भारतीय वानिकी अनुसंधान एवं शिक्षा परिषद्
INDIAN COUNCIL OF FORESTRY RESEARCH & EDUCATION
(पर्यावरण वन एवं जलवायु परिवर्तन मंत्रालय, भारत सरकार की एक स्वायत्त परिषद्)
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संख्या / No. 38/PO/Pensioner's Portal/Admin/ICFRE/2019-20   दिनाँक / Dated: 24 June 2020

CORRIGENDUM

Please refer to Tender ID 2020_ICFRE_562799_1 dated 05.06.2020 and tender reference No. ICFRE Pensioners Portal regarding Design, Development, Implementation and maintenance of ICFRE Pensioners portal, it to inform that:-

1.   *As Terms and conditions for Design, Development, Implementation and maintenance of ICFRE Pensioners portal 7 (ii) (a) The application shall be designed and developed as per annexed documents (Annexure – I) or any changes as per requirement*

Accordingly Annexure was not attach, now Annexure has been attached.

Bid submission end date has been extended date with effect from 29.06.2020 to 06.07.2020

(Dr. Rajiv Pandey)
Asstt. Director General (Admin)

Requirement Document for ICFRE Pensioner's Portal

1. Introduction

1.1 Objective

Requirement Analysis, Design, development, testing, implementation and maintenance of ICFRE Pensioner's Portal.

1.2 Existing System

At present ICFRE Pension Cell employs a manual paper/file based process for Pension Calculation, Disbursement and Record Keeping of Pensioner's data. However, de-centralized nature of processing and manual involvement makes existing system prone to a number of shortcomings. Some of these are delay in disbursement of the first pension due to time taken in physical movement of PPO from sanctioning authorities to banks via Pension Processing Cell, delay in payment of arrears of pension after revision, wrong disbursement of pension due to error and painful recovery thereafter. In addition, the multiplicity of organizations results in difficulty in pensioners' grievance redressal and lack of transparency and accountability, non refund of excess payment by Banks to the Department, actual figures not communicated to pensioner or auditor, and paper based ineffective audit. The Pensioners are not able to view their pension details at their end. No communication is being made to the pensioners for the disbursement of pension and arrears.

1.2 Proposed System

1. To address aforementioned limitations a comprehensive online system for Pension Disbursement and Record keeping in form of a User friendly Web Application is proposed which will be referred to as ICFRE Pensioner's Portal. This application will comprise of multiple User-forms, reports, database tables and user-roles. The portal will cater to the requirements of multiple categories of users namely Pension disbursement authority (ICFRE Pension cell), Receivers of Pension (pensioners or family pensioners) and Administrators (super users). The purpose of the pensioners portal is to provide the officials of Pension Cell to prepare and disburse pension through the application and provide the pensioners with a facility to view their pension details through their login at portal and also through a mobile application. The proposed system does not take away the administrative

powers vested with various officials in the existing system. The application should be developed on PhP/MySQL platform and should be hosted at ICFRE Data Center.

1.3Users
Pension Cell officials and pensioners.

2. Functionality

The web application and the mobile application to be developed should be very user friendly. The following are the functional requirement for the application :

2.1 Functional Requirement

A)Pension disbursement authority (Pension-Cell): This category of users shall be responsible for adding new Pensioners and their corresponding information.

A.1)Personal Details Form for Pensioners
The system should provide a user-friendly input form/interface for creating/entering data like Personal Details of Pensioners, Nominee/Family-Pensioner details, Designation and Official details, Bank account related details etc according to the format provided by Pensioners Cell. A secure and persistent storage solution like a relational database (MySQL) is to be used to capture this information.

A.2)Calculation of Pension
The calculation of Pension is to be incorporated in the system as per the existing CCS pension rules.

A.3) Allowances/Deductions
Provision for adding the allowances and deduction column in the pension based on fixed amount or formulae.

A.4) Form for entering the receipt of life certificate of the pensioners.

A.5) Reports for use by Pension Cell

The system should facilitate the generation of different types of Pension related reports, but not limited, to the following:

i. **Pension Payment Order (PPO):** PPO is to be prepared based on Pension calculations as per the details of the Pensioner available in the system.

ii. **Monthly Pension Scroll:** A list of set of pension information for all the pensioners to be generated month-wise. The purpose of this report is for record-keeping by Pension Cell

iii. **Monthly Pension Bill:** Similar to Monthly Pension Scroll, with lesser information. The purpose of this report is to send a Pension summary to bank.

iv. **Consolidated pension-report for a particular Period** of all pensioners for Pension Cell.

v. **Total Commutation for a particular period** paid to all the pensioners.

vi. **Gratuity paid for a particular period** paid to all pensioners.

vii. **Total TDS recovered during a particular period.**

viii. **Year-wise report of the Life certificate of the Pensioners.**

A.6) Recovery Module consisting of (not limited to) following components:

- User (admin level) form for data input: Type of recovery, Amount of Recovery, number of installments in which recovery is to be made.
- Recovery calculation mechanism to calculate the Recovery installments and duration (to be adjusted against the pension amount for each month)
- Duration wise Report on all the fields of Recovery ie. Type of recovery, Amount of Recovery, number of installments etc.

A.7) Report Filters

- **Time Duration:** The system will provide the time-duration filters for generating the pension reports wherein the user shall be able to generate the specified report for the selected time-duration/period (from date to date or no. of months, year wise) as applicable
- **Type of Pensioner:** The user of this role (Pension Authority) should be able to filter the results on the basis of type of pensioner for generating specifically those reports that

include the information of multiple pensioners. Two categories viz: Central government absorbed in ICFRE and ICFRE appointed with three selections should be available for each category: Normal Pensioners, Family Pensioners (Enhanced family pensioner and normal family pension), All Pensioners (Normal and Family),

B) Pensioners: The system should provide following two categories of Pensioners:

- **Normal Pensioners:** An employee who becomes eligible for pension after superannuation/retirement as per the existing rules.
- **Family Pensioners:** Nominated/Pre-specified Family member of the deceased employee who becomes eligible for pension while death in service or death of pensioner after retirement as per the rules.

B.1) The system should be able to generate following reports for the admin users and the Pensioners:

i. Monthly Pension slips for Pensioners through the login of admin as well as Pensioners login.

ii. Period-wise details of pension for pensioner through the login of admin as well as Pensioners login.

B.2) Grievance Redressal

The system should allow the registered pensioner to raise a complaint through an input **Complaint/Grievance form** provided in the portal. The system will be able to capture the particulars of the logged-in pensioner (unique identifiers and codes etc) automatically. User complaints should be stored in database and made visible to pension-disbursement authority and admin level users. Admin should be able to reply to the complaint on the portal. Suitable email and mobile notifications are to be generated on raising and resolution of a complaint. The vendor has to integrate SMS gateway with the portal so that on the occurrence of a event, mobile notification will be sent to the concerned user (s).

Provision of various reports on the Grievance data should also be provided based on search by name, PPO number, Complaint No. etc.

B.3) Email/Mobile Notifications

The portal should provide provision for generating notifications via email and SMS to the registered email id/ mobile numbers of pensioners in case of occurrence of an important event applicable to them e.g. Pension disbursement, Pension slip generated, Grievance /Feedback registered, Grievance/Feedback response etc. The vendor has to integrate SMS gateway with the portal so that on the occurrence of an event, mobile notification will be sent to the concerned user (s).

B.4) Android based Mobile Application

An android based mobile application with limited functionality is to be developed for facilitating the end users (Pensioners) to view the details of their pension: Pensioner-reports as described previously in B.1

2.2 External Interface Requirements (Available at ICFRE Data Centre)

- Hardware: Intel Xeon 8 core processor, 8 GB RAM
- Software: Linux 7.0 OS, Wamp server
- Front-end development: Jquery, HTML, CSS, PHP.
- Back-end development: PHP, MySQL.
- For Android app: Java/ HTML, CSS, JavaScript on Android SDK.

2.3 Nonfunctional Requirements

- Performance: Application should be responsive.
- Security: Vendor has to provide Security Certificate from a Government authorized firm.
- Quality: Vendor will be responsible for any upgradation needed during maintenance period.

2.4 Platform

It will be launched both as a Web-based application and Mobile app for Android. The firm will also host the mobile application on the Play Store.

2.5 Development Responsibility
Outside Vendor

3. Goals and Scopes
- Pension cell officials shall process the pensioners detail and pensions.
- Pension cell officials should be able to view different type of reports mentioned above.
- Pensioners should be able to view personal details.

- Pensioners should be able to view and download their monthly pension slip.

4. Deliverables
Vendor will deliver the following during the course of development:

- Design Document
- User Manual
- Source code with documentation.
- Ability to create monthly pension bill for payment to pensioners.
- Ability to prepare Annual ledger of each pensioner

5. Scheduling and Estimates

Milestone	Description	Timeline	Timeline Reference
M1	Application Design and development (Front-end development) Database design and development for application (Back-end)	3 Months from issue of Letter of Intent (LoI)	T1
M2	Testing for initial release	T1+15 days	T2
M3	UAT	T2+15 days	T3
M4	Implementation of portal as well of SMS gateway and successful security audit before Go-Live	T3+ 7 days	T4
M5	Operation and Maintenance	5 years after T4	T5

6. Maintenance of the Application
The software will be under maintenance for next five years from the date of implementation. During the maintenance phase the firm developing the application will be bound to make any kind of changes required in the application and develop any new forms / reports required during the maintenance period. The firm will also be required to carry out the following activities:

a) Bug Fixing and issue resolution
b) Manage and maintain the application, including hosting coordination facility with server.
c) Database - requires periodic bug fixing, troubleshooting.