to deduct pay for negative leave balances and set leave balance back to zero.
PERS_119	System shall be able to report all leave taken by an employee.
PERS_120	System shall be able to maintain and recognize holiday calendar dates.
(b) Leave Application	
PERS_121	System shall have ability to complete a Leave Request Form on-line.
PERS_122	System shall provide option of leave application in advance or post leave availed.
PERS_123	System shall ensure leave in defined time frame of taking leave. Reason for any delays shall be recorded in system.
PERS_124	System shall capture leave details such as nature of leave being applied for (casual leave, sick leave etc.), number of days etc.
(c) Leave Approval	
PERS_125	System shall have ability to have the Leave Request Form approved on-line.
PERS_126	System shall have default leave approver assigned for every employee.
PERS_127	System shall allot alternate approver in case approver is unavailable.
PERS_128	System shall allow approver to reject or modify the leave application.
PERS_129	System shall alert accounts module in case post facto leave application is rejected.
PERS_130	System shall send leave approved/ rejected notification to the requestor.
(d) Allocation of alternate resource	
PERS_131	Once leave is approved, system shall provide field for selection alternate

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	resource to the leave approver.
PERS_132	System shall send leave approved notification only once alternate resource is selected by approver.
PERS_133	System shall remove alternate resource once period of leave ends.
Employee Training	
(a) Preparation of Training Calendar	
PERS_134	System shall provide ability to validate course enrolment against previous courses taken.
PERS_135	System shall provide ability to have a course in planning state vs. active state.
PERS_136	System shall provide ability to add, modify, delete and track course generations.
PERS_137	System shall provide ability to establish course templates with generic information.
PERS_138	System shall provide ability to establish and edit prerequisites for attending a course.
PERS_139	System shall provide ability to establish eligibility requirements for course attendance (e.g., job class, salary group, program area).
PERS_140	System shall provide ability to distinguish courses the employee selects versus courses the manager recommends.
(b) Course Information	
PERS_141	System shall provide ability to maintain a course catalog with full course description and dates offered (Employee Self portal enabled).
PERS_142	System shall provide ability to display a synopsis of course offerings indexed online with keyword search capability (Employee Self portal enabled).
PERS_143	System shall provide ability to support interfaces / hyperlinks to external training institutions for course and class information. (Employee Self portal enabled).
PERS_144	System shall provide ability to establish mandatory training that all employees are required to attend (e.g., ethics, cultural diversity, job safety, induction etc.).
(c) Training Budget	
PERS_145	System shall provide ability to store and maintain training budgets under defined projects.
PERS_146	System shall track budgets of training respective to the project codes.
PERS_147	System shall provide ability to compare actual training costs to budgeted costs.
PERS_148	System shall provide ability to track costs of training and effectiveness versus recruiting costs to make decisions about training and recruitment.
PERS_149	System shall provide ability to track funding spent on training per employee.
(d) Training Proposal	
PERS_150	System shall provide ability to submit proposal with training budgets, trainings to be conducted, period of training, outcome of training etc.
PERS_151	System shall allow approver to accept/ suggest modification / reject proposal online.
(e) Publish Training Calendar	
PERS_152	Post approval of training proposal, system shall allow posting of training calendar on the employee portal (DDA Internet Portal).
PERS_153	System shall allow employees to access trainings that they are nominated for in the proposal.
PERS_154	System shall allow employees to reject any default nomination and send request

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	for new course.
Employee Training- Conducting Training	
(a) Registration	
PERS_155	System shall allow class registration, rescheduling, and cancellation by employee and manager.
PERS_156	System shall allow automatic class/schedule conflict checking.
PERS_157	System shall allow automatic wait list option for anyone registering for a full class.
PERS_158	System shall allow automatic clearing of waitlist and notification to employee/manager.
PERS_159	System shall allow ability for specified administrators to reorder wait list or class roster.
PERS_160	System shall generate Email notification and flag if class has not reached minimum enrollment by class Go/No Go date.
PERS_161	System shall be able to generate notification to employee/manager regarding scheduled classes/changes.
PERS_162	System shall allow automated approval from manager prior to registration.
(b) Training Invites	
PERS_163	System shall be able to send invitations to the selected trainees.
PERS_164	System shall allow trainee to accept / reject the training invite.
PERS_165	System shall track rejected invites and keep the trainee in wait list for next training on same topic.
PERS_166	System shall enable approval from the HOD before training is accepted / rejected by the employee.
(c) Training Delivery	
PERS_167	System shall be able to generate class roster with contact information, and share that information with appropriate groups.
PERS_168	System shall generate unique number for each training.
PERS_169	System shall be able to track substitutions on the day of the training.
PERS_170	System shall be able to track and report on cancellations and no-shows.
PERS_171	System shall be able to document class attendees who attended part of the training.
PERS_172	System shall have provision to upload pre-read of the training course which can be accessed by the trainees.
Training Record	
(a) Feedback	
PERS_173	System shall be able to capture anonymous class evaluation feedback through web-enabled evaluation surveys or other means through Intranet portal .
PERS_174	System shall be able to have standardized questions and scales for course evaluations.
PERS_175	System shall be able to support a pre and post evaluation form / questionnaire to assist in evaluating change in behavior of trained personnel.
(b) Employee Training Record	
PERS_176	System shall be able to add training events (classes, workshops, seminars, and other relevant employee development events) to an employee's training record.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

PERS_177	System shall be able to support the tracking of training hours required per employee and reduce the total amount each time a training event occurs.
PERS_178	System shall be able to update the courses attended by the employee.
PERS_179	System shall be able to maintain and generate employee training history.
PERS_180	System shall be able to support the integration of training and performance management information.
PERS_181	System shall be able to track completion of specific examinations, scores, and dates of completion.
(c) Alerts and Reminders	
PERS_182	System shall be able to send reminders to employees who have registered for an upcoming class.
PERS_183	System shall be able to generate mass notifications in case of class changes.
PERS_184	System shall be able to notify employees of cancellation of training.
PERS_185	System shall be able to send alerts to the trainers for the upcoming class.
Payroll	
(a) Generate Payroll list	
PERS_186	System shall be able to generate payroll list based on the last pay certificate.
PERS_187	System shall raise any modification alert, if required.
PERS_188	System shall allow modification in salary amount based on the prior approvals.
PERS_189	System shall allow payroll coordinator – admin to forward the payroll list to payroll coordinator – accounts.
PERS_190	System shall allow payroll coordinator – accounts to verify the payroll list.
PERS_191	System shall allow payroll coordinator – admin to verify payroll list based on leave record.
PERS_192	Once all verifications are complete, system shall generate final payroll list.
PERS_193	System shall be able to deduct tax as per the policies.
PERS_194	System shall be able to generate Form 16, Report 24Q and other statutory requirements of taxation.
PERS_195	System shall automatically generate monthly schedule of recoveries under the heads HBA, License fee, GPF, CPF, Festival etc to ensure correct accounting and reconciliation.
PERS_196	System shall have the provision of processing other than salary bills, such as LTC advance, LTC Final payment, OTA, festival advance, Arrears of pay due to fixation, honorarium and others.
PERS_197	System shall have provision of making GPF deductions, maintain MIS, processing GPF recoveries and advance & withdrawal requests.
PERS_198	System shall generate annual PF slips for individual employees.
PERS_199	System shall take into account all deductions before generating pay slip.
(b) Submit Payment Advise to Bank	
PERS_200	System shall be able to make RTGS transfer of salary amount to the bank.
PERS_201	System shall allow upload of signed bank statement received by payment dispatcher.
PERS_202	System shall send email to all employees with their salary details.
PERS_203	System shall allow employees to see break up of their salary.
Reimbursement	
(a) Reimbursement Filing	

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

PERS_204	System shall allow employee to file reimbursement online.
PERS_205	System shall allow employee to take print out of the reimbursement.
PERS_206	System shall provide unique code to each case filed for reimbursement.
PERS_207	System shall allow multiple expenses to be filed in same reimbursement report.
PERS_208	System shall allow employee to recheck the reimbursement claim before submitting it.
(b) Approvals and Verification	
PERS_209	System shall send the reimbursement to the default approver/ competent authority.
PERS_210	System shall allow approver to accept / reject reimbursement filed by employee.
PERS_211	System shall provide field for providing reason for rejection of reimbursement.
PERS_212	System shall allow reimbursement coordinator to verify the expenses filed in system with the original proofs submitted by the employee.
PERS_213	In case of any discrepancy, reimbursement coordinator shall reject the claim and same intimation shall be sent to employee through email.
PERS_214	In case of no discrepancy, reimbursement claim shall be approved and sent to account for further processing.
PERS_215	System shall check the maximum limit of reimbursement that can be provided to the employee before approving the claim.
(c) Disbursement	
PERS_216	System shall allow disbursement through cheque or RTGS / NEFT etc., payment based on selection made by employee at time of filing reimbursement.
PERS_217	System shall generate payment advice for the approval before disbursement.
PERS_218	System shall allow approver to accept / reject payment advice.
PERS_219	System shall be able to track the cheques dispatched to the employee.
PERS_220	System shall provision for submitting of acknowledgment by the employee post receipt of cheque.
Attendance Monitoring	
PERS_221	System shall have ability to import data from the external biometric device into the software.
PERS_222	System shall have built in holiday calendar.
PERS_223	System shall be able to calculate working hours of each employee based on the login and log out details in the biometric device.
PERS_224	System shall be able to identify half day work and full day work based on the working hours of each employee.
PERS_225	System shall store historic record of attendance for any reference.
PERS_226	System shall allow manual modification of attendance record by authorized personnel.
PERS_227	System shall maintain log of any changes made to the attendance record.
PERS_228	System shall allow employees to check their attendance record online.
PERS_229	System shall allow approving authority to accept / reject attendance record online providing reasons for the same.
PERS_230	System shall reconcile attendance record with the leave record of the employee.
PERS_231	System shall have ability to highlight any discrepancy found while reconciling attendance record and leave record.
Retirement	

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

(a) General	
PERS_232	System shall be able to send alerts to exit coordinator about the end of deputation period of an employee.
PERS_233	System shall be able to process multiple personnel actions for a given employee in a single pay period (in effective date order) and shall reject invalid action combinations (e.g., promotion effective after exit, no training for exiting employees)
PERS_234	System shall be able to trigger notifications to other departments (IT, security, stores, library) when an employee is exiting.
PERS_235	System shall be able to create a letter for the employee that includes employee specific information upon receipt of the exit alert.
PERS_236	System shall allow access exited employee data.
PERS_237	Employee and payroll database shall reflect the employee as inactive (exit status).
(b) Final Settlement	
PERS_238	System shall be able to track the leave balance for leave payout amounts.
PERS_239	System shall allow for partial period payment to exited employees who do not work the entire pay period.
PERS_240	System shall be able to upload proof of payments, no objection slip, no due certificate in the employee database.
Employee Grievance Handling	
PERS_241	System shall be able to provide a complete history for an employee including: - Date that the grievance complaint was filed - Nature of the complaint - Actions taken - Final resolution of the issue
PERS_242	System shall be able to support the entry and monitoring of appeals associated with an employee grievance.
PERS_243	System shall be able to track different case numbers.
PERS_244	System shall be able to track the status of the complaint.
PERS_245	System shall be able to track grievance disposition and disposition date.
PERS_246	System shall allow for maintenance and status tracking of multiple levels of grievance and arbitration including issue, remedy and resolution.
PERS_247	System shall be able to support multiple grievance topic codes.
PERS_248	System shall be able to track total cost of grievances: attorney fees, lump sum awards, front pay, back pay, and other costs.
PERS_249	System shall be able to provide online training for HoDs to resolve issues.
PERS_250	System shall be able to track basic complaints before it gets to the grievance level.
PERS_251	System shall be able to notify approving authority when grievance moves to next step.
PERS_252	System shall be able to track grievances related to performance review ratings.
Employee Self-Service Portal	
PERS_253	System shall provide online entry for personal information for: <ul style="list-style-type: none"> ▶ Certifications ▶ Resume ▶ Education

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	<ul style="list-style-type: none"> ▶ Emergency Contacts ▶ Work Location Preferences ▶ Personal Profile ▶ Skills/Competencies ▶ Career Development ▶ Training etc.
PERS_254	System shall provide details of available training programs (Course details: title, code, category, objective, description, locations, schedules, tuition, other costs, prerequisites, instructors, equipment/material, min/max enrollees, enrollment deadline, and #enrolled to-date).
PERS_255	System shall notify approving authority of action required for their employees.
PERS_256	System shall allow for the employee to view their history for the following: <ul style="list-style-type: none"> ▶ Job ▶ Salary ▶ Training ▶ Performance reviews ▶ Leaves etc.
PERS_257	System shall allow to claim reimbursements like LTA, Medical Claims etc., with approval.
PERS_258	System shall allow to view employee directory.
PERS_259	System shall allow to upload all policy documents related to employment and other newsletters through self Service for employee viewing.
PERS_260	System shall provide immediate updates to the core HR database when data changes complete the workflow cycle.
Action Taken Reports	
PERS_261	System shall be able to capture the minutes of meeting from Sr. officers, LG, Secretary (UD), Authority, VIP references, LG references, MOUD references, Audit Paras, etc. online by the branch officers concerned.
MIS Reports	
	Report of recruitment activities such as: <ul style="list-style-type: none"> ▶ Number of hired staff ▶ Number of deputed staff ▶ Qualification wise hiring ▶ Month wise hiring ▶ Expenditure on hiring ▶ Cycle time of hiring
	APAR Reports: <ul style="list-style-type: none"> ▶ Time performance of APAR preparation cycle ▶ Default reports ▶ List of employees with ratings
	Leave Application: <ul style="list-style-type: none"> ▶ Leave approval and rejection history ▶ Analysis report of reasons for delays and rejections ▶ Time performance of Leave application cycle
	Employee Trainings: Details of HODs who have provided training requirements Details of Personnel who have provided training requirements

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	<p>Details of Training requirements along with the following:</p> <ul style="list-style-type: none"> ▶ Details of Departments ▶ Details of HODs ▶ Details of Personnel ▶ Trainings requested ▶ Date of receipt etc. <p>Details of training calendar:</p> <ul style="list-style-type: none"> ▶ Number of trainings in a year ▶ Number of personnel who needs ▶ Date of publishing etc.
	<p>Detailed Payroll List History:</p> <ul style="list-style-type: none"> ▶ Month-wise ▶ Year-wise ▶ Period-wise ▶ Customize as per the requirement
	<p>Attendance:</p> <ul style="list-style-type: none"> ▶ Periodic attendance report for deputation/contractual employees ▶ Rejected attendance sheets
	<p>Retirement:</p> <p>Details of Employee exit historically:</p> <ul style="list-style-type: none"> ▶ Year wise ▶ Forecasted ▶ Reason-wise ▶ Last Date wise etc. <p>Details of Payroll and Accounts for the Employee exiting</p> <ul style="list-style-type: none"> ▶ Amount due ▶ Deductions if any etc.
	<p>ATR Report:</p> <p>System shall be able to generate ATR report</p>

13 VC Secretariat Department:

The Vice Chairman's office (VC's Office) manages the working of the Vice Chairman of DDA. The activities of the VC's office are broadly divided into managing and maintaining the incoming & outgoing post, categorization of all the correspondence, diary & dispatch, tracking & recording of files for the Vice Chairman. The activities of the VC office are executed by Assistant Director, VC Office and are monitored by the Officer on Special Duty (OSD) to the Vice Chairman.

This Department interacts with all Departments of DDA, DDA Employees and Public.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Managing and Maintaining, categorization of all incoming and outgoing posts, Departmental monitoring, conducting public hearing and staff hearings for the Vice-Chairman, File tracking, etc., and will include the following features, in addition to General Requirements given in Section-1. All the notes, notices, documents, files etc., are preserved by the VC's office ensuring that no file destroyed under any circumstances. All Registers (A, UDM, PMO, C, DA, E, G, F, EP, H, EP, PC, H, L, CD, VC Staff Hearing, TBR, OUDM, Meeting Register, and D & Notes) shall be made electronic registers.

Requirement ID	Requirement Description
System login and access	
VCSEC_1	The system shall be accessible to the internal user and the different divisions of DDA, as per access roles suggested by DDA.
General	
VCSEC_2	System shall be able to keep track of RTI.
VCSEC_3	System shall maintain the repository of RTI related to public.
VCSEC_4	System shall be able to track status of RTI.
VCSEC_5	System shall generate alert for all important dates/ hearings etc.
Maintaining and Managing the diary details	
VCSEC_6	The system shall allow entering the unique diary and dispatching number.
VCSEC_7	The system shall be capable of printing the receipt.
VCSEC_8	The system shall have facility to keep the database of details of incoming and outgoing post.
VCSEC_9	System shall have unique dispatch and diary number.
VCSEC_10	System shall be able to capture the details of notes, notices, and documents from VC office.
Dispatch details of artefacts from VC's office	
VCSEC_11	System shall be able to capture details of artefacts from VC office.
VCSEC_12	Artefacts from VC office shall be managed centrally and can be accessible as and
VCSEC_13	when required.
Managing and Maintaining the Incoming and Outgoing post	
(a) VIP/ MP-MLA Reference	
VCSEC_14	System shall keep the record of VIP/MP-MLA references separately and maintain the

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	database of the same.
(b) Files through file tracking(including RFID based)	
VCSEC_15	System shall be able to define unique file number.
VCSEC_16	System shall be able to attach documents to the file.
VCSEC_17	System shall be able to generate document version.
VCSEC_18	System shall keep a repository of all the files.
VCSEC_19	System shall be able to keep the track of the date of the file movement.
VCSEC_20	System shall have ability to update the file status.
VCSEC_21	System shall be able to track the file movement from one department to other.
(c) Categorization of all correspondence	
VCSEC_22	System shall provide facility to categorize the correspondence with respect to all the departments.
VCSEC_23	System shall maintain the database of the correspondence.
VCSEC_24	System shall generate a unique number for all kind of correspondences.
(d) Letters and correspondence of all other type	
VCSEC_25	System shall be able to keep track status of all remaining other type of correspondence.
VCSEC_26	System shall be able to maintain repository of all other correspondence and letters.
Individual Departmental monitoring of pending issues	
VCSEC_27	System shall be able to keep track of historical issues.
VCSEC_28	System shall be able to sort issues department wise.
VCSEC_29	System shall be able to record requisition opening and closing dates.
VCSEC_30	System shall be able record requisition status such as open, resolved etc.
VCSEC_31	System shall be able to generate alert to authorized person for pending issues.
Conducting public hearing & staff hearings for the Vice-Chairman	
VCSEC_32	System shall have provision to enter public and staff hearings and provide a unique number.
VCSEC_33	System shall keep track of status of the public and staff hearings.
VCSEC_34	System shall maintain a database of all the public and staff hearings .
Age-wise pendency report	
VCSEC_35	System shall be able to generate pendency report for staff hearing.
VCSEC_36	System shall be able to generate alerts for pending issues related to public hearings.
VCSEC_37	System shall show alert for pending outgoing posts.
Electronic Notice Board	
VCSEC_38	System shall have provision to display message circulated by VC office on electronic notice board.
VCSEC_39	System shall be able to update notice board during urgent notice circulation.
VCSEC_40	System shall display notices for future dates on the display board date-wise.
MIS Reports	
VCSEC_41	System shall be able to generate report for all incoming posts.
VCSEC_42	System shall be able to generate report for all outgoing posts.
VCSEC_43	System shall be able generate ad-hoc reports as per the requirement.
VCSEC_44	System shall be able to generate reports on categorization of the correspondence.
VCSEC_45	System shall be able to generate reports on file status.
VCSEC_46	System shall be able to generate RTI reports date wise, pendency wise.

14 Legal

Law Department in the DDA is headed by the Chief Legal Advisor. The main function of the legal department is to monitor all the court cases involving DDA. The Legal department appoints panel Lawyer to the case, monitor progress of the case through law officers posted in the different departments of DDA along with (Nodal officers posted in departments, facilitate decision of HoD on the point of appeal or close the case subject to approval by the Competent Authority i.e. Administrative Department/HoD and monitor compliance of the directions issued by the court.

The Legal department has posted Law officers in each department of DDA. It is the responsibility of the law officers to monitor the progress of each case in their respective department. The law officers report to the Deputy CLA/ Addl. CLA and CLA.

The main activities of Legal department are:

- ▶ Entrustment of Panel Lawyer –Sr. Standing Counsel / Panel Lawyer - Standing Counsel / Panel Lawyer – ASG/Special Counsel etc.
- ▶ Supervising, monitoring and contesting of the cases in various courts and to have interaction with panel lawyers, courts, ASG and other Law Officers of Govt. for their assistance in DDA matters in Revisions, Review SLPs etc.
- ▶ Assigning court cases to different panel lawyers keeping in view the nature and importance of the cases
- ▶ Monitoring the case proceeding
- ▶ Monitoring the performance of the panel lawyers and recommendations on formation of new panels/ renewals
- ▶ Processing of various Fee Bills of advocates and settlements of fee, etc. with other advocates
- ▶ Giving opinion on a diverse range of substantive and procedural legal issues arising in administrative functioning of DDA
- ▶ Supervising legal research and analysis, identifying important issues and apprising the different department of the DDA about emerging legal trends from court decision and tendering legal advice to avoid unnecessary litigation
- ▶ Examination of judgments pronounced by different courts on the basis of factual and policy input and past precedents given by different administrative branch of DDA. To facilitate decision on part of the administrative heads regarding implementation/ challenge of the judgment of the court.

This Department interacts with all Departments of DDA and Account Wing, and also with Supreme Court, High Court, TC and Panel Lawyers.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Annexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to entrustment of Panel of Lawyers, Court Cases, property details against which court cases exist, processing of lawyer bill, fee, and reminder to various DDA Officers related to Court Cases, etc., and will include the following features, in addition to General Requirements given in Section-1. This Court cases information system (Module) shall seamless integration with Workflow systems available with SC, HC and TC etc.

Requirement Id	Requirement Description
General	
LEG_1	The system shall be accessible to the internal user and the different divisions of DDA, as per access roles suggested by DDA for Legal department.
LEG_2	Internal DDA user as per the user role specified by the DDA for various components of <ul style="list-style-type: none"> • Chief legal advisor • Dy. Chief Legal Advisor • SLO /JLO • Legal Assistant • Designated officers by department
LEG_3	The Indicative Case details related fields include: <ul style="list-style-type: none"> • Date of Entrustment • Serial no • Batch no. • Legal file no. • Summons details, if available • Respondent details • Standing counsel name/Panel Lawyer- Provision for more than one advocate • Case subject • Nature of case • Type of Case • Court Case No (Provision for more than one number) • Court Details • Petitioner Details and contact number
LEG_4	The system shall authorize user to associate a panel lawyer with the case. The system shall maintain list of panel lawyers approved by DDA.
LEG_5	The system shall provide work flow to enable different review levels before finalization of case petition and connected with High Court's database of case.
LEG_6	A Note sheet in line with format used by the DDA shall be attached with each case which shall record all proceedings/meetings/decisions related to the case and will exist throughout the lifecycle of the case. Authorized users shall only be allowed to provide inputs to note sheet. No user shall be allowed to modify any already existing content in the note sheet.
LEG_7	The system shall allow DDA to raise case filing requests to Legal cell and provide relevant information like complaint number, complainant details, case in charge details, petitioner details in the format used by DDA and Legal.
LEG_8	Through centralized web based electronic form, an authorized user shall be able to provide/modify/update case details in the system. Indicative list for fields to be captured is provided in 'Fields to be captured' subsection. However details to be captured shall be finalized in consultation with the DDA.

LEG_9	The system shall be accessible to the internal user Legal Department, as per access roles suggested by DDA for Legal department.
LEG_10	The system shall generate unique case identity number for each case submitted in the system.
LEG_11	The system shall allow search of activities, comments, notifications, documents etc related to a case based on multiple search parameters.
LEG_12	The system shall allow inter referencing of cases.
Receipt of Court Notice and Entrustment of Panel Lawyer	
LEG_13	System shall allow user (diarist) to enter the case notice details received from different courts i.e. Suit No., Court Name, Party Name, Date of hearing, Property Details, Department etc.
LEG_14	System shall allow user to take print of the case intimated in the system with Diary no./bar Code.
LEG_15	The system shall generate unique case identity number for each case submitted in the system.
LEG_16	System shall allow user to link the received court notice with File no/Case No.
LEG_17	System shall allow marking cases as repeat cases based on various parameters such as repeat case by new case no. or repeated case by same case no etc.
LEG_18	System shall allow authorized user to search cases based on various parameters such as party name, case no., court name etc.
LEG_19	If entry of case already found, System shall allow user to intimate to diarist File No./Case No., name of the Parties.
LEG_20	System shall allow diarist to intimate the case details to concern department with File No./Case No.
LEG_21	IF entry of case not found, system shall allow user to generate unique file identity number of each new case submitted in the system with details such as: date of opening of file, file no., suit no., party name, case hearing date etc.
LEG_22	System shall allow user to mark the file to CLA and/or Addl. CLA for entrustment through SLO/ Dy. CLA with remarks/comments on entrustment paper
LEG_23	System shall allow user to prepare the entrustment paper entering details i.e. Title of case, property involved, suit no. date of hearing etc.
LEG_24	System shall allow CLA and / or Addl. CLA to entrust to Panel lawyer, Standing Counsel, Senior Standing Counsel, ASG/Special Counsel etc. based on seriousness of case.
LEG_25	System shall maintained the list of Standing Counsel, Senior Standing Counsel, ASG/Special Counsel
LEG_26	System shall allow CLA to mark the file to FM/VC/Concerned Authority for approval, If entrustment of Standing Counsel, Senior Standing Counsel, ASG/Special Counsel.
LEG_27	Workflow based approval system for approval on entrustment of PL, Standing Counsel, Senior Standing Counsel, and ASG/Special Counsel.
LEG_28	System shall be allow concerned authority to mark the file to Peshi Clerk of Tehsil Court/HC/SC.
LEG_29	System shall allow user to prepare BTF (Brief Transmission Flow) on system itself.
LEG_30	System shall allow user to send intimation/request to PL to attend the court on the hearing date through Email/SMS/WhatsApp etc.
LEG_31	System shall allow authorize user to associate a panel lawyer or more than one lawyer with the concerned court case and update the PL details in the system.
LEG_32	System shall allow authorized user to record professional fee of the Counsels for each case.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

LEG_33	System shall allow authorized user to record different stages of cases e.g. summons details, respondent details, standing counsel name, nature of case, administrative department responsible for the case etc.
LEG_34	System shall allow workflow enabled system to change the counsel during any time during processing of the case on submission of mandatory approvals required by various senior stakeholders.
LEG_35	System to also allow to enter the complete property details against a particular case including the details of Khasra number, S-4, S-6, award & passim, 22(i) notification.
Forward Case file to Concerned Nodal officer for comments and sign on POA	
LEG_36	System shall allow user to send file to SLO of concerned department.
LEG_37	System shall allow the HOD/SLO to view the case details.
LEG_38	System shall allow SLO to mark the Power of Attorney file to HoD and request for preparation of comments on case along with documents.
LEG_39	System Shall allow user to enter the para-wise comments on the case.
LEG_40	System shall allow user to mark the case file back to SLO for vetting after providing para-wise comments.
LEG_41	System shall allow SLO to mark the file back to HoD for reviewing the comments against, if disagrees with the comments.
LEG_42	System shall allow SLO/HoD to printing of the comments of the dept in standard formats.
LEG_43	System shall allow authorized users to view the comments shared by HoD.
LEG_44	System shall allow PL to mark the reply/counter affidavit to SLO of Concerned nodal officer/ HoD for signature/ approval.
LEG_45	System shall allow nodal Officer/ HoD to mark the reply/counter affidavit (scanned copy) to respective deputy director for verification.
LEG_46	System shall allow the concerned Dy. Director to mark the file back to nodal officer /HOD after verification for signature.
LEG_47	System shall allow the nodal officer/HOD to sign and mark the reply/file to the respective SLO/PL for filling in the court.
Court Proceedings	
LEG_48	System shall allow user to update the case hearing details in the prescribed format.
LEG_49	The system shall allow authorized user to record next case hearing date and further allow association of internal staff to the case who shall be designated to attend the hearing.
LEG_50	The system shall allow authorized user to record and update proceeding of all legal cases according to hearing date proceedings and maintain a non-editable chronological order of the same and also to link up the daily order of the court.
LEG_51	The system shall provide work flow to enable different review levels before finalization of case petition.
LEG_52	A Note sheet in line with format used by the DDA shall be attached with each case which shall record all proceedings/meetings/decisions related to the case and will exist throughout the lifecycle of the case. Authorized users shall only be allowed to provide inputs to note sheet. No user shall be allowed to modify any already existing content in the note sheet.
LEG_53	The system shall allow authorized user to configure workflow for uploading/processing/closing/archival of the case in the system.
LEG_54	The system shall allow authorized user to record each update/proceeding/decision/comment on the case in the system.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

LEG_55	System shall allow user to generate the cause list based through system itself in the prescribed format
LEG_56	System shall allow user to update/enter the property details of respective case in the prescribed format finalised by DDA.
LEG_57	The system shall provide a copy of the evidence by way of affidavit to the management.
LEG_58	The system shall allow authorized user to maintain a list of court cases pending in the different courts.
LEG_59	System shall allow to mark as to indicate whether a final decision is in favour of DDA or against with gist of orders.
LEG_60	System shall allow to indicate whether a final decision against the DDA is to be challenged in the higher court or not. If it is to be challenged, the specific date by which it is to be challenged, whether appeal filed or not, Final outcome /result of the appeal.
LEG_61	Shall also allow to view details of similar/connected cases to a particular case.
LEG_62	The system shall allow authorized user to record the interim orders passed by the court in each case and its modification from time to time.
LEG_63	The system shall allow authorized user to record the final judgment in a case and the report on compliance of the order of the Court.
LEG_64	The system shall allow authorized user to record whether opinion is required from counsel for moving a superior court for appeal. If yes, he shall be able to generate a communication/generate a workflow activity for the same.
LEG_65	The system shall be capable in maintaining the movement of files at every stage between the department and PL.
LEG_66	System shall allow concern department/HoD to take decision after getting final order of court, whether to comply with or to appeal in higher court in the system itself.
LEG_67	System shall allow PL to intimate any penalty/cost imposed by the court to concerned department.
LEG_68	System shall allow HoD to approve the penalty amount and intimation to Account for processing.
Process lawyers fee bills	
LEG_69	System shall allow concerned Law officer to mark the bill to Dealing Asstt after scrutinized for processing.
LEG_70	System shall provide the bill details.
LEG_71	System shall maintain various rates of fees by Court type, lawyer type, hearing type etc. as per DDA policy.
LEG_72	System shall validate the bill with the case details such as lawyer name, hearing date etc. The system shall allow the bill to be processed only if the bill is valid as per the fee bill policy.
LEG_73	System shall allow dealing asstt. to check the correctness and authenticity of the bill on the various parameter i.e. connected or non-connected, decided /pending, effective or non-effective etc.
LEG_74	System shall allow SLO to send the case details to fee bill section for verification/processing of bill.
LEG_75	if bill are found correct, system shall allow dealing asstt to check the claimed amount to be accordance with DDA defined policy.
LEG_76	If bill are found not correct, system shall allow user to send intimation to PL for send the correct bill with observation.
LEG_77	If bill are found correct as per DDA defined policy, system shall allow user to prepare

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	proforma for payment for legal fee.																																								
LEG_78	System shall allow user to mark the proforma to LA/JLO/SLO/Dy CLA for approval.																																								
LEG_79	System shall provide work flow to enable different levels approval of legal fee bill.																																								
LEG_80	System shall allow LA/JLO/SLO/Dy CLA to approve/ verify the proforma in the system itself.																																								
LEG_81	System shall allow user to mark the proforma to account department after approval of LA/JLO/SLO/Dy CLA.																																								
LEG_82	System shall allow CLA and HoD to approval the penalty/ cost imposed by court.																																								
MIS																																									
LEG_83	<p>The System shall provide suitable MIS to designated officer at predefined periodicity. These MIS shall have parameters to configure option to be delivered through email, or dashboard, or access by the designated user. Indicative but not comprehensive list of MIS include:</p> <ul style="list-style-type: none"> • Pending case related reports • Court wise cases • Hearing date wise cases • Closed case related reports • Cases pending with court • Status/Stage wise reports • Counsel wise reports • Expenditure reports • Reopened case related reports • Petitioner related reports etc. • Details of case where appeal is to be filed <ul style="list-style-type: none"> ○ Appeal filed and not-filed • Other MIS reports as required 																																								
LEG_84	<p>Data Digitization</p> <p>As per the monthly reports as on 31/5/2014, 17170 DDA cases are pending in different courts. On an average 200 to 500 pages are in each file which shall be required to be digitized and attached with the court case data.</p> <p>In addition to this approx. 20-30 cases are received every day which would also be required to be digitized on daily basis and linked with the case details apart for linking the day to day proceedings and the judgments& pleadings.</p> <p>As per the information available in the legal software, till date 27543 cases have been entered into the legal software for which data has to be maintained for further record.</p>																																								
LEG_85	<p>Sample MIS reports required – However, more reports may be listed during SRS.</p> <table border="1"> <thead> <tr> <th colspan="8">Department Name:</th> </tr> <tr> <th>Name of Court</th> <th>Cases pending in beginning of month</th> <th>Cases instituted during the months</th> <th>Cases decided in favor of DDA</th> <th>Cases decided against DDA</th> <th>Cases decided as dismissed in default/withdrawn and no direction to DDA</th> <th>Total cases decided in months</th> <th>Total cases pending in the end of the month</th> </tr> </thead> <tbody> <tr> <td>Supreme Court</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>High Court</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dist Court /NGT/ Tribunal/Co</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Department Name:								Name of Court	Cases pending in beginning of month	Cases instituted during the months	Cases decided in favor of DDA	Cases decided against DDA	Cases decided as dismissed in default/withdrawn and no direction to DDA	Total cases decided in months	Total cases pending in the end of the month	Supreme Court								High Court								Dist Court /NGT/ Tribunal/Co							
Department Name:																																									
Name of Court	Cases pending in beginning of month	Cases instituted during the months	Cases decided in favor of DDA	Cases decided against DDA	Cases decided as dismissed in default/withdrawn and no direction to DDA	Total cases decided in months	Total cases pending in the end of the month																																		
Supreme Court																																									
High Court																																									
Dist Court /NGT/ Tribunal/Co																																									

	mms.							
	Etc							
	Total							

15 Finance, Land Costing and Accounts

This Department interacts with all Departments of DDA, DDA Employees, Public, MCDs, PWD, RWAs, DMRC/Transport, Trusts and Societies etc. This Department is headed by “Member Finance”, and has sub-divided into five sectors:-

- ▶ Chief Accounts Officer
- ▶ Finance Advisor (Housing)
- ▶ Director (Finance)
- ▶ Director (Land Costing)
- ▶ Director (Reciepts).

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant flow-charts (a partial list) for this Department in Aennexure-34 A, as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please refer to DDA Business Process and Support Process Report 2014 for further clarification (available at <http://www.dda.org.in>);

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Financial Budgeting (Projects, Sports, Salaries, Housing Receipts and Land Acquisition), Financial Accounting and Control, Audit etc., and will include the following features, in addition to General Requirements given in Section-1.

This Module shall facilitate collect data (receipts and payments) at root level for much broader functions like accounting, budgeting and financial planning.

15.1 Compilation of Accounts on Monthly/Annual basis

15.1.1 Process overview

DDA compiles its accounts monthly and annually. At present the compilation done through cash books maintained by individual units. The individual units send their monthly accounts to head office for compilation. The complete process is to be automated

15.1.2 Specific functional requirements for the process

S.NO	Requirement
FIN_1	The system shall have the facility for compilation of accounts by various account rendering units like CAUs, Head Office, PAO, sports etc.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

FIN_2	The designated user at head office shall be able to compile monthly and annual accounts.
FIN_3	The individual units shall be able to maintain their accounts on the system.
FIN_4	The system shall provide for user specified reporting.
FIN_5	The system shall have the facility to generate online reports.
FIN_6	The system shall have a financial report writer.
FIN_7	The system shall have graphic reporting capability.
FIN_8	The system shall allow the user to maintain tax details like VAT, FBT, Service tax, property tax, etc.
FIN_9	The system shall have the provision to maintain chart of Accounts i.e Nazul 1, Nazul 2 and General Development account.
FIN_10	The System shall follow accrual method of accounting.
FIN_11	The system shall have the provision to enter yearend adjustments.
FIN_12	The system shall be able to post transactions to new year/period before the current year/period closes.

15.1.3 Indicative MIS Requirement

S.NO	Report
FIN_13	Consolidated registers for maintenance of scheme wise, with sub head of account wise details
FIN_14	Trial Balance
FIN_15	Profit and loss statement with previous years comparative data
FIN_16	Balance sheets
FIN_17	General ledger details reports
FIN_18	Fund flow statements
FIN_19	Fortnightly/monthly cash flow statements
FIN_20	Comparison statement of Administration expenses Vs Works Expenditure
FIN_21	Sundry creditors list
FIN_22	Sundry debtors list
FIN_23	Accounts receivables list
FIN_24	Bank reconciliation statements
FIN_25	Suspense Account statements

15.2 Budgeting

15.2.1 Process Overview

DDA does its budgeting activity once in a year. During this activity DDA revises the budget for the current financial year (Revised Budget Estimates) and creates a budget for the next financial year (Budget estimate). For compilation of budget estimates a circular is issued requesting all HOD's in DDA to provide scheme wise budgetary proposals of their respective wings (CAUs, Sports, Establishment, Vikas Minar etc.) for incorporating same in the revised budget estimates of current year and Budget estimates of the ensuing year. Based on the budgetary data received from different HOD's the RBE and BE in respect of receipts and payments is compiled for approval of competent authority.

15.2.2 Specific Functional requirements for the process

S.No	Requirement
FIN_26	The designated officers at each wing shall be able to add the following figures to the system in a predefined format: a) Projects approved by EAC b) Projects to be tentatively approved by EAC c) Estimated expenditure on ongoing projects d) Estimates for annual repair and maintenance expenses e) Estimated salary disbursements and other expenses f) Estimated expenditure and income for housing schemes g) Estimated Sports facility maintenance expenses, establishment expenses for sports facilities, Income from membership for sports facilities h) Estimates of expenditure and income from land acquisition.
FIN_27	The system shall facilitate automatic calculation of revised budget estimates for expense and receipt by using planned expenses/receipts and actual expenses/receipts till date for various projects and other planned activities.
FIN_28	The system shall allow the designated officers to automatically estimate budget for the next year by summing up the estimates for activities/projects approved and planned for next financial year.
FIN_29	The designated user at each wing shall be able to generate the budgetary estimates for the wing using the system and send them for approval to the HOD/Unit head.
FIN_30	The estimate prepared at each wing shall have an approval process/workflow attached to it
FIN_31	Post approval at the zone/wing, the designated user at Budgeting section of accounts shall be able to aggregate all the information received from various wings and submit the same for approval through an approval/workflow process.
FIN_32	Post the Approval Budget reports in predefined formats shall be automatically generated.
FIN_33	Approved budgeted figures shall be automatically configured for budgetary control during regular operations,
FIN_34	The system shall support multiple open budget versions.
FIN_35	The system shall monitor actual receipts/expenditure against budget.
FIN_36	The system shall have the facility to roll over the actual /budget receipts/expenditure to next year.
FIN_37	The system shall have the facility to base new budget versions as % increase/decrease over previous budget versions.

15.2.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_38	Annexure I- DDAs budget at glance
FIN_39	Annexure II-Combined Abstract showing position of Revised Estimates for current year and Budget Estimates for current year and Budget Estimates for ensuing year in respect of all three Accounts supported by Activity Wise detail of Receipt and Payment under Nazul A/c I, Nazul A/c II and BGDA
FIN_40	Annexure III-List of New Schemes to be launched in Revised Budget Estimates and Budget Estimates of ensuing year.
FIN_41	Annexure IV -Comprises of scheme wise detailed budget proposals, Minor Head wise in respect of receipts & payments under Nazul A/c I, Nazul A/c II and BGDA
FIN_42	Annexure V-Contains Zone wise "Performance Budget" indicating the Physical and Financial progress of various works/schemes
FIN_43	Budget Variance reports
FIN_44	Quarterly review of Budgetary receipts and payments

15.3 Medical bill reimbursement (OPD, Chronic)

15.3.1 Process Overview

This facility is for employees of Group A and B officers and pensioners and their dependent family members, wherein they are reimbursed actual expenditure on account of medical expenses, subject to predefined annual limit for each group. The facility is also available to group "C" and "D" employees who opt for the scheme. Medical claims whether O.P.D or the Indoor (hospitalization) cases are required to be submitted within 3 months from the date of incurring expenditure (6 months for pensioners/except for chronic and post-operative case).

15.3.2 Specific Functional requirements for the process

S.No	Requirement
FIN_45	Applicant shall be able to view the previous claim history.
FIN_46	Applicant shall be able to resubmit a bill if rejected with reference to the rejected bill.
FIN_47	Applicant shall be able to view his balance amount.
FIN_48	Applicant shall able to view the status of his pending application.
FIN_49	Applicant shall get mobile/email alert at each intermediate approval/rejection and final approval.
FIN_50	Applicant shall get an alert message if the submitted claim amount exceed the total annual prescribed limit.
FIN_51	Dealing assistant shall be able to view the complete application.
FIN_52	Dealing assistant shall be able to reject /approve a multiple bills in a single application.
FIN_53	Dealing assistant shall get an alert message to review all details before approving the application.
FIN_54	Dealing assistant shall be able to check contribution payment status and balance reimbursement limit of the applicant.
FIN_55	Dealing assistant shall give an alert message for approval for bills whose date is older than a specified number of days/ amount exceeds maximum allowable limit.
FIN_56	System shall give a warning message for approval for bills whose date is older than a specified number of days/ amount exceeds maximum allowable limit. In such cases the approval shall be sent to higher authorities as per delegation of power (Finance Member for approval over and above prescribed limit, Chief accounts Officer for condonation of delay in submission of bills).
FIN_57	The application be sent back to AAO/AO for release of pay order.
FIN_58	Concerned officer shall be able to initiate an online payment to the applicant.
FIN_59	The system shall automatically fetch bank details of the applicant from payroll/master records.
FIN_60	Verifying/approving officer shall get an alert message to review all details before approving the application.
FIN_61	Verifying/approving shall be able to view various reports as mentioned in the MIS section.
FIN_62	System generated SMS and email alerts shall be sent to all concerned stake holders at respective events like approval, preparation of pay order etc. with necessary details like amount paid/approved/deduction made etc.
FIN_63	System shall be integrated with Budgeting process.
FIN_64	System shall be integrated with salary process to check employee /pensioner contribution.
FIN_65	System shall not allow reimbursement to an employee who is taking monthly medical allowance.
FIN_66	Applications marked as "Chronic Disease", "Post-Operative Treatment", "Special Cases" shall be sent for approval to higher authorities as per delegation of power and annual ceiling shall not be applicable to them.

FIN_67	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.
--------	------------------------------------------------------------------------------------------------------------------

15.3.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_68	Daily Cash book
FIN_69	Monthly cash book
FIN_70	Employee wise claim statement
FIN_71	Reports for special approval cases
FIN_72	Bank reconciliation
FIN_73	Monthly account statement

15.4 Medical bill reimbursement(IPD)

15.4.1 Process Overview

This facility is for all employees of DDA as well as to pensioners, wherein they are reimbursed actual expenditure on account of medical expenses. Medical claims for Indoor treatment(hospitalization) cases are required to be submitted within 3 months from the date of discharge from the hospitals (last consultation in case of OPD) or 1 month from date of discharge from the hospitals(in case of advance)

15.4.2 Specific Functional requirements for the process

S.No	Requirement
FIN_74	Applicant shall be able to view the previous claim history
FIN_75	Applicant shall be able to resubmit a bill if rejected with reference to the rejected bill
FIN_76	Applicant shall be able to view his balance amount
FIN_77	Applicant shall able to view the status of his pending application
FIN_78	Applicant shall get mobile/email alert at each intermediate approval/rejection and final approval
FIN_79	Applicant shall get an alert message if the submitted claim amount exceed the total annual prescribed limit
FIN_80	Applicant shall be able to submit an application online (including scanned bills) and also take a print for physical submission at counter.
FIN_81	Dealing assistant shall be able to view the complete application
FIN_82	Dealing assistant shall be able to scan and upload the documents after verification of same
FIN_83	Dealing assistant shall be able to reject /approve a multiple bills in a single application
FIN_84	Dealing assistant shall be able to work out admissible amount based upon a predefined logic(St Stephens Rate card/CGHS rate card/AIIMS rate card)
FIN_85	Dealing assistant shall be able to forward the same to AAO and Senior AO/AO for verification and approval
FIN_86	System shall give a warning message for approval for bills whose date is older than a specified number of days/ amount exceeds maximum allowable limit. In such cases the approval shall be sent to higher authorities as per delegation of power
FIN_87	Verifying/approving officer shall get an alert message to review all details before approving the

	application.
FIN_88	Verifying/approving shall be able to view various reports as mentioned in the MIS section
FIN_89	Designated officer shall be able to print cheque/initiate online payment
FIN_90	Online transfer status/cheque payment status shall be updated in the system
FIN_91	SMS/Email alert shall be sent to the applicant at each stage of claim processing intimating the details
FIN_92	System shall be integrated with Budgeting process
FIN_93	System shall be integrated with salary process to check employee /pensioner contribution
FIN_94	System shall have the provision for payment of advance after due approval. The same shall be accounted for while approving the final claim.
FIN_95	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.

15.4.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_96	Daily Cash book
FIN_97	Monthly cash book
FIN_98	Employee wise claim statement
FIN_99	Reports for special approval cases
FIN_100	Bank reconciliation
FIN_101	Monthly account statement
FIN_102	Pending claim report

15.5 Gratuity/Pension/Family Pension Processing

15.5.1 Process Overview

A pension is a steady income given to an employee (usually after retirement/death of employee during service period). Pensions are payments made in the form of guaranteed annuity to a retired or disabled employee. DDA offers pension to its employee after the retirement. Pension is payable up to and including the date of death. The minimum eligibility period for receipt of pension is 10 years & above. A DDA employee retiring in accordance with the Pension Rules is entitled to receive superannuation pension on completion of at least 10 years of qualifying service.

In the case of Family Pension, the widow of the deceased employee is eligible to receive pension on death of her spouse after completion of one year of continuous service or before even completion of one year if the Employee had been examined by the appropriate Medical Authority and declared fit for Government service.

Pension scheme is not applicable for employees who has joined DDA after 31 March, 2004.

15.5.2 Specific Functional requirements for the process

S.No	Requirement
FIN_103	Concerned Family member of the employee/employee shall be able to apply online for the family pension

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	if applicable
FIN_104	Retiring Employee shall be able to fill the pension book online.
FIN_105	Drawing and disbursement officer (DDO) of the concerned employee shall be able to view the pension book and verify it. Pension book shall have an approval cycle attached to it.
FIN_106	DDO shall be able create Last pay certificate etc. online and attach the same to online pension book.
FIN_107	DDO shall be able to send the online documents to Pension wing which in turn shall be able to send the file for approval to Personnel Branch
FIN_108	Personnel Department shall be able to issue a notification through the system to all other departments including vigilance for issue of Vigilance Clearance Report(VCR)to issue no due certificates for the employee whose retirement is due after a specified period of time
FIN_109	Personnel department shall get automatic reminders/list for initiating the process of retirement for employees whose retirement is due after a specified period of time
FIN_110	Concerned departmental officers shall be able to check for any dues of the concerned employee on the system and create " No due Certificate"/"Pending dues" certificate
FIN_111	The certificate shall have an approval cycle attached to it
FIN_112	After approval the department shall be able to send the certificate to personnel department. Personnel department then forwards the file to Pension wing.
FIN_113	Personnel department shall be able to view the certificates issued by all other departments, link them and issue a consolidated "No due certificate"
FIN_114	The verifier/approver shall be able to view the individual certificates issued by the departments
FIN_115	Concerned officer in pension wing shall be able to merge all no due certificates, VCR and documents received from DDO into a single file.
FIN_116	Pension wing shall be able to send the file online to Pre-audit wing for scrutiny and comments. Pre-Audit cell shall be able to check for employee dues if any and other details online, and generate a pre-audit report on the system. The reports shall have an approval cycle/workflow attached to it and linked to the pension case.
FIN_117	After pre-Audit the case/file shall be automatically sent back to pension cell for approval.
FIN_118	Complete pension file shall have an approval cycle associated with it.
FIN_119	Pension wing shall be able to send the file online to Personnel department for approval of pension /Commutation and family details
FIN_120	Post approval, System shall automatically calculate pension based upon last pay drawn by the employee, deductions, commutation, gratuity, grade etc.
FIN_121	System shall not allow creation of "Pension Pay order" till any of the documents are pending
FIN_122	Post approval, the system shall generate a Pension Pay order which will be sent to the bank for monthly release of pension
FIN_123	The system shall have the capability to keep record of the pension being paid to the pensioner on a regular basis
FIN_124	The system shall automatically fetch bank details of the applicant from payroll/master records.
FIN_125	Verifying/approving officer shall get an alert message to review all details before approving the application.
FIN_126	Verifying/approving officers shall be able to view various reports as mentioned in the MIS section
FIN_127	System generated SMS and email alerts shall be sent to all concerned stake holders at respective events like approval, preparation of pay order etc. with necessary details like amount paid/approved/deduction made etc.
FIN_128	System shall be integrated with Budgeting process
FIN_129	System shall have provision for restoration on commuted portion of the pension.

FIN_130	System shall have the provision to process service gratuity in case the employee is not eligible for pension.
FIN_131	The system shall be integrated with Budgeting and Accounts to automatically update relevant accounts and budget.

15.5.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_132	TDS reports
FIN_133	Monthly/Annual account statement
FIN_134	Pensioner wise payment details

15.6 Processing of Group Insurance Scheme (GIS) Claim

15.6.1 Process Overview

The Group Insurance Scheme (GIS) is a DDA Group Insurance Scheme that intends to provide the benefits of insurance cover to help the families of DDA employees in the event of death of the employee while serving DDA. DDA has a tie-up with the Life Insurance Company (LIC) for GIS. A monthly contribution based on the Employee Group, is deducted from the salary of an employee towards the GIS. In the event of death of a DDA employee while in service, his family or nominee will be paid the insurance Cover amount.

15.6.2 Specific Functional requirements for the process

S.No	Requirement
FIN_135	Concerned Family member/Legal heir of the employee shall be able to apply online for GIS Claim
FIN_136	Concerned family member/Legal Heir shall be able to scan and upload the supporting documents along with the application
FIN_137	Concerned DDO shall be able to view the application and attached documents.
FIN_138	DDO shall have the option to specify a date and time for physical verification of documents if necessary in the system. The applicant shall get an SMS/Email alert.
FIN_139	DDO shall be able to complete all other necessary documentation on the system itself
FIN_140	DDO shall be able to send the application to GIS cell for verification and approval of the designated authority
FIN_141	After approval, the concerned officer shall be able to take a print of the complete set of documents and mark the file physically to LIC
FIN_142	LIC may approve/reject the claim
FIN_143	In case LIC approves the claim, a consolidated(total of multiple claims) cheque is sent to DDA along with details
FIN_144	The system shall have the facility to link the payments made by LIC (to DDA) to individual claims automatically.
FIN_145	After receipt of payments by DDA, the concerned officer shall be able to forward the case to designated approving authority.
FIN_146	Once approved, the system shall allow the concerned officer to generate and approve the pay order.
FIN_147	The concerned officer shall be able to view the pay order and initiate an online payment
FIN_148	System shall be integrated with accounting Budgeting process

FIN_149	System shall have provision for automatic calculation of payable amount based on various parameters like employee grade etc.
FIN_150	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget

15.6.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_151	Monthly/annual accounts
FIN_152	Daily Cash book
FIN_153	Monthly cash book
FIN_154	Employee wise claim statement
FIN_155	Reports for special approval cases
FIN_156	Bank reconciliation
FIN_157	Pending claim reports

15.7 Benevolent Fund

15.7.1 Process Overview

The Benevolent Fund is to provide coverage to the dependents of an employee who dies while in service of the DDA. The amount under Benevolent Fund Scheme is payable to the family member/legal heirs of the deceased employee who dies while in service with DDA. There is a fixed Benevolent Fund subscription per month and it is deducted from the salary of the employee. In the event of death of an applicable amount is payable to the family of deceased employee after completing the required formalities under the rules. However, as soon as the intimation of death of an employee is received, 10% of the amount payable is released to the legal heir to take care of obituaries.

15.7.2 Specific Functional requirements for the process

S.No	Requirement
FIN_158	Concerned Family member/Legal heir of the employee shall be able to apply online for Benevolent fund
FIN_159	Concerned family member/Legal Heir shall be able to scan and upload the supporting documents along with the application
FIN_160	Concerned DDO shall be able to view the application and attached documents.
FIN_161	Concerned DDO shall be able to release a fixed percentage of the applicable amount immediately on receipt of application to take care of employee's obituaries.
FIN_162	DDO shall have the option to specify a date and time for physical verification of documents if necessary in the system. The applicant shall get an SMS/Email alert.
FIN_163	The payment shall have an approval process/workflow linked to it
FIN_164	The system shall be linked with the payroll process and able to check employees' contribution to benevolent fund.
FIN_165	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget

15.7.3 Indicative MIS Requirement

S.NO	Report
FIN_166	Daily Cash book
FIN_167	Monthly cash book
FIN_168	Employee wise claim statement
FIN_169	Reports for special approval cases
FIN_170	Bank reconciliation
FIN_171	Monthly account statement

15.8 Personal Accident Insurance claim settlement

15.8.1 Process Overview

Personal Accident Insurance Plan (PAIP) covers the employees against Accidental Death, Permanent Partial disability and Permanent Total Disability on account of an accident. All employee of DDA, depending upon their grade/group, pay a monthly subscription amount per month for this scheme. The pay-out under scheme varies, depending upon the group, the extent of disability and type of disability.

15.8.2 Specific Functional requirements for the process

S.No	Requirement
FIN_172	Concerned Family member/Legal heir of the employee shall be able to apply online for making a claim against PAIP
FIN_173	Concerned family member/Legal Heir shall be able to scan and upload the supporting documents along with the application
FIN_174	Concerned DDO shall be able to view the application and attached documents.
FIN_175	DDO shall have the option to specify a date and time for physical verification of documents if necessary in the system. The applicant shall get an SMS/Email alert.
FIN_176	DDO shall be able to complete all other necessary documentation on the system itself
FIN_177	DDO shall be able to send the application to GIS cell for verification and approval of the designated authority by using the associated workflow.
FIN_178	Post approval the designated authority shall be able to issue a pay order on the system
FIN_179	The designated authority shall in Cash Main shall be able to release the payment online.
FIN_180	Intimation of all such approved claims shall be sent to welfare section by the system automatically. Welfare section shall be able to view the reports of all such claims on a periodic basis.
FIN_181	Relevant cash books/accounts shall be updated automatically
FIN_182	The system shall be integrated with Budgeting and Accounts to automatically update relevant accounts and budget.

15.8.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_183	Pending Claim Summary
FIN_184	Monthly/Periodic accounts
FIN_185	Individual claim details

FIN_186 (more)
---------	--------------

15.9 Pre Audit of Pension Cases-Work Audit Cell

15.9.1 Process Overview

Works Audit Cell I, II, III does the pre-audit of pension cases. The following are checked during a pre-audit:-

- a. Employee qualifying service period
- b. Emoluments
- c. Verification of employee service
- d. Penalty if any imposed on employee
- e. Declaration of legal heirs in case of employee death
- f. Calculation checking for pensioner benefits

15.9.2 Specific Functional requirements for the process

S.No	Requirement
FIN_187	The designated user shall get an alert whenever a case is sent to pre-audit cell by pension wing
FIN_188	The system shall automatically route the case from pension wing to the correct user depending upon his department, location etc.
FIN_189	The designated user shall be able to view online all the details of the pension case.
FIN_190	The designated user shall be able to mark the file as approved/ returned with deficiency
FIN_191	The designated user shall be able to specify the reason for approval/rejection and return the file to pension wing.
FIN_192	Other designated users like director , shall be able to view the pension case trail and details
FIN_193	The designated user shall be able to forward the file to other users for verification.
FIN_194	The pension wing shall be able to update the case details so as to remove the deficiency and shall also be able to forward the case to some other user for updation.
FIN_195	The pension wing shall able to resubmit the case to works audit cell
FIN_196	The designated officer in works audit cell shall be able to view the complete details of the case and approves/reject the case
FIN_197	Post final approval the pension case shall route to the designated user in pension wing for further action
FIN_198	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.

15.9.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_199	Pending case summary
FIN_200	Individual case details

15.10 Contingency and Other Payments

15.10.1 Process Overview

Contingency payments include payments made by DDA like electricity bills, Telephone bills, stationary, Office property tax, Vehicle Bills, LTC, and Entertainment Allowances etc. Such kind of expenses are generally made after specific approvals (like purchase of laptops, Stationery, etc.) and payments are subsequently released after due approvals.

15.10.2 Specific Functional requirements for the process

S.No	Requirement
FIN_201	The departmental user shall be able to apply for claim On-line.
FIN_202	The departmental user shall have the provision to enter bill details in to the system.
FIN_203	In case a prior approval was taken for the expense then the departmental user shall have to option to link the claim with the approval.
FIN_204	The departmental user shall be able to take a print of the claim submission form and submit the original bills with the print
FIN_205	The designated officer for bill approval shall be able to view the claim details online. The claim shall have an approval cycle/workflow attached to it.
FIN_206	Post approval the designated user shall be able to generate a pay order online
FIN_207	The designated user shall be the able to initiate online payment to the vendor/claimant as the case may be.
FIN_208	The system shall be linked to Account the payments made into the designated account heads and also monitor the budget.
FIN_209	System shall give a warning if the payments against a specific account head exceed the allocated budget/limit
FIN_210	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget

15.10.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_211	Account head and sub head wise payment reports
FIN_212	Monthly/Annual payment summary
FIN_213	Pending bills summary

15.11 Investments and Monitoring

15.11.1 Process Overview

DDA invests its surplus funds rather than keeping idle. For the purpose of investment, DDA categorizes its investments into two categories:

- (a) DDAs own surplus funds-from disposal of shops, houses etc.
- (b) Provident funds-from deduction of employee's salary and its own contribution.

DDA's own surplus funds are invested in nationalised banks and Provident fund is invested in central govt. securities, govt. pension funds and other financial institutions as per norms laid down by govt. of India.

15.11.2 Specific Functional requirements for the process

S.No	Requirement
FIN_214	Investment branch shall be able to view daily cash balance position after closure of daily accounts by Cash Main branch
FIN_215	Investment branch shall be able to generate expected weekly fund flow and cash statement by considering the various payments and receipts expected through the system
FIN_216	The designated officer shall be able to enter investment options being offered by various banks and financial institutions and generate a comparative statement of net returns
FIN_217	The designated officer shall be able to initiate an Investment proposal using the fund flow and cash statement and comparative return statement.
FIN_218	The Proposal shall have an approval/workflow attached to it.
FIN_219	Post approval by the designated authority, the designated user shall be able to create pay orders as per the approved portfolio of investment
FIN_220	The designated user in cash main branch shall be able to do an electronic fund transfer for investment
FIN_221	The system shall keep a record of all investments made
FIN_222	The systems shall automatically issue reminders to designated users for encashment/renewal of investment nearing maturity.
FIN_223	The system shall be able to account for interest accrued on investments
FIN_224	The shall be able to generate projected cash flow statements by considering the maturing investment, planned investments and accrued interests
FIN_225	Relevant books of accounts shall be updated automatically.
FIN_226	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.

15.11.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_227	Accounts receivable report
FIN_228	Investment maturity schedules
FIN_229	Monthly accounts
FIN_230	Cash flow statements
FIN_231	Excess fund statements

15.12 Scrutiny of cases for financial concurrence and Work Advisory Board cases

Scrutiny of cases for financial concurrence and Work Advisory Board cases(AA& ES approval)- Development schemes and Housing Projects including shops

15.12.1 Process Overview

Tenders whose value is more than the approval limit of the chief engineer are sent to the works audit cell for approval by Work Advisory Board comprising of VC, Engineering Member, Finance Member and Others.

For new projects administrative approval of EAC(Estimate Approval Committee is sought after Financial concurrence by Finance Member.

15.12.2 Specific Functional requirements for the process

S.No	Requirement
FIN_232	For WAB cases, the designated user of the work audit cell shall be able to view the full case and associate a workflow/approval cycle to it.
FIN_233	Post Approval, the chief engineer shall be able to view the case and act further on it for tendering etc.
FIN_234	The designated user shall be able to check the prices of items in the tender. The system shall have provision for storing benchmark rates and highlighting the difference in the estimated rates and benchmark rates.
FIN_235	The designated user shall be able to add charges like departmental charges and contingency estimates etc. to the proposal if the case is for large projects. The system shall automatically calculate the charges by using predefined calculation logics.
FIN_236	The designated user shall be able to associate a verification and approval workflow with the case for financial concurrence.
FIN_237	The Finance member/designated authority shall be able to review the cost estimates and other details on the system
FIN_238	The finance member/designated authority shall be able to approve the case. This approval is termed as "Financial Concurrence"
FIN_239	Post financial concurrence the case shall be routed to Estimate Approval Committee
FIN_240	A designated user shall be able to define the members of an Estimate Approval Committee on the system
FIN_241	All the members of the EAC shall be able to view the case on the system and mention their comments
FIN_242	A designated user shall be able to upload the minutes of meeting of EAC/WAB and mark the case for a verification and approval
FIN_243	All the members of the EAC/WAB then shall be able to approve/reject the case in a pre-defined order as per workflow.
FIN_244	Post approval the designated user of engineering department shall be able to proceed with the tendering/work.
FIN_245	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.

15.12.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_246	List of cases for EAC/WAB/Arbitration Scrutiny Board /Court Cases approved /rejected
FIN_247	Summary of all cases for EAC/WAB approval

15.13 Scrutiny/Dealing of arbitration cases-work audit Cell

15.13.1 Process Overview

Works Audit cell also deals with arbitration cases. The work of this cell starts after the arbitrator has given the judgement. The finance department then verifies the details of the arbitration proceedings, and makes an estimate of the financial impact it will have on DDA. Based on this assessment the committee decides whether to accept the award or proceed for a legal case. Works audit cell checks the following for Arbitration / Court cases for auditing:

- a) To check the claim and awards as forwarded by concerned division office and vetted by Superintendent Engineer & Chief engineer with as referred in Arbitration award & court case.
- b) Recommendation of executive engineer (EE), SE & Chief engineer along with opinion of penal lawyer.
- c) Financial aspects with reference to jurisdiction of the award for accepting / challenging.

The award of Arbitrator / Court dully recommended as indicated at 'c' point is placed before the arbitrator scrutiny board for their decision. Action is taken in according with the decision of the scrutiny board.

15.13.2 Specific Functional requirements for the process

S.No	Requirement
FIN_248	The concerned officer shall be able to check details of payments to be made/due etc. online.
FIN_249	The concerned officer shall be able to generate a draft calculation statement on the system in accordance with the arbitration award
FIN_250	The concerned officer shall be able to initiate a workflow for approval by the designated committee
FIN_251	Post approval the system shall automatically update the accounts payable status of the contractor and generate a pay order/demand letter.
FIN_252	Committee shall be able to reject the case and mark it as " Proceed for further legal Action"
FIN_253	System shall generate a summary of all such cases
FIN_254	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget

15.13.3 Indicative MIS Requirement

S.NO	Report
FIN_255	List of cases for EAC/WAB approved /rejected
FIN_256	Summary of all cases for EAC/WAB approval

15.14 Post work audit of vouchers

15.14.1 Process Overview

Post payment audit of vouchers is done by works audit cell. Works audit checks the following:

- a. Arithmetically accuracy
- b. Budget provision, AA & ES
- c. Various irregularities in the vouchers

15.14.2 Specific Functional requirements for the process

S.No	Requirement
FIN_257	The concerned officer in the work audit cell checks the voucher with the physical bills.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

FIN_258	The designated user of the work audit cell shall be able to view the vouchers against a specific project on the system
FIN_259	The designated user shall be able to see the budget planned and Expenditure sanctioned for a project on the system
FIN_260	The designated user shall be able to view the work order/Purchase order/Agreement of the voucher
FIN_261	The system shall automatically generate a list/summary of expenses which exceed the budget/Expenditure sanctioned.
FIN_262	The designated user shall be able to make an audit report/summary, associate an approval process/workflow with it on the system and mark the same for comments to the concerned user for reply
FIN_263	Post approval a recovery shall be made for excess payments made if any. The user shall be able to enter the recovery amount. At the time of releasing next payment, the same amount shall be deducted from contractors payments
FIN_264	System shall have the provision for ex post facto approval in case a deviation is allowed beyond permissible limits. In case approval is not accorded, system shall facilitate recovery.
FIN_265	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget
FIN_266	The system shall facilitate online refund to DDA by Contractor on refund notice issued if issued.
FIN_267	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.

15.14.3 Indicative MIS Requirement

S.NO	Report
FIN_268	The system shall automatically generate a list/summary of expenses which exceed the budget/Expenditure sanctioned.
FIN_269	Account receivable statements
FIN_270	Contractor/work/Item/agreement wise list of deviations

15.15 Conduct Statutory/Internal Audit

15.15.1 Process Overview

Post payment audit of vouchers is done by works audit cell. Works audit checks the following:

- a. Arithmetically accuracy
- b. Budget provision, AA & ES
- c. Various irregularities in the vouchers

15.15.2 Specific Functional requirements for the process

S.No	Requirement
FIN_271	The concerned authority shall be able to make an Audit Schedule on the system based upon predefined rules/parameters
FIN_272	The units shortlisted in the schedule shall get an alert through the system
FIN_273	The designated auditor shall be able to generate/view various reports like, monthly accounts. Quarterly accounts , high value works etc.
FIN_274	The auditor shall be able to select the project/work for auditing on the system.
FIN_275	The system shall send the notification to the concerned officer intimating the project/work to be audited along with schedule date. System shall also have the facility to mark an audit as "surprise Audit" with no intimation being sent to the concerned department and adequate

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	secrecy shall be maintained
FIN_276	The designated user shall be able to make para wise audit report/summary on the system and mark the same for comments to the concerned user for reply. The system shall have the facility to mark the comments as "Serious" and "General".
FIN_277	The designated user shall then sent the comments for approval and verification cycle
FIN_278	Post approval the comments shall be routed to the designated officer (head of unit Audited/Other) based upon the comments being "General" and "Serious".
FIN_279	The person responsible for giving a reply shall be able to reply on the system.
FIN_280	The Auditor head/designated officer shall be able to read the replies and classify them as "Closed", "Follow up with remarks" and "Initiate Vigilance Enquiry".
FIN_281	For comments marked as "Initiate Vigilance Enquiry", intimation shall be sent to the concerned officer in Vigilance department for further action through the system.

15.15.3 Indicative MIS Requirement

S.NO	Report
FIN_282	Number of audits conducted
FIN_283	Detailed report of a specific audit
FIN_284	Category wise (Closed, Closed with comments, Vigilance cased) reports

15.16 Payments against work done by contractor

15.16.1 Process Overview

Payments against work done by contractor are made only after verification of the job. During this process the designated officer of DDA creates a work measurement sheet in a predefined format. The sheet is then approved and payment made against the sheet to the contractor.

15.16.2 Specific Functional requirements for the process

S.No	Requirement
FIN_285	The designated officer at the field/work shall be able to fill a work measurement sheet on the system
FIN_286	The designated officer shall be able to scan and upload the physical work measurement sheet
FIN_287	The system shall automatically calculate the total payments to be made to the contractor by using the measured work completed and the rates specified in the work order/contract agreement with the vendor
FIN_288	The system shall have a verification/approval cycle associated with work measurement sheet
FIN_289	Post approval of the work measurement sheet shall be converted to a bill and the process for bill payment shall be followed
FIN_290	System shall have the provision of generating "First & Final Bill", "Running A/C bill" First Bill—First payment to contractor Running account bill-This is used when intermediate payments are made to the contractor based upon work completed First and final bill- onetime payment to vendor
FIN_291	The system shall automatically compare the payments being made with the values specified in the contract and raise deviation alerts in case there is a deviation
FIN_292	The bills process shall be linked to accounting and budgeting process.
FIN_293	The system shall have provision for making advance payments

FIN_294	The system shall account the advance payments when processing the next bill.
FIN_295	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.

15.16.3 Indicative MIS Requirement

S.NO	Report
FIN_296	Contractor wise payment summary
FIN_297	Job wise payment summary
FIN_298	Account payable statement
FIN_299	Advance payment summary
FIN_300	Inventory/work in Progress reports
FIN_301	Housing Inventory details like areawise/category wise-Janta, LIG,MIG, HIG list of occupied/vacant flats.

15.17 Accounting of Housing registration money records

Accounting of Housing registration money records(Payment of Interest, refund and adjustment on allotment)

15.17.1 Process Overview

HAU (IV) keeps a record of application money received from citizens. This unit is also responsible for refund of registration money to unsuccessful applicants.

15.17.2 Specific Functional requirements for the process

S.no	Requirement
FIN_302	System shall maintain application wise record of registration money received from applicants via online and offline payment modes.
FIN_303	The system shall automatically generate a list of unsuccessful applicants after the draw for allotment of flats/shops/land
FIN_304	The designated officer shall be able to view a list of unsuccessful applicants and generate refund order in bulk or on a case to case basis
FIN_305	Post generation of refund order, the designation officer shall be able to initiate an online fund transfer to the citizens account number mentioned in the application. System shall automatically retrieve the account number from online application data.
FIN_306	Post confirmation of refund, the accounting records shall be updated automatically
FIN_307	In case of successful applicants, the system shall be able to generate a demand letter after adjusting the registration money.
FIN_308	The system shall automatically calculate the interest based upon pre-defined calculation logic, in case a refund is not made within the stipulated time.
FIN_309	The system shall generate reminders to the concerned officer for issue of refund order before interest payment becomes due.
FIN_310	System shall also have the provision of making a refund to a successful applicant, if he decides not to purchase the property.
FIN_311	The system shall record schemes wise inventory of flats being constructed/allotted/unoccupied
FIN_312	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget

15.17.3 Indicative MIS Requirement

S.NO	Report
FIN_313	Monthly/annual Accounts
FIN_314	Accounts receivables
FIN_315	Details of interest payments
FIN_316	Scheme wise collection details
FIN_317	Scheme wise refund status

15.18 Receipts, refunds and records maintenance by Cash(Housing)Branch

15.18.1 Process Overview

Housing (Cash) branch manages all the receipts and payments of all housing scheme being run by DDA. This department accounts all the receipts which come from different banks for example C.B.I, S.B.I., UTI & HDFC banks.

15.18.2 Specific Functional requirements for the process

S.no	Requirement
FIN_318	The payer shall be able to generate an online challan containing the payment details like amount, flat/shop address for which the payment is being made, account code for the payment like instalment, interest, other, etc.
FIN_319	The payer shall be able to make the payment online and his records with DDA shall be updated automatically
FIN_320	The Payer shall be able to take a print of the online challan and deposit cash/dd/cheque in specific designated branches of banks and his records with DDA shall be updated automatically after making the payment
FIN_321	The system shall automatically display the amount to be paid by the payer while generating the challan
FIN_322	The system shall allow the payer to pay only the amount he/she wants to pay
FIN_323	The system shall maintain the details of payments made and due thus enabling DDA to automatically generate discrepancy/due statements/refund statements
FIN_324	System shall automatically generate defaulter notices for payers whose amounts payable are overdue
FIN_325	Each defaulter notice shall be numbered and stored in the system for future reference.
FIN_326	System shall allow printing of defaulter notices on bulk and case to case basis.
FIN_327	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.

15.18.3 Indicative MIS Requirement (To be detailed during SRS)

S.NO	Report
FIN_328	Discrepancy/due statements/refund statements
FIN_329	Defaulter Notice
FIN_330	Bank wise Receipts and Payment Details
FIN_331	Payer wise payment details

15.19 Issue/correction of defaulter notices cases for zonal housing

Issue/correction of defaulter notices cases for zonal housing (North, West, East, South, Rohini, Dwarka, Shops and General)

15.19.1 Process Overview

A defaulter notice is issued to a citizen who fails to pay the requisite amounts to DDA within the stipulated time frame. Post issue of defaulter notice, the citizen is expected to pay the dues. In case, the citizen still doesn't pays, DDA may proceed with legal recourse.

15.19.2 Specific functional Requirements for the process

S.no	Requirement
FIN_332	The designated officer of DDA, shall be able to view a list of citizens whose payments are overdue
FIN_333	The officer shall be able to view various parameters like amount overdue, overdue duration etc. and select the citizens to whom a defaulter notification is to be issued. Alternatively provision shall be there to generate periodic defaulter notices to all citizens whose payments are overdue
FIN_334	If a defaulter notice is being issued second time to a citizen then it shall contain reference of the previous defaulter notice
FIN_335	The defaulter notice shall be generated automatically by the system and shall be emailed to the citizen in case his email account is available. An SMS may also be sent
FIN_336	The concerned officer shall be able to print the defaulter notices in bulk or on a case to case basis
FIN_337	The defaulter notice shall get closed automatically in case the citizen makes the payment. The citizen shall be able to select the defaulter notice number while generating the online payment challan
FIN_338	Accounts of DDA and citizen records shall be updated automatically after receipt of payments
FIN_339	The citizen shall be able to view the defaulter notice online and also apply online for withdrawal of notice in case there is an error
FIN_340	The system shall have the provision of closing the defaulter notice in case a) Payment is made by the citizen, b) Correction of citizen account in case of an error c) Completion of Legal action d) Other options as proposed by DDA
FIN_341	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.

15.19.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_342	Accounts receivables summary (scheme wise, zone wise, allottee wise etc.)
FIN_343	Defaulter List (scheme wise, zone wise, allottee wise etc.)

15.20 Processing of Penalty relief cases for Zonal housing

Processing of Penalty relief cases for Zonal housing (North, West, East, South, Rohini, Dwarka, Shops and General)

15.20.1 Process Overview

Whenever the amount of receivables and penalties increase, the senior management of DDA may announce penalty relief schemes wherein the penalty imposed by the DDA is

waived off and the citizen is expected to pay the balance amount within a specified period of time

15.20.2 Specific functional Requirements for the process

S.no	Requirement
FIN_344	The system shall generate a summary of account receivables on account of actual payments, penalties and total amount for various schemes.
FIN_345	A designated user of DDA shall be able to initiate a penalty relief and specify the criteria sus as "waiver of penalty issued within a specified period of time", "waiver of penalty for a scheme" etc. and associate a workflow/approval cycle attached to it.
FIN_346	The system shall generate a revised account as summary indicating the financial impact it shall have on DDA
FIN_347	The designated user at DDA shall be able to view and approve the penalty relief case. They may also recommend changed in penalty relief case.
FIN_348	The system shall allow simulation to view the financial impact of various option for penalty relief cases
FIN_349	Once a penalty relief case is approved, the system shall automatically send email and SMS notifications to the citizens to be benefitted from the scheme.
FIN_350	The citizen shall be to view the details online and make payments online.
FIN_351	The system shall have the provision of automatically closing the scheme after a predefined date and time. No citizen shall be able take benefit of the scheme after the closure of the scheme
FIN_352	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget

15.20.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_353	Accounts receivable summary
FIN_354	Monthly, annual accounts
FIN_355	Financial Impact report
FIN_356	Defaulter List (scheme wise, zone wise Amount wise, allottee wise etc.)

15.21 Issue of no dues certificate -Zonal housing

Issue of no dues certificate -Zonal housing(North, West, East, South, Rohini ,General, SFS Scheme)

15.21.1 Process Overview

Citizens require no dues certificate after making final payment to DDA for getting various other services like conversion of lease old to free hold, selling of property etc.

15.21.2 Specific functional Requirements for the process

S.no	Requirement
FIN_357	The citizen shall be able to apply online for a no due certificate
FIN_358	Citizen shall be able to view his amount payable online and make payment before applying for the No due certificate
FIN_359	In case the amount due shown is incorrect, he hall be able to apply for correction online.
FIN_360	A workflow/approval cycle shall be associated with the online request.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

FIN_361	The designated officers shall be able to view the request and other details like payments made, payments due etc. online and then verify/approve the request
FIN_362	Once approved the designated user shall be able to generate a no due certificates online and intimation sent to the citizen through SMS/Email/WhatsApp etc.
FIN_363	The certificate with a unique S.No shall be mailed to the citizen. The citizen shall also be able to collect the same form DDA over the counter.

15.21.3 Indicative MIS Requirement

Following MIS reports are required

S.NO	Report
FIN_364	List of pending "no due applications"
FIN_365	List of "No due certificates" issued
FIN_366	List of rejected applications
FIN_367	List of cases where there is a deficiency

15.22 Costing of Flats, Shops

15.22.1 Process Overview

Costing of Flats and shops is done by Finance (HAC). The total cost of a flat/shop has two primary components viz a) Land Cost b) Construction cost. This total cost forms a basis for determining the disposal cost of flat/shop.

15.22.2 Specific functional Requirements for the process

S.no	Requirement
FIN_368	The system shall automatically calculate the expenditure (on heads such as Water supply, electrification, Internal development misc. etc.) on a project based upon expenses incurred by engineering
FIN_369	The system shall automatically calculate the Plinth areas rates (PAR) for various housing schemes and shops. The calculation method of PAR can be different for different schemes/Industrial land/group housing societies etc.
FIN_370	The system shall have the provision to add various charges such as Maintenance charges, Deficiency charges etc. to arrive at PAR
FIN_371	The system shall have the provision to calculate PAR based upon the historic rate of nearby areas in case of shops.
FIN_372	System shall have provision to store historic PAR to facilitate automatic calculation of PAR by using weighted average method
FIN_373	Costing of flats when done for the first time, system shall store cost, area, date of validity, numbering plan, floor wise area of flat, category, scheme, total area of scheme with bifurcation of utilities like parking, garden etc., if any. The same is also applicable for shops
FIN_374	System shall automatically calculate the disposal cost of flats/shop. Disposal cost calculation methods for shops and flats can be different for different schemes and categories
FIN_375	The system shall have provision to calculate automatically calculate various charges such as Maintenance charges/departmental/charges/Administrative charges etc.
FIN_376	The system shall have the provision of doing an NPV(Net Present Value) Analysis to arrive at the disposal cost of the flat/shop/land
FIN_377	The system shall have the provision of automatically calculating various charges such as Ground rent, damage charges, peripheral charges, misuse charges etc.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

FIN_378	Designated user shall be able to calculate the cost of flat/land/shop and associate a workflow/approval cycle to it.
FIN_379	The system shall automatically use "Pre Determined rates (PDR) of Land" for calculation of Disposal cost. PDRs can be different for different categories like LIG/MIG/ Institutional etc.
FIN_380	The system shall be able to calculate weighted average cost of the flat(scheme wise) for valuation purposes
FIN_381	The system shall facilitate valuation of sold and vacant houses and shops
FIN_382	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget. The system shall be accessible to all data covered under main activity of Housing Deptt.
FIN_383	System shall have facility to calculate unearned increase automatically
FIN_384	Costing details of completed projects be provided. This detail as work in progress may also be provided on annual basis duly specifying completion stage of project and amount incurred at this point of time. System shall also be able to provide such information as and when required
FIN_385	System shall provide access to the proposal of Engineering Deptt. Contained in the requirement ID ENG-53, 62 & 64 of this document
FIN_386	System shall automatically reflect the total cost incurred and amount recovered from sale of flats in the respective housing project and thereby automatically calculate profit/ loss on respective housing scheme

15.22.3 Indicative MIS Requirement

S.NO	Report
FIN_387	MIS reports for costing of Flats
FIN_388	Total cost details like per sq ft cost of development, etc
FIN_389	Cost incurred on various development heads like parking, power supply, gardens etc
FIN_390	List of flats whose costing has been done.
FIN_391	List of flats whose costing is pending.
FIN_392	Others

15.23 Land Costing (Industrial, Institutional Land, Group Housing Commercial, Residential)

15.23.1 Process Overview

Costing of Land is done by Land costing wing. This unit fixes predetermined rates for further calculating the disposal cost of flats/shops and other types of lands. The cost primarily consists of two components viz. a) Cost of acquisition b) Development cost like street lighting, sewage water supply, electricity etc. Specific functional Requirements for the process.

15.23.2 Specific functional Requirements for the process

S.no	Requirement
FIN_393	The system shall automatically calculate the expenditure (on heads such as Water supply, electrification, Internal development misc. etc. on a land based upon expenses incurred by engineering
FIN_394	System shall allow the designated officer to calculate the PDR rates for different categories of land based upon the acquisition cost and development cost

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

FIN_395	System shall facilitate automatic calculation of acquisition cost based upon the payments made by land management for land acquisition
FIN_396	The calculated PDR shall have an approval cycle associated with them.
FIN_397	System shall have the provision of using approved PDRs for various costing.
FIN_398	The system shall have various provision for fixing a PDR based upon the PDR of adjoining areas
FIN_399	The system shall have provision to calculate automatically calculate various charges such as Maintenance charges/departmental/charges/Administrative charges etc.
FIN_400	The system shall have the provision of doing an NPV(Net Present Value) Analysis to arrive at the disposal cost of the flat/shop/land
FIN_401	Designated user shall be able to calculate the cost of land and associate a workflow/approval cycle to it.
FIN_402	The system shall automatically use "Pre Determined Rates (PDR) of Land" for calculation of Disposal cost. PDRs can be different for different categories like LIG/MIG/ Institutional etc.
FIN_403	The system shall maintain current and historic pool rates fixed by Delhi administration(Land and building department) for various zones
FIN_404	The system shall be able to calculate land acquisition cost by using pool rates.
FIN_405	The system shall allow the users to specify and maintain(update) formula for calculating land price for various schemes/categories
FIN_406	The system shall maintain pricing data for each piece of land sold.
FIN_407	In case of auction, the system shall have provision of calculating the reserve price based on past auction in the same area
FIN_408	The system shall have the option to provide a zonal market rate for commercial property based on auction/tender rates
FIN_409	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.
FIN_410	System shall have facility to calculate unearned increase automatically.

15.23.3 Indicative MIS Requirement

S.NO	Report
FIN_411	Summary of PDR for various schemes/Categories of land
FIN_412	Historic PDR Data

15.24 Demand and collection of various charges

(Misuse Charges, Damage Charges, Composition charges, License Fees, Un-earned Increase, Ground rent, License Fees for Petrol pumps and Godowns, Interest for delayed payments etc.)

15.24.1 Process Overview

Land costing wing also does the collection of various charges like Misuse Charges, Damage Charges, Composition charges, License Fees, Un-earned Increase, Ground rent etc. DDA raises a demand letter against which the concerned citizen, Ground Rent, collected by DDA from citizens who have not converted their land to freehold land.

15.24.2 Specific functional Requirements for the process

S.no	Requirement
FIN_413	The system shall automatically calculate various charges and give alert to the designated user to generate demand letters
FIN_414	The system shall have the facility mark certain charges as periodic. Alerts for collection of

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	periodic charges shall be sent to the concerned officer.
FIN_415	The concerned officer shall be able to generate demand letter for charges payable.
FIN_416	The demand letters shall have an approval cycle associated with them. Provision shall be there either for bulk approvals or for individual approvals.
FIN_417	Citizens shall be able to see the demand letter online on DDA (Internet) portal.
FIN_418	The citizens shall be able to pay online and the payment shall get accounted for automatically
FIN_419	The system shall automatically calculate the amount payable including interest for delayed payments. Different methods are followed for various charges such as License fees, Ground rent, license fees for petrol pump etc.
FIN_420	A citizen shall be able to make payments for a group housing society
FIN_421	The system shall be able to calculate the various charges based upon the rates mentioned in the lease document. The lease document shall be generated by the system.
FIN_422	In case a property is converted from lease hold to free hold the system shall automatically generated the amount payable statement and further demand for applicable charges shall not be raised. For e.g. If an individual plot is converted from lease hold to free hold, then demand letter for ground rent shall not be raised post conversion to free hold.
FIN_423	System shall have a provision for generation of final payment details for conversion from freehold to lease hold.
FIN_424	The system shall have the provision for defining various policies for calculation of ground rent, etc. These charges differ from Categories (LIG, MIG,) to Type of use (Institutional, domestic, religious etc.)
FIN_425	The system shall have the provision of making online refund after due approvals if any. The refund process shall have an approval cycle associated with it.
FIN_426	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget
FIN_427	The system shall have the provision to issue "Defaulter notices" on a periodic basis.
FIN_428	The system shall automatically add the previous unpaid amount to current demand/ defaulter letter.
FIN_429	The system shall have the provision to waive of charges to any user after due approval(verification/approval workflow).

15.24.3 Indicative MIS Requirement

S.NO	Report
FIN_430	Monthly/annual Accounts
FIN_431	Account receivable status categorised by type of Fees, zone, area etc.
FIN_432	Payment summary of an individual/ organisation
FIN_433	Summary of Demand letters issued within a period of time
FIN_434	Comparative statement of demand letter issued and payments realized
FIN_435	Plot wise demand and collection reports
FIN_436	List of sundry debtors with amounts

15.25 Conversion of Lease hold land to Freehold land

This process has been detailed under functional requirements of Land Disposal department.

15.26 Conversion of lease hold to free hold- Zonal housing

Conversion of lease hold to free hold- Zonal housing(North, West, East, South, Rohini, Dwarka, Shops, SFS scheme)

This process has been detailed under functional requirements of Housing department.

15.27 Process Payment for Land acquired

15.27.1 Process Overview

Finance department makes payment to Delhi Administration (Land and Buildings Department) for land acquired. Land and building department does the actual process of acquisition from citizens/institutions and transfers it to DDA. DDA do not deal with citizens/institutions directly for land acquisition.

15.27.2 Specific functional Requirements for the process

S.no	Requirement
FIN_437	The designated user shall enter the bill details of Delhi govt. into the system.
FIN_438	The system shall have an approval process for release of payment
FIN_439	Post approval the designated user shall generate the pay order on the system
FIN_440	The designated user shall be able to initiate an online fund transfer/print cheque/DD
FIN_441	The system shall have the provision to pay enhanced mount against the acquired land
FIN_442	System shall store an inventory of acquired land
FIN_443	System shall have the provision to calculate and pay interest for delayed payments
FIN_444	System shall maintain details like Khasra number, Name, old name, year of acquisition etc. with each transaction.

15.27.3 Indicative MIS Requirement

S.NO	Report
FIN_445	List of acquired land
FIN_446	List of payment released
FIN_447	Monthly/Annual account statements
FIN_448	Inventory of land

15.28 Issuance of circulars/guidelines for DDA/Clarification of any govt. order

Issuance of circulars/guidelines for DDA/Clarification of any govt. order for uniform interpretation by all Departments

15.28.1 Process Overview

Finance department also issue circulars from time to time clarifying the meaning of government orders to ensure uniform interpretation by all departments. The department also issues various circulars related to inter operations,

15.28.2 Specific functional Requirements for the process

S.no	Requirement
FIN_449	The designated officer shall be able to create an internal circular with details like subject, department, search key words etc. on the system
FIN_450	The user shall then be able to associate a verification/approval cycle to it
FIN_451	Post approval, the circular shall be visible to all the users, immediately on logging on to the system.
FIN_452	The user shall be able to take a print of the circular
FIN_453	In case of a circular received from govt./external agencies, the designated user shall be able to upload the scanned circular, enter details like subject, department, search keywords and interpretation of the circular in the system.
FIN_454	The external circular shall have an approval cycle associated with it.
FIN_455	Post approval, the circular shall be visible to all the users, immediately on logging on to the system.
FIN_456	The user shall be able to take a print of the circular and the interpretation
FIN_457	The system maintain a database/repository of all circulars issued
FIN_458	System shall have the facility of searching for circulars and then viewing them on the basis of various search criteria such as key words, issue date, month, subject , department etc.
FIN_459	The system shall have the provision of archival and retrieval of circulars based upon pre-defined archival criteria
FIN_460	The system shall have the facility to mark a circular as"Limited circulation"/Public. Public circular shall be viewable on the website of DDA

15.28.3 Indicative MIS Requirement

S.NO	Report
FIN_461	List of circulars issued over a period of time
FIN_462	List of circulars issued (department wise, period etc.)

15.29 Co-ordination with external auditors

15.29.1 Process Overview

Finance department also coordinates with and replies to external auditors.

15.29.2 Specific Functional requirements for the process

S.no	Requirement
FIN_463	The system shall have the provision of marking an Audit as internal/external.
FIN_464	In case of external Audit, the system shall have the provision to enter the details of external auditor
FIN_465	The designated user shall be able to enter into the system the observation of External auditor
FIN_466	Further process shall be same as the process of Internal audit

15.29.3 Indicative MIS Requirement

Same as that for Statuary/Internal Audit

15.30 Salary Processing/Payroll

This process has been covered in details in Personnel Departments requirements.

15.31 Transfer and posting of Accounts Personnel

15.31.1 Process Overview

Accounts department does the transfer of people from main office to site and site to main office after every three years. Transfer orders of all such cases are issued by the finance department.

15.31.2 Specific Functional requirements for the process

S.no	Requirement
FIN_467	The designated officer shall be able to generate a list of employees who have completed more than three years at site/head office/same position by the system
FIN_468	The designated officers shall be able to enter new office/post of the employee by selecting the employees from the above list
FIN_469	The designated officer shall be able to attach an approval cycle to the transfer recommendation
FIN_470	Post approval the designated officer shall be able to sign and issue the transfer letters in bulk or on a case to case basis
FIN_471	The concerned DDO shall be able to generate incumbency reports, Last Pay certificate, etc., on the system and send them to the DDO of the employees new location on the system
FIN_472	The system shall have the provision for transfer the employees.

15.31.3 Indicative MIS Requirement

S.NO	Report
FIN_473	List of employees completing 3 years or more in a year
FIN_474	List of transferred employees who meet a specific selection criteria like dates, designation, location etc.

15.32 Generation of Utility bills and collection

15.32.1 Process Overview

Different zones of DDA generate utility bills (primarily water) for the citizens till the DDA hands over the facilities to DJB/Other service provider. Collection of these bills is also done by the zones

15.32.2 Specific Functional requirements for the process

S.no	Requirement
FIN_475	System shall have the provision to store details like Meter number, name, connection type(permanent temporary) etc.
FIN_476	The designated officer shall be able to enter meter reading into the system and generate periodic bills.
FIN_477	The system shall automatically calculate the bill amount by using various inputs like previous meter reading, connection type, meter defective, fixed bill, house lock etc. As a process the billing process is in line with Delhi Jal Board billing
FIN_478	There shall be an approval cycle associated with the bill on bulk /case to case basis
FIN_479	The concerned authority shall be able to sign the bills in bulk or individually
FIN_480	The citizen shall be able to apply for the new meter online
FIN_481	The system shall print a bar code and a bill number on each bill to facilitate collection.
FIN_482	The bill shall be emailed to the citizen if the email ID/ WhatsApp is available

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

FIN_483	The citizen shall be able to pay the bill On-line
FIN_484	System shall generate automatic alerts for bill generation
FIN_485	System shall automatically add previous unpaid amount to the next bill
FIN_486	System shall also support offline payment at DDA counters
FIN_487	Quarterly bill generation
FIN_488	Pocket wise , scheme/sector wise collection reports
FIN_489	Linked to Account receivable, debtor reports
FIN_490	The system shall be integrated with budgeting and accounts to automatically update relevant accounts and budget.

15.32.3 Indicative MIS Requirement

S.NO	Report
FIN_491	Pocket wise , scheme/sector wise collection reports
FIN_492	Defaulter List
FIN_493	Debtor List

15.33 New Pension Scheme

15.33.1 Process Overview

Employee who joined DDA after 31st march 2014 are covered by New pension scheme. Under this scheme both the employees and the employer make a contribution towards the pension fund. The system shall support both old and new pension schemes.

15.33.2 Specific Functional requirements for the process

S.no	Requirement
FIN_494	The New Pension scheme shall be applicable to employees not covered under
FIN_495	The system shall maintain data of PAN A/c codes
FIN_496	The system shall have provision for making deduction of pension contribution /Provident fund etc. from employees salary on a monthly basis
FIN_497	The system shall have provision to keep record of both employee's and employer's contribution towards new pension scheme
FIN_498	The system shall facilitate payment to National Pension Authority for investment

15.33.3 Indicative MIS Requirement

S.NO	Report
FIN_499	Employee wise yearly payment details till he is in service
FIN_500	Various yearly/monthly reports
FIN_501	Details of Payment/schedules
FIN_502	Contribution details in Tier I, Tier II etc.

16 Enterprise Mailing Messaging Solution

- ▶ **There will a single email domain (dda.org.in) across the organization;**
- ▶ System shall allow access to email from any web browser, like Internet Explorer or Mozilla Firefox, without needing to install any email software on client computer;
- ▶ System shall auto-save mails in draft folders for mails not sent;
- ▶ System shall include built-in Search, providing users with the ability to find email messages quickly;
- ▶ Shared calendaring - allowing users to track all meetings, view other calendars, and share their calendar with others from within e-mail application;Alert message over to registered Smart phones;
- ▶ **Configuring Email Client for SMS/WhatsApp Forwarding;**
- ▶ **The DDA Directory** is populated with contact information and can be accessed by all employees;
- ▶ The contact manager allows users to store address book information for an unlimited number of contacts and groups—all information is accessible from within email application;
- ▶ Task lists will allow users to create multiple task lists, quickly add tasks from anywhere in webmail, and sort tasks by complete or incomplete.
- ▶ The control panel allows email administrators to manage their account settings, create, modify, and delete mailboxes, setup aliases, and much more.
- ▶ Statistics for users like Bandwidth Usage, Space Usage, Mail Sent & Received;
- ▶ Set preferences of Individual Mail Users about password change facility;
- ▶ Modify Mail Quota and Attachment Size for Individual Mail Users;
- ▶ Email Solution shall support standard protocols like POP 3/ IMAP / SMTP that allow users to use desktop software like Outlook and Thunderbird and wireless devices such as Blackberry and Treo. Email application shall support these protocols;
- ▶ Protects users from spam and allows administrators and users to blacklist and safe list senders, and control the filtering sensitivity;
- ▶ Reduce spam more effectively using appropriate spam control mechanism;
- ▶ Easy spam administration at the system, domain, or user level;
- ▶ Virus protection shall incorporate multiple anti-virus (at least 3 Level) scanners for maximum protection from computer viruses and security threats;
- ▶ Folder auto-clean allows easy control over the size of folders;
- ▶ Provides SSL encryption for POP/IMAP/SMTP/Webmail in order to encrypt user data so that others cannot view it. This is very important for passwords and confidential emails;
- ▶ Email application could allow for classification of emails by confidentiality;
- ▶ User can create as many user groups as needed, each of which can forward to a total of 50 email accounts. Up to four of those recipients can be sent to external email accounts;
- ▶ User can create up to 50 domain aliases. When an email is sent to a domain alias, the email is automatically directed to the corresponding email account in the original domain;
- ▶ BCC archiving allows email administrators to archive all incoming and outgoing emails, storing them in a third party email account;
- ▶ Out-of-office and auto-responder facilities can be configured by users;
- ▶ Ability to create / delete user-defined folders;
- ▶ User level configuration such as templates, signatures, archival etc.
- ▶ **Migrate mail data from existing DDA email user accounts to the new mail messaging system.**
- ▶ **Seamless Integration with the proposed Workflow System in the RFP;**

17 Geographical Information system

17.1 Current status of DDA's GIS capabilities

17.2 Land Management Information System (LMIS)

Designed and developed by C-DAC, this web-enabled application was built to manage cadastral maps, land records and attribute (non-spatial) data. The non-spatial attribute information are stored in RDBMS (Oracle) and integrated with the spatial map data. Built on three-tier architecture, data is maintained in Oracle 8i database (data migration to be undertaken to new database). Existing application functionality includes the following:

1. Details
 - a. Digitized maps
 - b. Lines and demarcations of khasra nos. / plots
2. Notification: Display of notifications related to the different stages of acquisition
3. Award: Details of award of compensation
4. Comparison:
 - a. Intelligent maps wherein users can build and run queries, like area under a particular stage of acquisition

Currently LMIS (web-based) is available on DDA's geo-portal over Local Area Network (LAN), hosted by NIC. There are about 115 users accessing the application.

Following are the details of different geospatial components including contracts at DDA:

- ▶ Scanned cadastral maps in ".gif" format
- ▶ Digitized cadastral maps in "Autocad .dwg" format
- ▶ GSDL's data layers (through internet)
- ▶ Understand that effort to digitize layout plans and overlay with the cadastral maps / satellite images are posing challenge. This is possibly due to drafting discrepancies and / or process adopted.

17.3 Envisaged 'GIS' enablement of DDA

As being done all over the globe and other UDA's in India, GIS can be leveraged by DDA in a big way for sustainable urban development. A robust, scalable, GIS based "Urban Information Management System" integrated with other systems supported by spatial analysis and reporting, will serve as a productivity tool and a robust decision support system for the DDA administration.

While this can facilitate enhanced efficiencies & effectiveness, an integrated visualization platform can enhance transparency of the system. Keeping in view, very high value of land, ROI can be accomplished in a very short time by DDA.

17.4 Proposed 'GIS' interventions

The table below provides a brief snap-shot of envisaged GIS interventions:

S.No.	Department	Process / Activity	Proposed GIS intervention
1	Planning	Developing Master / Zonal/ Layout plans	GIS can be used for all planning activities using cadastral maps, land use maps (Master Plan/ Zonal plan), layout plans, Change of Land use updating, soil maps, geological maps, water maps and other relevant information in an integrated environment Development controls can be institutionalized and controlled using GIS
		Traffic & transportation network planning	Based on same set of maps as those used for developing various "Plans" (to ensure continuity & avoid discrepancies) - conduct GIS based network planning for transportation and services;
2	Architecture	Development of urban design / architectural schemes	Development of designs / schemes in a geo-referenced environment with cadastral maps, satellite images and other layers as reference offering enhanced situational intelligence Planning and monitoring of "projects", integrated with the current land use, risks, and future plans.
3	Engineering	Construction of Buildings and roads, Quality Control, Design and Project management	Proposed GIS should integrate with other non-GIS component for Infrastructure project management. Typical GIS intervention will be: <ul style="list-style-type: none"> Select / Highlight project location on map; Buffer analysis to view project / construction impact of project on environment (Forest, River etc.) and other sensitive assets (Hospitals, schools etc.); Apply thematic on project areas based on status / search criteria etc.
4	Land Management	Protection of the acquired land from encroachment	The cadastral maps form the base map for the enterprise and all the departments use the same set of maps for reference and planning LMIS can be integrated with "RoR" information to obtain current ownership details, encumbrance history, tax status etc. of the land Change detection / temporal studies using remotely sensed data can help identification of encroachments including nature and extent of the encroachment Using satellite imageries unauthorized settlements / constructions can be identified facilitating suitable action at early stages Monitor status of land management activities at any given time Status maps / progress of projects
4	Land Disposal	Allotment of property as per policy	Integrate with LMIS application
		Post allotment activities	Update the cadastral maps with relevant RoR information in real-time
		Works related to mutation	Monitor status of land disposal at any given time
5	Finance		Market valuation maps , land costing maps, budget-actual maps Financial planning
6	Housing	Floating of schemes for allotment of houses/flats	Integrated with LMIS for real-time update of ROR data
		Disposal and provision of associated services for houses/flats constructed by DDA	Monitoring of the progress status and planning for disposal of properties
		Enforcement of housing regulations (prevention of unauthorized construction, misuse of houses etc.)	Monitor status of housing schemes / allotments / conversion etc. at any given time
		Conversion of flats from leasehold to freehold	Can be linked with property tax collection system in future
		Provision of housing related services such as mutation, change of address etc.	Can be linked with property tax collection system in future
7	Landscape	Preparation of plans for	Integrated with cadastral maps, planning, architecture and

		development of the 'Greens' identified in the Master Plan	engineering system can be used for planning landscapes Green Zone encroachments can be very easily identified by change detection Project status monitoring
8	Horticulture	Development and maintenance of greens	Execution and monitoring
9	Legal		Resolution of legal issues using reference maps and information Details of properties under legal disputes and their status
10	Public Relations & Public Grievances		Map grievances on map which will help in analysing patterns (localized, distributed, related to specific attribute etc.)
11	General	General	Management dashboards Review overall progress, status of the projects Integration of GIS with approval workflows
		Citizen interface	The web-enabled GIS based system can be made accessible to the public for various purposes.

17.5 Envisaged benefits

A geo-enabled (GIS based) environment can offer multiple benefits to DDA and help in improvement of efficiency and effectiveness of the operation and administration. Planning, Architecture and Engineering departments can use GIS to improve efficiency and turnaround times:

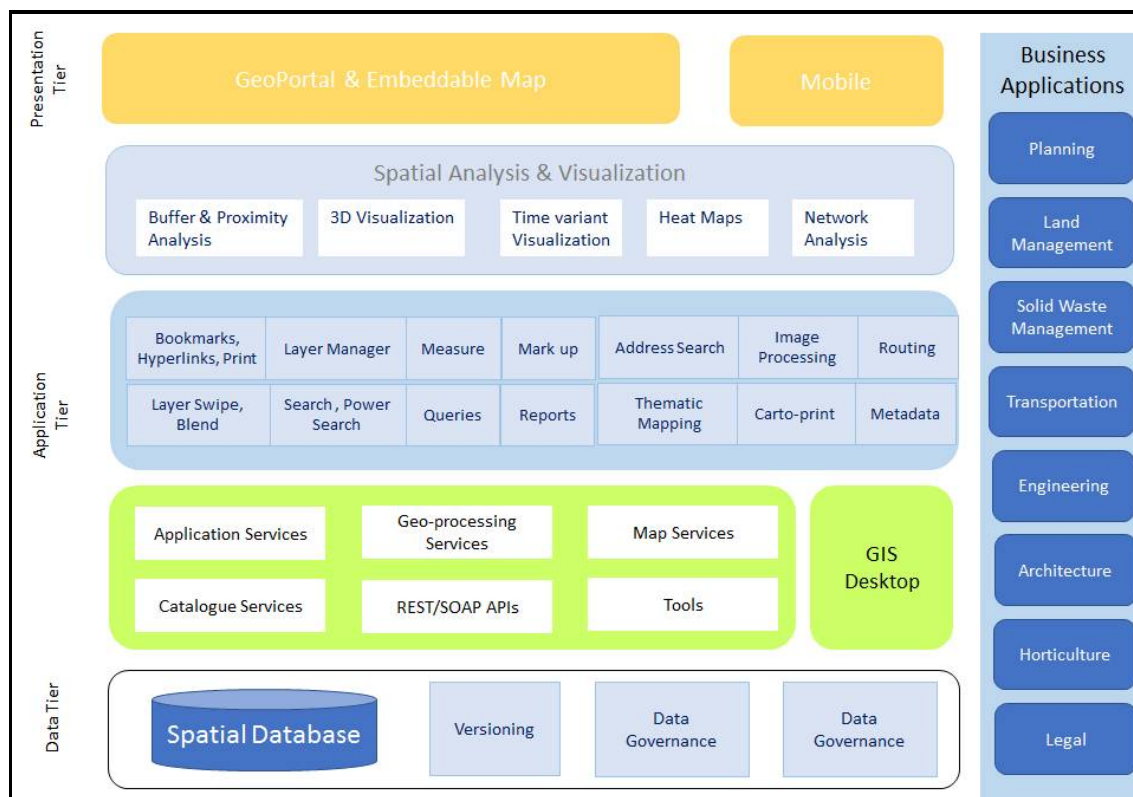
- ▶ By directly working in a geo-enabled environment significant amount of effort and cost can be saved, while at the same time ensure that the plans created reflect the actual situation on the ground and are in sync with other data sources.
- ▶ Planners can review various other aspects (Soil, drainage, Ground Water, Geology, land use/ land cover, green belts, connectivity options etc.) before commencing design of the layouts.
- ▶ Engineers / Architects can access the same set of maps and carry out their respective parts of the work and can save as different layers.
- ▶ Ground surveys can be carried out using real-time devices with the reference data in the backdrop, and facilitate updation of the survey activity instantly
- ▶ Any changes / modifications to plans will be available for review to all the stakeholders for immediate and appropriate action
- ▶ Rules can be defined in the system so that planners can be alerted by the system if any law / policy breaches happen during the process of drafting.
- ▶ Plan approvals can be automated, data can be shared with other stakeholders and external approval authorities – this can save turnaround time significantly and thus cost
- ▶ Overall efficiency can be enhanced, while at the same time making the system transparent and easily accessible to all stakeholders at their convenience
- ▶ All other departments can use the system as a decision support system and take right decisions in right time.

17.6 Functional Requirement Specification

As part of the scope, an Enterprise GIS platform is to be build which shall provide map & spatial analysis services to all existing modules in scope, as per business need, which will help improving operational efficiency and decision capability. The platform shall leverage existing GIS data available with various Department and also data which will be available with other Authorities using Spatial Data on Urban Spatial Information System and to facilitate data interoperability using Spatial Data Interchange (SDI) Formats (based on published NSDI Guidelines).

DDA envisages GIS has horizontal Platform cutting across business applications and also have GIS Information portal to view integrated spatial and business data.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA



Integration with Business Applications / Modules (Embeddable Map or Portal Integration etc.)	
GIS_1	System shall manage the land records data (currently available with DDA in terms of alphanumeric data) including the geo-referenced maps;
GIS_2	Shall facilitate Planners to review various other aspects (Soil, drainage, Ground Water, Geology, land use/ land cover, green belts, connectivity options etc.) before commencing design of the layouts;
GIS_3	Shall facilitate Engineers / Architects to access the same set of maps and carry out their respective parts of the work and can save as different layers;
GIS_4	Shall facilitate carrying out Ground surveys using real-time devices with the reference data in the backdrop, and facilitate updating of the survey activity instantly, in the GIS System;
GIS_5	Shall facilitate any changes / modifications to plans to be available for review to all the stakeholders for immediate and appropriate action;
GIS_6	Shall facilitate to define Rules in the system so that planners can be alerted by the system if any law / policy breaches happen during the process of drafting.
GIS_7	Shall facilitate automation of Plan approvals and sharing of data with other stakeholders and external approval authorities;
GIS_8	Shall provide a Spatial Decision Support System (SDSS) – a robust Urban Information System – to be used by all Departments as per defined procedures;
GIS_9	<p>Planning Department:</p> <p>Process: Developing Master Plan / Zonal / Layout Plans</p> <ul style="list-style-type: none"> Shall facilitate an Integrated view (as appropriately) for all planning activities using cadastral maps, land use maps (Master Plan/ Zonal Plan), layout plans, Change of Land use updating, soil maps, geological maps, water maps and other relevant information in

	<p>an integrated environment;</p> <ul style="list-style-type: none"> • Shall display 2D Layout Plans provided in CAD on GIS Map. • Shall provide read-only viewer in Layout maps to be displayed in CAD format; • Shall facilitate institutionalisation and control of “development controls”; <p>Process: Traffic & Transportation Network Planning</p> <ul style="list-style-type: none"> • Shall facilitate to conduct GIS based network planning for transportation and services, based on same set of maps as those used for developing various “Plans”, so as to ensure continuity & avoid discrepancies; • System shall allow external entities to submit traffic & transportation plans for approval. Planners will prepare these plans separately and will upload in system (PLG_43); • System shall provide facility for planners to mark project areas on Map during this process (PLG_53); <p>-----</p> <ul style="list-style-type: none"> • System Shall allow the user to view the map of the land acquired based on Land Parcel ID (PLG_2); • Integration of AUTOCAD/ Image (PDF / JPEG) with workflow to facilitate easy reference to maps / plans (PLG_5); • Building Plan Integration with third party tool/application (AUTOCAD based Development Control Rule Engine which will be procured separately by DDA) to get status of plan which can be depicted on map with colour thematic (PLG_5); • Link CAD map with property parcel (PLG_5); • Provide buffer search to assess impact on nearby properties / natural resources etc. (PLG_5); • System shall be able to view the land map and related land information;(PLG_54); • System shall allow the user to view plans in 3D facilitating visualisation in different layers (PLG_58); <p>GIS Based Planning</p> <ul style="list-style-type: none"> • System shall be able to interface with GIS system for mapping land information (PLG-59); • System shall be able to show the details of the land on maps, layouts, Zonal Development Plan, Master Plan etc. (PLG_60); • System shall be able to classify different land zones and provide cadastral & ownership information on a map (PLG_61); • System shall have the provision of spatial reporting & search. (PLG_62); • System shall be able to maintain general land parcel information & link it to asset management (PLG_63); • System shall be able to provide information on land ownership including historic information (PLG_64); • System should be able to link important documentation on regulations, planning and others with individual land records(PLG_65); • System shall allow user to maintain information on details of contamination (Provided contamination information associated with location id), and be used to build thematic map to provide visualization (PLG_66);
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<ul style="list-style-type: none"> • System shall have provisions for maintaining easement register for land. Web GIS platform shall display map data and required details as attribute/link related to provided land parcel id (PLG_67); • System shall have provisions to maintain complete information of land parcels (consolidation, sub division land revision) (PLG_68); • System shall be able to maintain new land survey details. Mobile GIS platform to be provided to capture land parcel details and survey information (PLG_69); • System shall be able to define the various zones and indicate the manner in which the land in each zone is proposed to be used. Web editing facility to be provided to define zones (PLG_70); • System shall have the provision of classification of various land uses as per the Master Plan Norms (PLG_71); • System shall be able to integrate the Projects i.e., existing and targeted by Delhi Development Authority, both in land use plan and policy proposals. GIS integration is limited to highlighting project location on map (PLG_72); • System shall enable the Planning of new road network in such a manner as to prevent possibilities of future congestion by modifying road sections to accommodate road side parking, and space for widening, expansion and provision of grade separators, etc. (PLG_73); • System shall enable the Planning of new Road Network by providing below services on GIS platform (PLG_73) <ul style="list-style-type: none"> • Road Network Visualization: Visualization of Road Network • Buffer Analysis: Buffer analysis will provide an option to visualize the facilities which will fall under a given area • Shortest Path Analysis: Provides the shortest route between two locations over the map interface • Marking & Measurement: where planners can mark road network for their analysis • System shall enable transportation network analysis to facilitate efficient planning with below features on GIS platform (PLG_74): <ul style="list-style-type: none"> • Road Network Visualization: Visualization of Road Network • Buffer Analysis: Buffer analysis will provide an option to visualize the facilities which will fall under a given area • Shortest Path Analysis: Provides the shortest route between two locations over the map interface • Marking & Measurement: where planners can mark road network for their analysis • System shall facilitate the planning of physical and social infrastructure including sewage and solid waste disposal with below features on GIS platform (PLG_75): <ul style="list-style-type: none"> • Sewerage Network Visualization: Visualization sewerage Network • Buffer Analysis: Buffer analysis will provide an option to visualize the facilities which will fall under a given area • Network Analysis with nearby search: Preconfigured tools to search nearby pump stations etc.
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	<ul style="list-style-type: none"> • Asset Search based on parameters. • System shall incorporate the development control regulations, zoning regulations for a particular area to facilitate better planning (PLG_76): <ul style="list-style-type: none"> • Building Plan Integration with third party tool/application (AUTOCAD based Development Control Rule Engine) to get status of plan which can be depicted on map with colour thematic; • Link CAD map with property parcel; • Provide buffer search to assess impact on nearby properties / natural resources etc.; • System shall be able to incorporate the building bye-laws so as to keep a tab on unauthorized developments (PLG_77): <ul style="list-style-type: none"> • Building Plan Integration with third party tool/application (AUTOCAD based Development Control Rule Engine) to get status of plan which can be depicted on map with colour thematic. • Link CAD map with property parcel. • Provide buffer search to assess impact on nearby properties / natural resources etc. • System shall enable planning of drains and waterfront to be landscaped in the form of interconnected parkways. As per received clarification The planning of drains and waterfront to be provided by enabling the user to mark a drain using mark-up tool over map interface (PLG_78);
GIS_10	<p>Architecture Department</p> <p>Process: Development of Urban Design / Architectural Schemes</p> <ul style="list-style-type: none"> • Shall facilitate development of designs / schemes in a geo-referenced environment with cadastral maps, satellite images and other layers as reference offering enhanced situational intelligence; • Shall facilitate planning and monitoring of “projects”, integrated with the current land use, risks, and future plans; <p>-----</p> <ul style="list-style-type: none"> • System shall be able to view the land map and its information on which the project is being developed (LND_5); • Project system will share Project ID with GIS system. System shall facilitate mapping of project with land parcel(s) to be done by project module during project creation stage (LND_5);
GIS_11	<p>Engineering</p> <p>Process: Construction of Buildings and Roads, Quality Control, Design and Project Management</p> <ul style="list-style-type: none"> • Shall facilitate for creating, managing, analysing, and visualizing the data associated with developing and managing infrastructure (Building and Roads); • Shall facilitate providing GIS enabled Construction Quality Management system; • Shall facilitate GIS based application for Engineering Design process; • Shall provide GIS based Project Management System Application; <p>-----</p>

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	<ul style="list-style-type: none"> • System shall able to maintain maps of the different scales and more depending on the requirements and as defined by the Appropriate Authority (ENG_1); • System shall allow access to Development plans, maps made by Planning Department in the past (ENG_8); • System shall capture information like maps, area and location of land - handed over to Engineering Wing in each phase - by Land Management Department for development purposes (ENG-10); • System shall provide Conceptual Plan (showing map and location for which estimate is being prepared) (ENG_25);
GIS_12	<p>Land Management</p> <p>Process: Protection of the acquired land from encroachment</p> <ul style="list-style-type: none"> • Shall facilitate viewing of cadastral maps (which form the base map for the enterprise) by all the Departments, for use, reference and planning; • Shall facilitate integration of LMIS with "RoR" information to obtain current ownership details, encumbrance history, tax status etc. of the land; • Shall facilitate change detection / temporal studies using remotely sensed data - to help identification of encroachments (unauthorized settlements / constructions) including nature and extent of the encroachment using satellite imageries; and shall facilitate suitable action at early stages; • Shall facilitate monitor "status of land management activities" at any given time through Status Maps / Progress of Projects; <p>-----</p> <ul style="list-style-type: none"> • System shall allow users to select site for acquisition from drop-down list / map of locations/villages etc.; Map based search will be supported. Based on selection on map, related land parcel- id to be shared with main application (LNM_2); • System shall allow users to link SAJRA maps to 'proposals'; Web GIS platform should display map data and required details as attribute/link related to provided proposal-id (LNM_5); • System shall provide the facility to overlay Khasra maps on the Master Plan layouts (LNM_9); • System shall have the facility to capture field information based on surveys entered by the users though GPS enabled hand-held devices etc. Mobile GIS platform to be provided to capture land parcel details and survey information (LNM_12); • System shall display maps of land areas with the corresponding status of issue of notifications for that area (LNM_19); • System shall allow users to attach / link textual information to graphical maps (LNM_29); • System shall allow web-based access to acquired and non-acquired land (LNM_34); • System shall be able to display maps of areas with the categories of unresolved cases in each, in different colour codes (LNM_46); • System shall be able to provide a layout wise and if required Khasra wise regularization status with colour codes (LNM_53); • System shall display layout wise and if required Khasra wise cluster view (LNM_54); • System shall allow users to detect encroachment through GIS/ GPS / Geo-spatial Technology (Image Processing) (LNM_58);

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	<ul style="list-style-type: none"> • System shall enable storage of AUTOCAD / scanned maps and link it to Khasra Nos (LNM_67); • System shall allow users to update various attributes related to land (LNM_68); • System shall enable storing Geo-referenced 'Sajra' and other maps (LNM_73); • System shall allow attachment of various attributes related to land on Geo-referenced maps (LNM_74); • System shall enable easy retrieval of required details/ documents / records from georeferenced map (LNM_75);
GIS_13	<p>Land Disposal</p> <p>Process: Allotment of property as per policy</p> <ul style="list-style-type: none"> • Shall Integrate with LMIS application; <p>Process: Post allotment activities</p> <ul style="list-style-type: none"> • Shall Update the Cadastral Maps with relevant RoR information in real-time; <p>Process: Works related to mutation</p> <ul style="list-style-type: none"> • Shall monitor status of land disposal at any given time;
GIS_14	<p>Finance</p> <p>Process: Financial Planning</p> <ul style="list-style-type: none"> • Shall provide based GIS integrated and analytical view for Market Valuation maps, land costing maps, budget-actual maps etc., to facilitate financial planning;
GIS_15	<p>Housing</p> <p>Process: Floating of schemes for allotment of houses/flats</p> <ul style="list-style-type: none"> • Shall provide GIS enabled Integration of LMIS for real-time update of ROR data; <p>Process: Disposal and provision of associated services for houses/flats constructed by DDA</p> <ul style="list-style-type: none"> • Shall provide GIS enabled Monitoring of the progress status and planning for disposal of properties; <p>Process: Enforcement of housing regulations (prevention of unauthorized construction, misuse of houses etc.)</p> <ul style="list-style-type: none"> • Shall provide GIS enabled monitoring of status of housing schemes / allotments / conversion etc. at any given time; <p>Process: Conversion of flats from leasehold to freehold</p> <ul style="list-style-type: none"> • Shall facilitate GIS enabled Property Tax Collection System; <p>Process: Provision of housing related services such as mutation, change of address etc.</p> <ul style="list-style-type: none"> • Shall facilitate GIS enabled Property Tax Collection System;
GIS_16	<p>Landscape</p> <p>Process: Preparation of plans for development of the 'Greens' identified in the Master Plan</p> <ul style="list-style-type: none"> • Shall facilitate GIS enabled Integrated Layers with cadastral maps, planning, architecture and engineering system for planning landscapes; • Shall facilitate identification of Green Zone encroachments by change detection project status monitoring through GIS enablement; <p>-----</p>

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

	<ul style="list-style-type: none"> Integration of AUTOCAD with Workflow to facilitate easy reference to maps / plans; Building Plan Integration with third party tool/application (AUTOCAD based Development Control Rule Engine) to get status of plan which can be depicted on map with colour thematic; Link CAD map with property parcel; Provide buffer search to assess impact on nearby properties / natural resources etc. (LSP_14); System shall allow the user to view specific drawings / site information / site survey in 3D (LSP_21);
GIS_17	<p>Horticulture</p> <p>Process: Development and maintenance of greens</p> <ul style="list-style-type: none"> Shall facilitate GIS based Execution and monitoring system (number of business processes and forms to be built as part of this system will be done during SRS); <p>-----</p> <ul style="list-style-type: none"> System shall be able to display the areas on which development works are being carried out or have been completed (HOR_38); System shall be able to display the areas on which works have not been completed within the contract period (HOR_42); System shall be able to display development agency and users for plots in the layout with colour codes (HOR_42); System shall have the provision to capture the change of users for a given land area and maintain the history of change of users (HOR_43);
GIS_18	<p>Legal</p> <ul style="list-style-type: none"> Shall provide GIS based application for resolution of legal issues using Reference Maps and information Details of properties under legal disputes and their status;
GIS_19	<p>Public Relations & Public Grievances</p> <ul style="list-style-type: none"> Shall provide GIS based System for Grievances Redressal so as to help in analysing patterns (localized, distributed, related to specific attribute etc.).
GIS_20	<p>General</p> <ul style="list-style-type: none"> Shall provide GIS based Management dashboards; Shall provide GIS based Review overall progress and status of the projects; Shall integrate GIS with approval workflows;
GIS_21	<p>Citizen Interface</p> <ul style="list-style-type: none"> Shall provide web-enabled GIS system accessible to the Public for DDA related activities;
GIS Data Management	
GIS_22	<ul style="list-style-type: none"> System shall build a controlled Master GIS Data Repository of approved spatial Data; System shall establish a "Data Governance Process" as per the NSDI Guidelines of GOI/DDA etc., for data provided by agencies and other Departments before it gets uploaded in master directory; Version Management Support is needed where based on business need, required version of spatial data can be accessed by GIS Solution for DDA; System shall establish GIS Governance Framework with good practices across domains and processes to ensure that the GIS platform supports DDA objectives; System shall comprise of Desktop application for process intensive data tasks as editing,

	<p>analysis etc.</p> <ul style="list-style-type: none"> • System shall provide facilities to access and store in the GIS Repository, scanned Cadastral maps in “.gif” format and digitized Cadastral maps in “Autocad .dwg” format etc., for further utilization; • System shall facilitate access to/ import of GSDL’s data layers (through internet) of GNTCD, TCPO, NIC (Utility Mapping & Multi-Layer GIS Layers), etc.;
Web GIS Portal	
GIS_23	<ul style="list-style-type: none"> • System shall allow easy configuration to suit special interest group’s applications without requiring any customisation or additional coding; • View Map Viewer within the system portal shall contain popular maps that may be of interest to specific user communities of DDA; • System shall have GIS map service engine that can support various types of map services. In addition to the map services, the map engine shall also be able to deliver a variety of geo-processing services of DDA;
GIS Data procurement and Management	
GIS_24	<ul style="list-style-type: none"> • System shall manage the Land Records Data (currently available with the DDA in alphanumeric data) including the geo-referenced maps; • System shall manage and integrate GIS Data; • DDA will undertake procurement of all GIS data, cleaning/ mosaicing/ vectorisation/ geo-referencing of all GIS data.

17.7 Envisaged Tools & General Technical Specifications

To cater to above requirements, DDA envisages GIS Tools / platforms, as below: -

1. **Desktop GIS** with key feature of inter-operability, network analyst along with tools for managing 3D data;
2. **Web GIS Platform** supporting fine grained security at record level;
3. **GIS Server** with analytical tool set including geo-processing, network analyst and spatial analysis for heat-maps;
4. **Spatial Database** with support for version management;
5. **Additional Tools:** Conversion of CAD to GIS format;

General Technical specifications

- Support for OGC standards and Industry standards;
- Support of 2D and 3D visualization;
- Web Services based Architecture to ensure flexibility and scalability;
- High Availability will be ensured by building redundancy at each tier;
- XML/GML will be used as a mechanism for data transfer;
- WCF will be used as a mechanism to create web services to ensure message and transport security;
- Solution shall provide OGC compliant catalogue service and metadata harvester engine capable of providing various features;
- The system shall provide functions for saving and printing of maps with title, scale bar, north arrow, legends, point marker(s), text and copyright statements on the printed map;
- Web GIS platform should be GIS Server agnostic to support different GIS technology;
- Multi-lingual support;

Please include Cost for H/w and Software Tools of GIS under H/W and S/W tools headings in Annexure 33.2 – Financial Bid template.

17.8 Specifications for different parts of GIS Solution.

#	Particulars	Description
1.	Architecture, Interoperability and Integration	The GIS server should be based on a Services Oriented Architecture (SOA).
2.		Should support direct integration with other GIS web services (including OGC complied GIS Servers);
3.		Capability to serve and consume OGC complied web services like WMS, WFS and WCS and WFS (T).
4.		Should be based on 64-bit architecture.
5.		The application should be highly interoperable with the ability to import and export to a wide range of industry standard formats.
6.		Should support all multiple platforms like Linux and Windows.
7.		Should support unlimited number of Editing and viewing clients. It should also allow multiuser editing with Advanced Editing Functionalities.
8.		Should support standard Web server/application server;
9.		Should supports unlimited Desktop client connection. Desktop GIS applications with the capability to consume WMS/ WFS services should be able to connect and use data from the server.
10.		GPS data/Personal Tracking/UAV integration capability with Synchronization from the field.
11.		Should support Industry leading RDBMS for database storage ;
12.		Should be capable of maintaining data history, version management and conflict detection / resolution.
13.		Should support database check in – check out / replication functionalities hence maintaining the parent child relationship of Master Database.
14.		Should have open access to extensive GIS capabilities so as to enable organizations to publish and share geographic data(2D & 3D), maps, analysis tools, Manipulate data,3D models etc.
15.		Should have browser-based access for viewing & editing of Geo-Spatial Data.
16.		Should have Web Application Functionalities like pan, zoom, identifying features on a map, feature based hyperlink, measure distance, map-tips, interactive north arrow, magnification window, overview window, find place, query attribute, search attribute, editing and geo processing task.
17.		Should have Web Editing Application Functionalities like simultaneous Feature class editing, isolated editing in separate versions, Undo/Redo operations, conflict detection, snapping by layer, snapping to new geometry, settable snapping, modify, merge, split features, specify an Exact X,Y location, modify and create attribute values, maintain attribute values through defined rules (Domain), any custom component based Tool for editing.
18.		Should have geo-processing framework, geo-processing tools, core analysis functionalities, spatial statistics analysis functionalities.
19.		Should have centrally managed data, models, tools, maps and applications.
20.		Should have the capability to link documents like Adobe pdf, MS word/ power-point JPEG, GIF, PNG, DTED and TIFF files etc. to map features.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

#	Particulars	Description
21.		Server based GIS Software should offer server-based analysis and geo processing. This should include vector, raster, scripts, and tools.
22.		Web application developers should be able to build responsive, easy-to-use applications that leverage the latest AJAX and Web control technologies.
23.		Server Based GIS should supports a series of open APIs and standards that should allow virtually any other client (e.g., CAD, GIS, image processing, and SQL-based applications) to interact with and use the mapping, spatial analysis, and data management services of GIS Server.
24.		Should be able to support broad range of clients including browsers, desktops, Mobile Handsets.
25.		The server should have inbuilt map caching capability.
26.		Application Server must support Time aware data for Trends / Time Series Analysis.
27.		Application Server must support network and perform Routing analysis etc.;
28.		Should support for RSS (Real Simple Syndication) and KML/KMZ (Keyhole Markup Language)
29.	Data store catalog connectors	Product and national libraries Map and chart libraries Target databases Geographic Information System (GIS) and feature databases
30.	Image Server	Should support standard raster formats such as DTED, DEM, Jpeg2000, JPEG, TIF, BMP, Geo Tiff, ERDAS .IMG, Intergraph .COT, GIF,PNG, NITF, ESRI Grid, CADRG, MrSID etc.
31.		It should simplify imagery management and assist in directly publishing large image collections without pre-processing in the form of Image Services.
32.		It should dynamically mosaic images in different projections, formats, locations, and pixel sizes.
33.		It should provide imagery access quickly after acquisition with dynamic mosaicing and on- the-fly processing.
34.		It should provide fast, server-based processing, enabling on-the-fly creation of multiple image products from a single source.
35.		It should enable effortless image dissemination, serving very large volumes and numbers of images to a large range of client applications including browser-based application.
36.		It should be able to serve mosaic data sets that contain large collections of raster and imagery data
37.		It should preferably function as an extension of the GIS Server.
38.		It should provide important service and image level metadata.
39.		It should minimize data duplication while maximizing the amount of imagery products that can be created because image processing and serving has been combined.
40.	Web Portal & User Management	Should provide complete web-based single gateway portal as an organizational GIS platform to Create, Access, Analyze, Manage, and Share and disseminate geo-spatial content amongst users. In other words, it should provide a map-centric web portal platform for managing the organization's geospatial content.
41.		Should have a facility of user management to create an account, and grant/ revoke user rights for viewing, publishing or administrator rights to

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

#	Particulars	Description
		any users across the network.
42.		Portal administrator should be able to create and manage groups to control access to the maps, applications, and other geographic information you have been stored. A group owner can decide who can find the group, if others can request to join, and who can contribute their content.
43.		Should have a facility to share published GIS content with other users and only authorized users can view or modify the shared content.
44.		It should provide a web publishing wizard so that registered users can publish websites without the need of programming.
45.		Named users should be able to create various kinds of base maps and should have facility to select the desired base map. After selecting a base map, user should be able to search for GIS content and adds them as operational layers onto the base map.
46.		Operational layers can be configured such as setting transparency and symbology and activating and customizing pop-ups and attribute tables. Users can also add and display their own data including those on Excel spreadsheet, CSV and shape files on the map
47.		Users should be able to insert search tags to assist authorized users to search and locate geographic information, web maps, and web GIS applications create and shared by other users. The search results should be helpful to determine the usefulness of each item and find related items.
48.		Administrators can customize and configure many different properties of the website and determine which functionality should be available to a specific user.
49.		Administrator can change the look and feel of the website home page, change gallery page settings, set featured groups, define the base maps available in the map viewer, choose application templates and set utility services.
50.	Security	The application should support LDAP (Lightweight Directory Access Protocol) or Active directory based authentication.
51.		Should support Single sign-on, authentication module.
52.		Should support SSL and signed certificates to ensure complete security from browser to server.
53.		Should enable a secure, private sharing of confidential data that can be deployed on private network to promote collaboration on maps and applications within the organization.
54.		Connect securely Operate the GXP Xplorer Web application over a Hypertext Transfer Protocol Secure (HTTPS) Connection. Employ secured certificate authentication. Optional Lockdown mode to remove anonymous access and require all users to log in. User roles are assigned to upload, make changes, or delete. Manage user credentials in GXP Xplorer. Password policies are customizable. Integrate with an organization's existing user authentication, such as Force No or Lightweight.
55.	Real-Time Processing Capability	Should connect to virtually any type of streaming data feed.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

#	Particulars	Description
56.		Should have option to include connectors for common data streams including in-vehicle GPS Devices, mobile devices and social media providers.
57.		Process and Filter Real-Time Data using spatial or attribute conditions to focus on the most Interesting event data.
58.		Can track dynamic assets that are constantly changing location (such as vehicles), or stationary assets, such as weather and environmental monitoring stations.
59.		Should have capability to automatically and simultaneously send alerts
60.		Can easily interact with other Enterprise systems
61.		Geo Fence areas of interest using existing feature data to detect the spatial proximity of Events.
62.		Create Geo Fences on-the-fly without disconnecting from your real-time data stream.
63.		Should have options of sending Alerts across multiple channels such as e-mails, texts, and Instant messages.
64.		Should have capability for integrated real-time data with its geospatial infrastructure.
65.		Enrich incoming events with data from a secondary feature service or system file.
66.	Third-party mash-ups	News, Web feeds, Social Networking media, Blogs
67.	Structured and unstructured data types	Imagery Terrain LiDAR Maps and charts Raster-derived products Vector-derived products Shape files Video Documents Slides Spreadsheets Custom types
68.	Change detection	Listens for file system changes in all selected directories Discovers new files, deletions, and changes Keeps catalog updated in near-real-time Notifies and flags file duplicates
69.	Structured and Unstructured Data Searches	Search both structured and unstructured information within the data Search by Product type Keywords Geospatial areas Product attributes (e.g., Author, Cloud Cover, Target ID) Time and date ranges Free-text search of all text in catalog Grid overlay for systematic searches by grid cell Results returned by relevance and proximity
70.	All source searches	Text search for words and strings with wildcards such as * and? Boolean options such as AND, OR, NOT Spelling corrections and similar words suggested for concept searches* Filter, sort, and refine search results to find the right data.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

#	Particulars	Description
		View, print, export configurable list or table of products, attributes, and thumbnails Optional mini-map shows location;
71.	Visualize results	Selectable map such as Google Maps, or any Web Map Service (WMS) Cluster results for a condensed view of overall coverage Break clusters into individual color-coded product markers or coverage footprints Summary of results by type and quantity Filter results hierarchically by type and sub-type Time Slider filters map markers in real-time and groups products on the slider itself Display reference data feed services to help make data selection decisions
72.	Data Processing	Convert data to selected formats before download Chip an image into its native format or into PowerPoint® in JPEG format Orthorectify imagery Generate image RSETs Triangulate images Mosaic images and other data Clip video to area or event criteria Batch operations act on multiple products
73.	Update	Update the attribute metadata for a product Change or add geospatial footprints Perform batch updates
74.	Annotation in a Web browser	View image as if it were locally on your system Displays the optimal presentation of the image automatically Dynamically adjust imagery brightness, contrast, and sharpness in the browser as desired Draw lines, polygons, circles, and buffers Insert icons in many shapes and sizes (e.g., tanks, planes, markers) Enter text annotations Measure geographic coordinates using sensor model geometry, not approximations Underlying terrain used if available for geospatially correct measurements Measure distances and height calculations using sensor model Color-code every annotation and entry Overlay a Web Feature Service (WFS) on the image for additional detail Load shape files to burn into the image report Collaborate via chat and jointly edit products in real-time
75.	Publish	Build the final brief in the Web browser Publish the annotated image product into PowerPoint, GeoPDF, PNG, and more Deliver via email and FTP Catalog the products in GXP Xplorer for subsequent use and availability.
76.	Directory Access Protocol (LDAP)	More information on security features including software development is available upon request Access. Control user access to data by assigning roles within GXP Xplorer Hide data completely, prevent manipulation, or allow editing, based on role Compartmentalize data based on accessibility. Define which groups of users can view and access data through Discretionary Access Control (DAC). Logging records all transactions including log-ins, searches, downloads, uploads, edits, and deletions.
77.	Open Architecture	Extensible Flexible ingest services.

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

#	Particulars	Description
		<p>Flat metadata model that can be extended by developers. Plug-in metadata extraction for custom data types. Plug-in data processing services. Plug-in data store connections. Customizable Web user interface. Supports multiple external interfaces. Scalable Server virtualization Distributed processing capable Heterogeneous federation Open interfaces REST/JSON/KML/RSS Web Services Open Geospatial Consortium (OGC) Web Services Geospatial Imagery Access Services (GIAS) Use of metadata standards</p>
78.	Mobile	<p>GPS Support Tablet PC GIS Mobile Support Multi User Geo database Editing General Editing Administration Geo Processing Versioning Geo Processing Short Transaction Editing Multuser Geo Database Archiving Display and Query Manage Access your data on the go Obtain up-to-date imagery and documents from a connected GXP Xplorer server on your device Search your data by times and dates, keywords, types, and geospatial location. Results focused around specific areas of interest. Chip and download tools ensure that complex data types can be simplified and kept on the device, even after going offline.</p>
79.		<p>Reporting back Create reports while in the field. Take a picture from the device, or use existing pictures in the gallery. Enter a title and notes about the image. Upload images with GPS location from the device to the GXP Xplorer server. Keep everyone at site and in the field using the Mobile app up to date. Reports created when not connected are uploaded when connection is restored* (i.e., when out of cell or Wi-Fi range or when in Airplane Mode.</p>
80.	Mapping	<p>a) Map Interaction i. Map Navigation ii. Queries iii. Tables iv. Graphs v. Graph Types vi. Routing or Network Data Sets b) Map display i. General Mapping ii. Tabular Data iii. Vector Data Display iv. Thematic Vector Data Classification</p>

#	Particulars	Description
		<ul style="list-style-type: none"> v. Symbol feature vi. Elevation surface display vii. Raster Data display viii. Raster Display : Gradual Color ramp data ix. Raster Panchromatic Sharpening x. Raster Display Statistics xi. Raster Display Resample Method xii. Raster Display classification Method xiii. Raster catalog footprint display xiv. Raster Tools xv. Time animation and temporal Data <p>C. Page layout and printing</p> <ul style="list-style-type: none"> i. Map elements ii. Export formats iii. Print with the following print drivers <p>d. Publishing and sharing maps and data</p> <ul style="list-style-type: none"> i. creating High-performance dynamic maps ii. Sharing maps, layers and data <p>e. Publishing and sharing analysis sharing geo processing sharing geo coding</p> <p>f. Automating map workflows</p> <ul style="list-style-type: none"> i. Using mapping module <p>g. Map text</p> <ul style="list-style-type: none"> i. Labels ii. annotation iii. Annotation editing iv. Annotation and dimensions management. <p>h. advanced labelling</p> <ul style="list-style-type: none"> i. advanced label placement rule set ii. Advanced cartography iii. cartographic editing tools iv. point geometric effects v. Polygon geometric effects vi. Interactive symbol editing vii. Geo processing graphic quality viii. Geo processing masking tools ix. Geo processing representation management x. Geo processing symbolization refinement
81.	GIS Analysis	Layer / Feature based Display Scale-Dependent Display CO-Ordinate Display GIS Queries Generation of buffer layers and queries on the buffer zone Spatial Analysis Network Analysis Co-Ordinate Display
82.	Creating New Objects	<p>Ability to add 2D, 3D and dynamic objects to the project editor.</p> <p>a. Labels</p> <ul style="list-style-type: none"> i) Text ii) Image <p>b. Objects</p> <ul style="list-style-type: none"> i) Poly line ii) 2D Shape iii) 3D Model

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

#	Particulars	Description
		iv) Building v) 3D Shape vi) Route c. Dynamic Objects i) Ground Object
83.	Application Frame Work	Application Customization i) Application Look and Feel ii) Customization
84.	Data Automation	a) Data Editing <ol style="list-style-type: none"> i. General Editing ii. Snapping Type iii. Snapping to Topology Elements iv. Snapping Tolerance v. Geometry Construction option vi. Geometry creation tool vii. Feature manipulation task viii. Feature Editing tool ix. Attribute Editing x. Multipart Feature (Point, Line and Polygon) xi. Map Navigation while editing xii. Vector data transformation xiii. Generalization xiv. Coordinate Geometry xv. Parcel Editing
85.		b) Raster Editing and Vectorization <ol style="list-style-type: none"> i. Vectorize all Raster format ii. Raster snapping Geometry iii. Raster snapping environment iv. Vectorization tracing v. Automatic vectorization vi. Vectorization parameters vii. Vectorization preview viii. Raster cell selection ix. Raster cleanup environment x. Raster cleanup painting tools xi. Supports tools c. Multiuser Geodatabase Editing <ol style="list-style-type: none"> i. General Editing ii. Administration Geo processing iii. Versioning Geo processing iv. Short Transaction Editing d. Multiuser Geodatabase Archiving <ol style="list-style-type: none"> i. Display and Query ii. Manage e. Distributed Geo database <ol style="list-style-type: none"> i. Manage replicas ii. Disconnected editing geo processing iii. Distributed geo database geo processing

#	Particulars	Description
		f. Spatial referencing image data (geo referencing) <ul style="list-style-type: none"> i. Tools ii. Transformation methods iii. Spatial reference information
86.	3D Window Viewing Option	<ul style="list-style-type: none"> i. Terrain Opacity ii. Hide Terrain iii. Field of view iv. Units light Source v. Environmental effects vi. IMGRS vii. Direction, Tilt and Roll Angles viii. Free flight ix. 3D Display modes x. Target Tool xi. Shadow analysis xii. Find objects (Text & co-ordinate) xiii. Container setting(Both Map & Image)
87.	Catalog Tool	<p>Provide a cataloguing tool for creation of catalog database locally or on Database like Oracle or MS SQL for efficient access, management and organization of raster, feature, projects and other geographic assets. In the cataloguing tool the user should be able to,</p> <ul style="list-style-type: none"> i) Manage geographic data. ii) Catalog raster, feature, and project information iii) Maintain detailed information including type, dimension, dates, tags, metadata, and custom data. iv) Search and find the standard geographical data you require for a project, using various text and geographic properties. v) Work collaboratively, contributing all updates to a common repository. vi) Automatically scan and catalog entire folders. vii) Store connections to various data sources. viii) Catalog's data sources can be located on a local disk, on the network, on Oracle or on an SQL Server. ix) On the Client there should be an ability to connect (only) – Catalog layers should be located into the project. x) In the project editor and or all modifications to the project are to be automatically need to be updated in the catalog every time the project is saved. xi) Should have the facility of Activating/Deactivating User Authentication, <p>Adding and Editing Users,</p>

#	Particulars	Description
		<p>xii) Permissions setting to view, modify, manage catalog.</p> <p>xiii) Activate or deactivate user authentication turn on or off user name and password authentication when connecting to the catalog.</p> <p>xiv) Manage catalog users- Add or delete users or assign different permissions</p> <p>xv) Add/Modify custom fields- Add custom filed to each layer's property sheet in the catalog for use later in the Query.</p> <p>xvi) Broken Links: Catalog should generate a list of all catalog layers whose link to the data source is broken. This happens when a data source is moved, renamed or deleted, or a network drive is inaccessible. If you know the new locations of the data source, you can repair the broken link.</p> <p>xvii) Catalog client service for the web(CSW)</p> <p>xviii) You can select multiple layers and multi edit their properties. This saved the time of editing each layer separately and ensures that all the layers have the required identical properties.</p> <p>xix) Software should search the catalog by either or both the following:-</p> <ul style="list-style-type: none"> • By Geographic region/Coordinates • By Search Query
88.	Queries	<p>i) Attribute Query: user should be able to query based layer attribute. After query the result should be seen blinking. Facility to save query data to separate layer and also facility to export the query data.</p> <p>ii) Spatial Query: - To query on two layers. Facility to draw buffer and do th query spatially.</p> <p>iii) Advanced Spatial Query: Facility to do the query on multiple layers.</p> <p>iv) Spatial query for inter distance b/w tow points: - Find out for each and every point in a first layer how many point are covering on second layer with particular distance.</p>
89.	Analysis Tools	<p>a. Should provide the following analysis tools,</p> <p>i) Terrain Area</p> <p>b. View shed Analysis along a Route</p> <p>View shed capabilities should enable to determine enable to determine what areas are visible from any selected point along a route. The user can define viewer height and radius of view shed</p>

Annexures - RFP for selection of agency for implementation and maintenance of Computerized Management System (CMS) for computerization of DDA

#	Particulars	Description
		analysis. The calculated route view shed should be displayed as: i) Individual view shed results for each selected point along the router ii) A single composite view shed showing visible area from any of the router's waypoint iii) A series of individual view shed results that display according to a set time span.
90.	Data Compatibility	i) Vector Flat Files ii) Vector Databases & Services iii) Raster Flat Files iv) Raster database and services
91.	Data support and Interoperability	a. Raster Data support i) Direct Read of Raster Data ii) Direct Read and Writer of Raster Data iii) Geo database Raster Management b. Document and Data support i) Map and Symbology Files ii) Direct Read of Vector and Raster Data iii) Direct Editing of Vector Data iv) Direct Read of Other data v) Coordinate systems c. CAD Support i) CAD File Support ii) Direct Read of CAD data iii) Editing with CAD Data iv) Coordinate Systems v) Geo processing
92.	Data Management and Validation	a. Data Management i) General ii) Search for Maps, Data and Tools iii) Manage Coverage Data

#	Particulars	Description
		<ul style="list-style-type: none"> iv) Geo database and Database Administration v) Geo database XML File Import/Export b. Attribute Validation <ul style="list-style-type: none"> i) Subtypes Geo processing ii) Domains Geo processing iii) Create and Edit Relationships for Features iv) Geo database Relationships Behavior v) Relationship Class Geo processing c. Topology <ul style="list-style-type: none"> i) Map display ii) Editing iii) Geo database Topology Rule Violation Fix operation iv) Geo database Topology Management v) Geo database Topology Rules vi) Geo processing d. Networks <ul style="list-style-type: none"> i) Utility (geometric) network analysis ii) Data management iii) Geometric network connectivity rules iv) Geometric network editing e. Liner Referencing (routers) <ul style="list-style-type: none"> i) Display ii) Editing iii) Geo processing\ f. Metadata <ul style="list-style-type: none"> i) General ii) Managing metadata using a variety of styles. iii) Geo processing.

#	Particulars	Description
93.	Time span tool	Ability to have Time span tags to restrict the visibility of data to a specific period of time. Time spans are used for data sets that appear in multiple locations. The data associated with a time span is visible only when the time slider is showing the time interval defined in the time span tag.
94.	Publishing of the Projects	<p>a. Publishing Data b. Publish Project as Local Kit c. Publish Project as Internet Kit d. Extract Terrain and Publish Area as Offline Kit e. Publish Project a KMZ f. Publish offline project in area-</p> <p>Create a subset of an online project for offline use in disconnected environments, or for sharing with external users. All project terrain, data, and objects are to be included in your mini-project so that you can view and display your "area of interest" comprehensively and accurately in a fraction of the time required to create and entire project:</p> <ul style="list-style-type: none"> i) Terrain in selection area is to be extracted and saved as local terrain database; ii) Each section of an imagery layer that intersects with the selected area is to be extracted area is retrieved from the data source and saved as local feature layer(like.shp); iii) All object within the selected area and any of their local or remote resources are to be downloaded and saved locally; iv) Option to accelerate the updating of exiting offline kits by skipping terrain and layer extraction for existing file. <p>h. KML EXPORT</p> <ul style="list-style-type: none"> i) Export 3D shapes as DAE models; ii) Export complex geometry objects (Multi polygons and multi polylines); iii) Textured polygons and imagery layers exported as KML ground overlay. <p>I. Show Label Text on Hover Minimize the display of 3D scene by hiding label text until mouse hover.</p>
95.	Compatibility with Urban Information System Development Organizations	Data Interoperability with Urban Information Development Organisations such as TCPO, NDMC, MCDs, Delhi State Spatial Infrastructure (DSSDI) Project, Delhi Spatial Limited (DSDL), NCR Planning Board, MoH&UD etc.
96.	Data manipulation and analysis	<p>a. Coverage geo processing</p> <ul style="list-style-type: none"> i) Application framework ii) Analysis iii) Conversion iv) Aggregation v) Composite features

#	Particulars	Description
		<p>vi) Generalization</p> <p>vii) Table management</p> <p>viii) Projections</p> <p>ix) Topology</p> <p>x) General</p> <p>b. Geo processing</p> <ul style="list-style-type: none"> o Environment o Supported scripting environments o General data management o Data comparison o Attachments o Table managements o Editing o Field management o Feature class management o Feature management o File geo database o Generalization o Projections and transformations o Vector data projection o Raster management o Raster mosaics o Raster conversion o Raster transformation/projection o LAS datasets o Conversion o Layers and table view o Photos o Core analysis o Spatial statistics tools – analysing patterns o Spatial statistics tools – mapping clusters o Spatial statistics tools - measuring geographic distributions o Spatial statistics tools – modelling spatial relationships o Spatial statistics tools- rendering o Spatial statistics tools- utilities o Multidimensional tools o Workspace management o Geo database administration o Geometric networks o Table joins o Data indexing o Server management

18 Document Management Solution (DMS) - Digitization and Digital Preservation of Records

This requires a state-of-the-art solution for the purpose of storage and management of digital files.

Delhi Development Authority (DDA) has undertaken scanning its file and documents (including of documents related to its clients) for their preservation, through scanning process, a few years back. Vendor uses approved and standards based methodology for scanning, digitization and to archive the digitized information for future data access through computer systems connected through Computer Networks (Internet, Intranet etc) by User Departments.

Scanning shall be performed at the premises of User Department by the vendor engaged for the work. No files are taken outside the User Department location. It shall be the responsibility of User Department regarding security of the file during scanning and afterwards. Following activities are sequentially followed for scanning of files: -

- ▶ Pre-scanning: untagging, dusting and page repair using tape or glue shall be done prior to scanning;
- ▶ Indexing: Approval from User Department shall be taken regarding fields to be recorded in the excel sheet. While scanning, these fields are recorded in excel files. This data shall be used later on for retrieval of data from DMS software;
- ▶ Post-scanning: Files shall be tagged and brought to the original form, and submitted to the User Department by taking acknowledgement from the Nodal Officer;
- ▶ Metadata field description shall be provided by User Departments along with documents.
- ▶ Verification is completed and certificate handed over within 15 days' time, after the receipt of Scanned data from the System Department, as per annexure in the prescribed format.

A computerized log register to maintain collected files/documents for scanning is necessary to be maintained with following details: -

- ▶ Description/Title of document collected,
- ▶ File number if any,
- ▶ Date of collection (DD/MM/YYYY),
- ▶ Total number of pages,
- ▶ Collected from whom (DDA Official - Section),
- ▶ Collected by (Vendor Representative),
- ▶ Date of Return (DD/MM/YYYY) ,
- ▶ Return To (DDA Official - Section), and
- ▶ Return To (Vendor Representative),

18.1 Digitization of Physical Files

S. No	Requirement
DMS_1	Scanning of Physical files: scanning each page, conversion in digital file, creation of files/folders, creation of metadata and compression.
DMS_2	Metadata Creation: As per procedure of electronic recording, retention and disposal, the metadata will be defined for creating field levels as part of the Document Management Solutions. : Refer http://darpg.gov.in/sites/default/files/CSMOP_0_0.pdf Manual of Office Procedure – Chapter IX.
DMS_3	Digital Document file format: Refer ISO Standard 19005-1:2005
DMS_4	Shall be capable of being deployed both in centralized as well as in decentralized deployment model and should also be able to support cloud based environment.
DMS_5	Shall comply with ISO 14641 -1:2012 (Design and Operation of an Information system for electronic information preservation) or ISO 16475 (standard for Records Management for Offices) and the necessary certification shall be provided.
DMS_6	Shall have the software product be available on multiple platforms (Windows, UNIX, LINUX etc.) on both virtualized and non-virtualized environments.

DMS_7	Document Management Solution shall be of open technology and be of open platforms (independent of platform) of the various data bases or Dspace - Open Source Software used for digital record management solution of storage and retrieval of digital files; Shall be operational at any of the National / International archives / Government organizations / Utilities etc.
DMS_8	Data Security is foremost important aspect.
DMS_9	Shall be based on latest WebApplication Server Technology like JBoss, Websphere or Web Logic or any other reputed server technology;
DMS_10	DMS shall be capable of providing high availability and data synchronization and of multi tenancy capability and be able to provide separate table sets for each of the tenant.
DMS_11	Shall provide a Windows based client, web based client (HTML 5 compliant) and a mobile client (iOS, Android) and available in a e-book format for user view;
DMS_12	Shall be capable of providing encryption of communication and encryption of documents, and of providing electronic files/folders.
DMS_13	Shall be capable of providing workflows (predefined, ad-hoc and hybrid which means mixture of ad-hoc and predefined workflows) and shall be capable of providing a highly scalable file mass import tool.
DMS_14	Shall be capable of providing a highly scalable full text search engine, and of providing a DMS API for enabling integration of solution with customer's existing Information System for pushing and pulling the information between systems. It shall be possible to customize the look and feel of each work area of DMS in separate manner.
DMS_15	Shall be able to support "cloud interface" for access by users, Virtual Private Network, and Internet and should be able to run on any windows based server.
DMS_16	Shall be able to support multiple file formats e.g. PDF / PDF-A / . Xls (excel) / .docs (MS word) and other file formats as per ISO Standard 19005-1:2005.
DMS_17	Shall support various standard RDBMS servers like i.e Oracle, Sybase, SQL etc., and capable of doing import & export of data in batch scan.
DMS_18	Capable of storing Huge files digital contents in file servers (FTP Server) for efficient access.
Metadata	
DMS_19	DMS solution have no limitation on defining custom metadata fields; Shall have extensive metadata creation using comprehensive data entry templates; supports associating metadata both to records and folders.
DMS_20	Shall support various standards used for the creation of Metadata; and shall be able to control vocabulary for purpose of adding keywords. User shall get option of entering keywords.
DMS_21	Shall have the provision for capturing all associated fields in metadata which will make search meaningful for information and administration.
DMS_22	Shall store metadata in RDBMS and electronic content on file system (SAN/NAS).
DMS_23	Shall be capable of doing Full Text Search and Meta data search without coming out of full text search.
DMS_24	Shall support APIs for enabling integration of solution with customer's existing Information System for pushing and pulling the information between two systems. Shall be possible to customize the look and feel of each work area of DMS in separate manner.
DMS_25	Shall be capable of following the Metadata standards adopted by National Archives of India.

Workflow	
DMS_26	Shall support have an workflow engine to automate various business processes within the organization, such as document review and approval processes, leave approval processes, role based task assignment etc.
DMS_27	Shall be capable of providing workflows (predefined, ad hoc and hybrid which means mixture of ad hoc and predefined workflows. Shall support multi-level workflows and parallel workflows.
DMS_28	Shall have the capability to maintain workflow history and generate various kinds of reports, such as average time taken to complete a particular task etc.
DMS_29	Administrator shall have the capability configure workflows for different processes.
DMS_30	Shall have the capability to create ad-hoc workflow within the workflow process without coming out of the workflow process created. This is required to create small workflow process within the department.
Search	
DMS_31	Provide searching facilities based upon: Any metadata field (content, section / author, source, party names, subject tags, acts and sections, keywords, etc.)
DMS_32	Possible for user to search a record or file in combination of full text search and meta data search; Shall be possible within the full text search facility. Provide search based on actual content of the Document & Records.
DMS_33	Shall have provision of sorting the results based on relevance, submission date etc; and shall have provision of defining number of search result required on page by any end user.
DMS_34	Shall have full text search facility on industry standard engines.
DMS_35	System shall show highlighted words in search snippets of every search result; also show similar documents along with the searched document as the search result.
DMS_36	Software shall have faceted search mechanism, which breaks up search results into multiple categories, typically showing counts for each, and allows the user to "drill down" or further restrict their search results based on those facets.
DMS_37	Time Period based search: Proposed software shall have facility of picking start date and end date using drop down calendar for making search on a defined time period.
DMS_38	For ease of use, proposed solution shall highlight searched term in metadata in search results. It shall highlight the files (e.g. PDF file) in searched case file where searched term occurs. Followed by it, when user open PDF files from searched case file, searched term should get highlighted in the text of PDF file automatically.
DMS_39	Proposed solution shall get integrated with leading internet search engine. So that user making search on open internet shall be able to get relevant information from repository in open internet search results.
Security & Access Control	
DMS_40	Security & Access Control: <ul style="list-style-type: none"> (a) Institutional archives both Open access and restricted access shall be created from a single interface; (b) Allowing creation of Users, and User groups; (c) Provision for multilevel security access for different access categories; (d) Supports the movement of users between organizational units whereby their job roles and/or their access rights may change; (e) The System has within it the concepts of job roles, and staff occupying those posts. In addition, the DMS must allow the definition of user roles, and must

	<p>allow one or more users to be associated with each role;</p> <p>(f) Provide Access Control based secure access providing View Document & Records, View Metadata, Update Document & Records, Update Record Metadata, Modify Record Access; Destroy Record should be configurable by the Administrator;</p> <p>(g) Allows Multiple User Access levels and Authorization of Users depending on Roles Software should have LDAP based authentication method;</p> <p>(h) Shall be possible for users to register itself in DMS and also it should be possible for administrator for creating users in system;</p> <p>(i) Shall be possible for system administrator to define Group admin or Cabinet level admin group in system;</p> <p>(j) Shall be possible to define rights like read, write, read metadata, read items, modify cabinets or assets uploaded, delete items etc.</p> <p>(k) Shall be possible to provide access rights to users on Item Metadata, Metadata & Files both and completely making private item i.e. neither metadata nor files should be searchable or visible to unauthorized users;</p> <p>(l) Shall be provision of putting documents access request copy by users not having access rights on digitized files of a particular file. And authorized users should be able to grant or deny such access request;</p> <p>(m) Rule based Document Security for classified files. Shall be possible for authorized users to define time based security rules for certain files i.e. while uploading files in the system, user shall get option of defining access restriction time period on uploaded file and after given time period restriction, case file shall become accessible to authorized users as per access rights given on complete cabinet/folder;</p> <p>(n) Unrestricted File type vulnerability - DMS system shall have prevention mechanism to protect against the "unrestricted file type" security vulnerability. It shall have the capability to restrict the allowed file types so that the system allows uploading only the allowed file types and reject any other file types. DMS shall have the capability to detect the file type based on content / from the file names only.</p>
Document Viewer	
DMS_41	Proposed DMS shall come with inbuilt viewer for viewing the PDF files using browsers on multiple platforms i.e. laptop/ mobile / tablet etc. Viewer shall support multiple rendering technologies i.e. flash and HTML5 for easy display of contents on new and old browsers.
DMS_42	Viewer shall be intelligent enough to understand browser's technology and display the document in best suited technology.
DMS_43	Proposed solution should have basic accessibility features like zoom in / out, go to page etc. functionality. Solution shall be capable of displaying document without providing option of downloading the document on multiple platforms like Windows, Linux, Android, Apple etc.
DMS_44	Proposed viewer module should have option of showing each PDF attached with a case file in individual form.
Reports – a Partial List	
DMS_45	Productivity Report b) Possible for authorized users to track productivity in DMS. c) Based on date range / day / month d) Based on storage area i.e. single or multiple storage cabinets e) Date for content submission

	<p>f) Cabinet, Sub Cabinet and Folder where contents are stored</p> <p>g) Title of content uploaded</p> <p>h) Number of pages in particular file</p> <p>i) Name of user uploaded content in system</p> <p>j) Possible for authorized users to export in various file formats like Excel, PDF, XLS etc.</p> <p>k) Possible to provide customization of the reports as per the User / Department requirements.</p>
DMS_46	<p>Audit Report</p> <p>a) Provide a detailed and searchable system audit trail / logs.</p> <p>b) Track and record information about events in the audit trail without manual intervention, once the audit trail facility has been activated.</p> <p>c) Analytics: Provides Analytic reports/summary on use of various records basis geographical location of users, month, city, country etc. for helping to understand user interest and future enhancement of repository.</p> <p>d) Shall have search query statistics for analyzing need of particular type of records.</p>
Maintenance and Support	
DMS_47	<p>MIS Reports</p> <p>shall provide tools for checking the overall progress - include the daily, weekly, monthly and (number of images/pages scanned, percentage scanned etc.) for total records digitized, quality checked, total number of records, error rate at each process or other customized reports as per requirement;</p> <p>shall propose sample report formats as a part of their technical proposal. The format, content, periodicity and other information related to reports shall be discussed and finalized with the SI before the commencement of the project.</p> <p>Must have automated production control system for Scanning of documents with feature of real time progress of Scanning activity;</p>
DMS_48	<p>Backup</p> <p>Shall take the backup of scanned images and metadata at the end of the day; shall be taken on an external media and shall be stored in a secured place provided by DDA for data retrieval during emergency;</p> <p>Shall submit the monthly data backup to the department in the suitable media.</p>
Project Activities	
DMS_49	<p>Specifications of subsystem/ system (as applicable): Standard steps (Industry best practices) of the digitization shall be followed. At the first stage, these documents in text, maps, and charts form shall be scanned in different resolutions depending upon the quality of Files/Records, etc. Such digital copies shall then be archived in raw TIFF format to be used for posterity and Cleaning the TIFF images wherever required. The TIFF documents shall then be made available in JPG or PDF format and this process shall help us to further reduce the size of the image.</p>
DMS_50	<p>Document shall go through the metadata preparation stage. Digital document shall be processed either through the Open Source Software Platform or open platforms (independent of platform applications) like various RDBMS data bases (Oracle / Sybase / SQL, Ingres etc) or DSpace Open Source Software for creating a repository.</p>
DMS_51	<p>Digital Documents shall be accessed both by Windows or Open Source client / web client / mobile client for ease in accessibility in different languages. Such repository shall preferably be made accessible in any file format through the DMS Software. The software shall be of independent of any database platform.</p>
DMS_52	<p>Web interface of the digital document and the metadata shall be integrated in to the DDA Workflow System. DMS Software shall be able to create all types of workflow system as per the requirements of DDA. DDA shall provide the necessary bandwidth</p>

	for the user accessibility.
Process Involved	
DMS_53	Procurement of requisite hardware/ software (Please include Price quote in Annexures prescribed in the RFP) Placement of required professional and computer staff (Document list / Library & Information Science Specialist) in the project and initiation of exposure to the professional staff placed on the project. Scanning of the documents and creation of file system Cleaning the images Metadata creation Developing the JPEG/ PDF files and storing the raw TIFF Harvesting the Metadata on the identified search engine Customizing the identified search engine as per the requirement Web Hosting the data on the customized search engine Testing the digital database for its scalability, inter-operability and searching process.
Preserving paper-based files and records (Post Digitization) - Majority files and records are paper based and they include office files, maps and plans, bound volumes, registers, receipts, etc. Hence preservation approach to records depends on the paper quality and condition.	
DMS_54	Preservation action: Basic paper preservation treatments on files must be undertaken to stabilize them. These include flattening creases, repairing tears, dry cleaning, repackaging and routine matting. Complex treatments are labour intensive and usually restricted to records of special importance or with significant preservation problems. These include backing removals, linings, humidification and flattening, removing adhesive tapes, reducing stains and specialized matting or display techniques. Treated Documents (document-wise) shall be enveloped in a fire-proof cover with appropriate indexing and be kept in fire-proof Mobile File Compactor Systems.
DMS_55	Storage: <ul style="list-style-type: none"> The physical files and records after digitization, repairing, cleaning and chemical treatment need to be stored in controlled environments on shelving appropriate for their size and format in proven quality fire-proof Mobile File Compactor System.
DMS_56	Environment <ul style="list-style-type: none"> A storage area with stable conditions, where the temperature is around 20 °C and the relative humidity remains below 60 per cent. DDA shall create this Storage Room with stable conditions.
DMS_57	Copying Digital file scanning shall be used to produce high resolution digital files that are required for preservation and access.

18.2 RFID File Tracking System

RFID (Radio Frequency Identification) based File Tracking System (FTS) is ideal solution to track the important documents within the Offices.

DMS_58	File Tracking System (FTS) shall enable users to automate management of physical record data and improve the productivity without any inventory errors.
DMS_59	File Tracking System shall reduce employees' time spent maintaining and managing hundreds or thousands of files in DDA.

DMS_60	must be able to for Read, Record, and Report on Real Time Basis where ever the file is and must capture the movement and journey of File with in the office
DMS_61	Shall be able to capture the entry and exit of Files with in section, within premises and then entry and exit of the premises through hand held scanner or Mobile App.
DMS_62	System Specification includes (a) Readers: Desktop Readers, Wallmount Readers, Handheld Readers; (b) Passive UHF RFID Labels; (c) Central Server Hardware; (d) Centralized Data Management Server (Manages all Readers, Collect & Process Data, Create Alerts, Server data to Web based File Tracking Software) and (e) Web based Software for File Tracking Software (Runs on same server).
DMS_63	RFID hardware products for Record Room are required to be compatible with global protocols such as SIP2, NCIP, ISO 18000-3, ISO 15693, ISO 14443A & ISO 28560 (Part 1, 2 & 3);

18.3 Creation of Digitalized Library

DDA envisages to create a "Digital Library" using dovetailing Digital technology, Internet connectivity, and physical content (Files) with DMS Solution Software and RFID based File Tracking Solution.