

## Scope – Organisations / Services of the Department of Cooperatives to be covered

- Cooperative Banks in Uttarakhand – Apex Bank, District Cooperative Banks (DCB - 10 in nos.), Primary Agricultural Credit Societies (PACS – 756 in nos. *engaged in the activity of Fertilizer Distribution, Loan Distribution and Mini Bank under DCB*) located across Uttarakhand. Core Banking Solution is proposed to be implemented.
  
- AREAS OF COMPUTERISATION AT HEAD OFFICE:  
(*indicative list*)
  - Consolidated General ledger data of branches
  - Head Office Financial Accounts
  - Consolidated position of loans & Advances
  - Personnel Information System
  - Pay Roll Information System
  - Inventory Information System
  - Inter Branch Transactions Reconciliation
  - Share Capital and Membership Management
  - Establishment expenses
  - Management Information System
  - Statutory Obligations-Information & Reports including NABARD Reports
  - PACS Related Reports
  - Audit Trail
  - Any other required by the Bank.

### AREAS OF COMPUTERISATION AT BRANCH OFFICES: (*indicative list*)

- Clearing
- Accounts (Savings, Current, Fixed etc.)
- Deposits
- TDS
- CC, Overdraft, Loans, Advances
- Bills collection
- Ledgers
- NPA with online enquiry
- Bank Guarantees
- Lockers
- Cash Management
- Guarators, Customers Information, Relationship Banking
- Signature/Photo Capture and retrieval
- Urban Cooperative Banks (currently 04 in nos.)
- Uttarakhand Cooperative Federation
- Institute of Cooperative Management, Dehradun

Cooperative Marketing Societies (32 in nos.) engaged in the activity of Fertilizer distribution and Purchase of Food Grain.

Registrar, Cooperatives Uttarakhand and offices of Asstt. Registrar Cooperatives at all the 13 District Head Quarters.

Department of Cooperatives, Govt. of Uttarakhand – *All Officials of the Department of Cooperatives - Secretary, Additional Secretary and Section etc. of the Department of Cooperatives to be covered.*

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Note: The above list IS NOT EXHAUSTIVE and may change during the study and/or after the proposed GPR is conducted by the short-listed consultant.

#### Scope – Activities / Applications proposed to be integrated

- On line Transaction System for the citizen-government interface
- Monitoring System
- Integrated Workflow Application
- Integrated software for MIS
- Office automation & implementation of e-Patrali (File tracking/monitoring application)

Other indicative activities are-

- Automated workflow for bills & vouchers, approvals.
- Integration of all Cooperatives related databases for the purposes of interactivity amongst them.
- Linkage of all existing and new applications to the website of Department of Cooperatives on Uttara Portal and <http://gov.ua.nic.in>.

*Consultant is advised to study the other initiatives of the State and suggest integration of the same for the Department of Cooperatives as suitable.*

#### Scope – IT Applications currently under implementation in the Department of Cooperatives

There is certain level of computer usage in 50% of the branches of DCB in Nainital and Udham Singh Nagar Districts whereas in other Districts it is of the order of 25%.

**Note:**

- There may be other similar applications developed / implemented in other departments in the state, which the consultant has to review and utilize, if possible.
- The consultant is expected to take into account the above mentioned applications and estimate feasibility of data porting before submitting their proposals, as GoUK expects that the consultants will utilize the efforts already invested by the Department of Cooperatives and elsewhere. The consultant must provide a methodology and the ways to incorporate the existing work in the final deliverables. Similarly it is expected from the selected consultant that they will also take into account the Hardware existing at various locations/organisations of the department in their DPR.

**Note:**

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- The consultant is expected to take into account the above mentioned applications before submitting their proposals, as GoUK expects that the consultants will utilize the efforts already invested by the Department of Cooperative and elsewhere. The consultant must provide a methodology and the ways to incorporate the existing work in the final deliverables.

**Scope – Services to be provided by the consultant**

1. Activities Set I: Detailed Time Schedule

Working out of a detailed time schedule with start/end dates for each activity within the tentative period being suggested in this RFP, before the award of the contract.

2. Activities Set II: Identification of Scope and AS-IS study

Identify key processes and activities for organizations / services as listed in but not limited to Table 1 above–

- a. Finalise the Scope
- b. Study the present structure, functions, services, activities and processes of the Department of Cooperative.
- c. Study the existing back-end processes in providing the citizen / business/government facing services
- d. Study and compile the IT infrastructure available
- e. Review all existing applications related to the department of Cooperative in or outside the State.
- f. Arrange, coordinate & conduct a departmental workshop to review and freeze / finalise the scope identified and AS-IS study conducted.

3. Activities Set III: GPR and TO-BE analysis

Study, Analyse & Report on Business / Government Process Re-engineering (BPR / GPR) along with the AS-IS and TO-BE process maps for each of the services.

- a. Identify the Services of the department for GPR and e-enablement.
- b. Identify the e-Governance applications for the department and prepare the roadmap for the department
- c. Conduct Government Process re-engineering (GPR) based on aforementioned point (a) and as applicable for the relevant services. It should include a Gap analysis study in terms of process, technology, people and resources. In certain cases the consultant will need to identify the functional requirements of backend systems in the department, where it is presently not available.
- d. Design the re-engineered processes (for the prioritized services, to make effective use of ICT for improving the efficiency of the department.
- e. Prepare Department's Citizen Charter.
- f. Assess Departmental requirements for the identified applications - Study, Analyse & Report on the IT Infrastructure / applications, communication and connectivity – what is available, what can be re-used and what needs to be procured, etc. broadly providing the details of financial implications for the Government. The software already available within and outside the state are to be utilized to prevent re-inventing the wheel through conduct of International and National Best Practices study for similar projects (at least three states in India)
- g. Arrange, coordinate & conduct a departmental workshop to review and freeze / finalise the GPR conducted and TO-BE suggested.

4. Activities Set IV: Compilation of Scope, AS-IS, TO-BE and Preparation of DPR

- a. Identification of Road map for fast track implementation. Develop a strategy of implementation by breaking up all the activities into those that can be done on PPP, outsourcing through NIC or other models.
- b. Study the specifications and methodology being used/ proposed to be used at State's Data Centre and suggest integration process for the applications identified to be developed.
- c. Prepare the Detailed Project Report (DPR) as per the guidelines issued by DIT, Gol from time to time, which besides other topics should include the following:-
  - i. System support and Help Desk Procedures
  - ii. Functional and Technical Architecture - Define the Architecture Blue Print, Solution, and Technical, Functional and Operation and maintenance requirements for Implementation of the project.
  - iii. System management and security policy including access controls and virus control.
  - iv. Data migration strategy

- v. Re-engineered Forms / e-Forms
- vi. Suggestions for the Government in identification of statutory / policy change requirements
- vii. Security Policy Document & Roadmap
- viii. Strategy and Guidelines for integration with Government of Uttarakhand's Uttara Portal.
- ix. Comprehensive Operations Requirement Document.
- x. Change Management Plan, Communication Plan & Training plan for the pilot and roll-out phases of the projects identified for the department
- xi. Roll out plan for statewide implementation including financial implications for pilot and rollout
- xii. Service Level Agreement (SLA) and SLA Metrics and Methodology for Monitoring the SLA. - Monitoring & evaluation framework for all the applications identified as per their objectives and enforcement of SLA with the implementation vendor(s)

5. Activities Set V: Presentation and arranging sanctions

- a. Make presentations as necessary at the levels of GoUK and Gol till project sanction is obtained
- b. Arrange sanction from the Government of India