

Proposal for Website Restructuring, Loan and Scheme Management Software – KSHPW

SI No	KSHPW Department requirements	Feature Required	Remarks
	RE DESIGNING THE		
1	EXISTING WEBSITE Redesign of website and development of related activities based on the advanced platform.	IMF website is a web application framework built to convert information of an office automation software to the content of a website. It can automate creation, management, modification of content in a website. Unlike the content management system, Information Management Framework (IMF) websites are supported by an office automation software/MIS on the backend. The information generated/managed through different modules of the software is automatically converted to a relevant web content using the web application and is published real-time on the website. The IMF website does not need any kind of content updation and the website is real time updated from the backend software automatically. The concept of IMF web portal is new and unique to the government websites, and it can remove many hurdles in the path of disseminating current information to the citizen. The resultant website will be a database driven one and free from content updation as is being presently done in other websites Modules to be developed as part of IMF website	Mandatory to be fully accessible, security audited and to be hosted in State Data Centre after development and successful running.
	1.2 Website Front View Pages shall contain Home, about us – mission, vision, board of directors, management team Services- different schemes Schemes and programmes, Register now, gallery, contact us, log in, user way integration (for	Contact Management: Contact information related to offices, government officials, suppliers, technicians, tenders, vendors, consultants, etc can be managed through this module. The information captured into the software through the modules are personal details, official details, location details, contact details. All the persons' connected to organisation in one or another way	Contact Management module should address these requirements.

	handicapped and disability access)	can be addressed and a network chain can be built automatically by the software. The office head shall get the privilege to update the data of office in the software.	
	1.3 Website– Main photo scroll, flash news, news upcoming, carrier, orders, fund allotted, tenders , public corner etc , upcoming event (box 1), ministers message (box 20) success stories (box 3) schemes (box 4)	<p>Content Management: The Article manager module of the software is used to create content for the website. Users of different offices can contribute content to the website through this module. The content can be categorized into articles and blog as per the need. Articles or Blogs finalised by KSHPW/C can be published into the website.</p> <p>Media Management: The Media manager module is used to upload and manage media files such as photos, posters, videos, audios, etc. The uploaded media files can be managed using the modules and help to create photo gallery, video gallery. The media are indexed and categorised for the purpose of storing and tracking.</p>	Content Management and Media Management should meet this requirement.
	Schemes shall be displayed, Automation of the schemes and applications with the existing website		
2	AUTOMATION OF ENTIRE SCHEMES AND BENEFICIARY MANAGEMENT		
	2.1. Scheme description: - All the schemes shall be automated with the information provided by KSHPW/C and therefore the beneficiaries can go through the eligibility criteria, and other needed information which are essential to apply online. For example: Self employment Scheme (bank loan subsidy) - how to apply- who can be the beneficiary-eligibility criteria- documents required to	Schemes: All the schemes shall be automated with the information provided by KSHPW/C and therefore the beneficiaries can go through the eligibility criteria, and other needed information which are essential to apply online. For example: Self employment Scheme (bank loan subsidy) -how to apply- who can be the beneficiary-eligibility criteria documents required to apply.	Detailed function of this requirement has to be documented in the System Requirement Specification.

	apply		
	<p>2.2. Generation of unique ID for the beneficiary management: the beneficiaries who would like to apply for the scheme shall be provided with the option of unique log in ID and pass word. The beneficiaries shall be provided with an initial registration form which is a onetime process where KSHPWC get all information regarding the beneficiaries. The shall be option to upload the credential copies of photograph, id proof, Aadhaar card, pan, voters id, ration card, disability certificate and details, medical board certificate, income certificate, Qualification certificate, other related documents. Option to preview the personal details and submit the form will be there each beneficiary. As they register into the programme they shall be informed of the log in details through an email message and text message to their registered mobile number</p>	<p>Generation of unique ID for the beneficiary management: the beneficiaries who would like to apply for the scheme shall be provided with the option of unique login ID and password. The beneficiaries shall be provided with an initial registration form which is a one time process where KSHPWC get all information regarding the beneficiaries. There shall be option to upload the copies of photograph, id proof, Aadhaar card, pan, voter ID, ration card, disability certificate and details, medical board certificate, income certificate, Qualification certificate, other related documents. Option to preview the personal details and submit the form will be there each beneficiary. As they register into the system, they shall be informed of the log in details through an email message and SMS to their registered mobile number.</p>	<p>Detailed function of this requirement has to be documented in the System Requirement Specification.</p>
	<p>2.3. Registration towards scheme the beneficiary is in need: -</p>	<p>Registration towards scheme as a beneficiary: - After the successful registration, the beneficiary will have</p>	<p>It is assumed that processing of scheme applications is</p>

<p>after the successful registration, the beneficiary should have the option to select the desired scheme. The selected scheme application shall be displayed with form auto population enabled. As the beneficiary apply for the scheme, the already uploaded documents shall be automatically converted to the application and also there shall be option in the automated application to upload the other documents which are specially required as per the guideline of the scheme. After the successful registration towards the scheme the beneficiary shall be casted a message through both mail and contact number updated in initial registration form.</p>	<p>the option to select the desired scheme based on their eligibility. As the beneficiary apply for the scheme, the already uploaded documents shall be considered and only other relevant documents specific to that particular scheme only need to be uploaded. After the successful submission of application to the scheme, the beneficiary shall be informed through both e-mail and SMS. Such submitted applications shall be processed by the KSHPWC staff at various levels.</p> <p>Financial assistance management The beneficiaries shall be able to apply online for the Financial Assistance and scholarship programmes. KSHPWC shall be provided with provision for filtering the correct beneficiaries through interview and screening processes. KSHPWC shall be provided with an option to update the complete disbursement of payments, closure of the beneficiary account after completion of payment. KSHPWC also shall be provided with option to generate monthly and yearly reports and statements of each beneficiary.</p>	<p>completely automated from submission of application until delivery of financial assistance/ scholarships/ technical aids to beneficiaries and will be addressed by the software application</p>
<p>2.4. The admin at office shall be able to edit-add-remove-update-ban and save the application registered by the beneficiaries.</p>		<p>An in house team is required for a period of two year and after that a hand hold support is also essential</p>
<p>2.5. Scheme wise dashboard is intended to develop in such as way that the entire process can be viewed from a single point. This gives a full track on the scheme application</p>	<p>Various users with the system shall be provided with relevant dashboards which shall provide statistical and specific information about various schemes and other activities carried out by the corporation. This gives a full track on the scheme application process at various levels and its flow.</p>	

	process at various levels and its flow.		
3	LOAN MANAGEMENT AND REPAYMENT		
	3.1. The beneficiaries shall be able to successfully apply for the NHFDC loan scheme through online application.	The beneficiaries shall be able to apply for the loans coming under the various schemes through the online application	Detailed function of this requirement has to be documented in the System Requirement Specification. A detailed study needs to be done on the existing process and new process needs to be designed before creating the SRS.
	3.2. KSHPW shall be provided with provision of filtering the correct beneficiaries, interview screening 3.2. Since there are various types of loan like self employment, vehicle purchase, education loan, there shall be different applications developed for each and other options.	KSHPW shall be provided with provision for filtering the beneficiaries through interviews and other screening processes. Since there are various types of loans like self employment, vehicle purchase, education loan, there shall be different online applications forms specific to each loan.	
	3.3 KSHPW shall be provided with an option to update the complete disbursement such as loan account management, closure of the loan after complete repayment, module accounts for the number of installments and calculation of interest on loan account. Updation regarding timely repayment, due repayment and related issues	KSHPW shall be provided with an option to update the disbursement such as loan account management, alerts for defaulting of repayments, closure of the loan after complete repayment, module accounts for the number of installments and calculation of interest on loan account.	
	3.4 Defaulters Identification: Option for KSHPW to	Option shall be there to periodically sort out the overdue repayment and update for recovery.	

	periodically sort out the overdue repayment and update for recovery.		
	3.5 KSHPWC also shall be provided with option to generate monthly and yearly reports and statements of each beneficiary.	KSHPWC also shall be provided with option to generate monthly and yearly reports and statements of each beneficiary.	
	3.6 KSHPWC should be provided with the provision of linking to the web application used by bank in order to get updating regarding repayment.		Explicitly to be addressed in the proposal since payment/ repayment is made through different bank accounts.
4	PAYMENT GATEWAY INTEGRATION FACILITY		
	4.1. That KSHPWC shall be enabled with the registration towards payment gate way and installed of facilities essential for the payment gate way. Since KSHPWC plans to set up a showroom for the assistive devices for the differently abled people, the payment gateway shall be very useful for both customer to pay the money easily and for the organization to accept the money easily. Also shall be provided with the direct connection between the KSHPWC website and bank where customer can make direct payment trough the direct website of KSHPWC and directly get deposited in the bank. KSHPWC also prefers the Digital	Payment gateway shall be integrated so that the beneficiaries can make online repayments to KSHPWC. For sending specific and bulk messages to the beneficiaries, SMS gateway shall be integrated in the system.	This can be considered for existing schemes and programmes in the first phase.

	security, on boarding timeline, ease of integration, mobile optimization, customer support, high risk business like - technical support, debt collection, online marketing, Pricing.		
5	ASSESSMENT OF IT HARDWARES AND SECTION WISE REQUIREMENTS		
	The agency undertake the development of programme is expected to make assessment of devices like computers, printers and other hard wares required towards the whole project implementation		
	The agency also should study the whole requirements and section wise requirements for the smooth management of application with all requirements.		
	The agency also shall provide the testing, auditing and other technical service as per the needs and requirements		The agency also shall provide the testing, auditing and other technical service as per the needs and requirements.
6	UPDATION OF DETAILS FROM BIOMETRIC PUCHING SYSTEM TO WEBISTE KSHPW/C		
	As a part of updating	Attendance Management	Organisation can

	<p>the information in the website regarding the attendance of employees, attendance information shall be automatically transferred from biometric punching system to the profile of each employees which is opted in the website</p>	<p>Offices can daily update their attendance details into the system by simply uploading an output file of the biometric equipment. Through this module, officials can track daily, weekly, monthly, yearly, or specific period attendance details of each employee.</p> <ul style="list-style-type: none"> ■ Attendance statement <ul style="list-style-type: none"> i. Daily Attendance Report ii. Daily Absentee Report iii. Monthly Attendance iv. Yearly Attendance ■ Employee time management <ul style="list-style-type: none"> i. Employee Duty, Shift & rotation • ii. Late Coming iii. Early going 	<p>register in attendance.gov.in, and biometric attendance can be tracked using AEBAS. Scope of AEBAS by NIC can be explored for implementation and integrated to this module.</p>
7	<p>PAYROLE, HR AND STAFF PROFILE MANAGEMENT</p>		
	<p>Human resource management</p>		
	<p>7.2 Pay role- KSHPMC website shall be enabled with parole software through which the wages, deduction, bonus, taxes, hour's worked, net and gross salary are correctly made and also the management of fringe benefits.</p>	<p>Offices Management All information related to offices under the Kerala State Handicapped Persons' Welfare Corporation (KSHPMC) can be managed using the proposed software. The information pertaining to the offices such as name, address, location, head of the office, etc. are captured. Once all offices are registered and approved by the System Administrator, then these data can be updated at any point of time with an official approval. The office head can add post details to the software and its total strength. The officer will get option to add sections and seats sanctioned for the office in the software. Once Head of the office finishes above said details, then he can assign employees to the added seats and the software will automatically track if any vacant seat or extra strength in the office</p> <ul style="list-style-type: none"> ● Office Registration ● Office Information ● Office profile <p>Office Heads</p>	<p>Ok</p>

	<ul style="list-style-type: none"> ● Sanctioned Posts ● Sanctioned Strength ● Sections and Seats 	
<p>7.2 As a part of human resource management, there shall be a complete profile for each employee regarding all the information regarding appointment, transfer, termination, retirement and other provision etc</p>	<p>HR and Service Book HR management/ Employee Management module of the proposed software is intended to bring in greater organizational effectiveness and better management of human resources in the offices. The skills and knowledge of each employee can be identified separately and can be used for the better functioning of offices. HR management module provides easy, accurate and activity-oriented information through user-friendly operations. The HR Management module can integrate all the information need for authority to support Decision making, Planning, Monitoring, and Control its human resources.</p> <p>The HR management module mainly contains an Employees database for handling all information of all employees working under Kerala State Handicapped Persons' Welfare Corporation (KSHPMC). The database shall be built in such a way that it will manage all types of employees, from regular to daily wage. The employee's information is broadly divided into three categories. Each category of data is updated to the database through three steps - namely personal details, office details, service details. In the first steps of data updation personal details of the employee has to be entered. After saving the personal details, as the second step, the employees office details can be filled and updated to the database. After that, as the third step, the service details of the employee can be updated to the database. The information regarding the employees can be collected through a general performa. Once the database is updated, employee information can be properly managed inside the</p>	<p>Ok</p>

software.

Leave Management

Leave management is meant for the proper management of the leave allowed for the employee. Employees can apply online for the leave and this will be processed through the system also. Once the employee submit his/her leave online this will be sent to the concerned section officer for recommendation and with the recommendation it will be forwarded to the section head and their it is sanctioned. The sanctioned leave is approved by the head of the office and informed to the employee through the system itself. Following leave types and their relevant applications can be processed through this system.

■ Leave details

- i. Employee Leave Application
- ii. Employee Leave Approvals
- iii. Leave Balance Details.
- iv. Absence due to travel on Duty etc
- Compensatory Off Details
- i. Compensatory Off sanctioned
- ii. Compensatory Off Balance Details

■ Earned leave details

- i. Earned leave application
- ii. Earned Leave approval
- iii. Earned Leave Balance

■ Over Time Details

- i. Employee Current Shift
- ii. Employee Total Overtime Hours.

Payroll & Salary

The Payroll Management deals with the information management of payroll of employees working at offices of KSHPMC. This Module is designed to calculate all financial records of salaries for an employee, wages, bonuses and deductions and to manage the monthly gross pay of employees. This shall have following features

Pay scale fixation : This feature helps to fix the pay scale of the employees. In the case of contract staff having consolidated pay, then the scale of

pay is not considered and administrator can directly enter the remuneration through the module.

Grade fixation : The regular employees of the KSHWC who have a certain pay scale and having grade are managed through this module. The Grade information regarding the regular staff can be captured and managed properly and the grade of each staff can be fixed through this module.

Pay Revision: The pay revision details implemented by the Government can be fed into the system through this module and revised pay scale can be assigned to the respective staff or employee working in the KSHWC

Allowances : Allowances related to each employee can be managed through this module, allowances such as Daily allowance, travel allowance etc. calculated in relation with basic pay can be handled through this feature. The other allowance applicable to the employees can also be managed through the system.

Salary increment : The annual salary increment or other salary hikes to the employees can be managed using this module. The increment details will be added to the existing payroll of the system through this module.

Festival Allowance : The festival allowances that are applicable for the employees of different categories of staff in organisation can be managed using the module. The festival allowance can be addressed separately for each employee or can be done as a whole.

Bonus : The organisation providing employee bonus can be monitored and the module has option to address individual bonus processing and multiple bonus processing.

Festival advance : The advance amount granted to employees on festival seasons can be managed using the module. The festival advance application can be received through online and these application will be sorted and after file processing, the

		<p>eligible applicants can be given festival advance through the module. The details regarding the payment and recovery of advance as installment can also be managed through this module. Deductions : The monthly deduction of each employee is addressed through this facility which shall be done through the Payroll management Module. The monthly deductions such as loan, Provident Fund contribution, Insurance payments, LWA, etc are managed and the net deduction amount is reduced from the monthly earnings. If some deduction is applicable for particular period or annual deductions is also possible through the module. Deductions such as Festival advance, Professional taxes can be addressed in the manner with administrative concern.</p>	
8	<p>USER/BENEFICIARY MANAGEMENT</p>		
	<p>The entire portal application is managed and controlled by the</p>	<p>User registration Registered users are the sole data contributors of the software. The user</p>	<p>Ok</p>

	<p>KSHPMC MD, Portal Administrator who is authorized and appointed by KSHPMC Authority. Therefore, there shall be a beneficiary dash board summarizes all the required details which give the whole picture about the registered applications scheme wise manner.</p>	<p>management module is developed to provide access and privileges to the registered users and to monitor their activity. This user management module shall have the following attributes.</p> <ul style="list-style-type: none"> ● User Registration ● User Password setting ● User login/ logout ● User Role Assigning ● User Office Assigning ● User permission setting ● User Blocking 	
	<p>8.2 Beneficiary Application Management: the applications which consist of all the documents and right beneficiaries shall be verified by the section officer through the automated process. Therefore there shall be an internal e-file system from section officer-superintendent-finance officer-managing director-technical committee etc.</p>		<p>Should be included in scheme management. Need to check the possibility of integration of e-office.</p>
9	<p>TECHNICAL SUPPORT, TRAINING SUPPORT IN WEBSITE MANAGEMENT ANNUAL MAINTANANCE</p>		
	<p>At present KSHPMC does not have any technical staff who is eligible to manage the technical function of the website and other applications. Therefore, the developer has to</p>	<p>After the expiry of one year contract for development and hosting, the start-up shall provide technical support and maintenance for the software under Annual Maintenance Contract (AMC). The terms and conditions regarding the AMC shall be discussed</p>	<p>Ok</p>

	<p>provide technical support at any time. Also should provide technical training for the super admin or master admin at KSHPWC to internally manage the website at anytime. The annual maintenance of website and related activities shall be undertaken by the developer.</p>	<p>and finalized before the expiry of the initial one year contract. Training and hand-holding to the users of the project within KSHPWC</p>	
10	ADMIN CONTROL PANEL		
	<p>10.1 Through the super admin login the entire application has to be managed. It includes profile management , gallery management, news& programmes info management, social media management, web content editing, email options, sms sending, tender and quotation loading, reports generation, reports view, report printing, user management with allocation, role and privilege setting, password management, user activation and de activation etc</p>		<p>Should be managed in the website content management and User Registration Module.</p>
11	INVENTORY MANAGEMENT		
	<p>Inventory management system is to track the purchase of various goods through the entire supply chain and</p>	<p>The inventory management system consists of the following regarding the inventories/ assets of KSHPWC and its management. The data entered shall be validated and the expiry of</p>	<p>Need to list down exact functionalities required by the organization.</p>

<p>can view the transaction at all levels from supply/production centers. In the case of KSHPWC, it has its own production unit and also KSHPWC is in process to set up show room for the assistive devices for the differently abled people.</p>	<p>contract, AMC, etc. shall be calculated automatically to avoid human errors and alert shall be sent to the concerned officials. The listed view and detailed view option shall be provided in each.</p> <ul style="list-style-type: none"> ❖ Asset name ❖ Asset details with specification. ❖ Procurement details. ❖ Amount spent for procurement ❖ Vendors name and address details. ❖ Supply order details ❖ Stock received details. ❖ Bill details and verification. ❖ Office/ institution details ❖ Issue of asset to Employees. ❖ Asset monitoring. <p>Asset current location.</p> <ul style="list-style-type: none"> ❖ Lease and service agreement. ❖ Transfer details of asset. ❖ Transport Requisition / Approval ❖ Transport Bill Verification ❖ Service alerts for assets. ❖ Un-Utilized Asset. ❖ Asset Depreciation details ❖ Damage/ repairable details 	
	<p>The property information management module is meant for the proper management of vital information related with fixed assets of the organization such as building, land and tax details.</p> <p>Land Details: Information related to land belongings can be added into the system through this segment of the software. The land related data such as survey no. and date, resurvey and date, land ownership details, transportation facility to the land can be managed through the module.</p> <p>Land mutation: The mutation details of the owned land can be added into</p>	<p>Is Infrastructure Management and Property Management required? Not mentioned in the requirements document.</p>

	<p>the software through this segment of the property information management system.</p> <p>Land Tax Details: Tax details such as land tax charges remitted with date of payment and next date payment can be added to the software.</p> <p>Building Details: Information related to buildings can be added to the software through this module. The data related with rented and owned buildings such as building name and type of building, area etc. along with other facilities details such as transportation, water, toilet, and electricity.</p> <p>Asset current location.</p> <ul style="list-style-type: none"> ❖ Lease and service agreement. ❖ Transfer details of asset. ❖ Transport Requisition / Approval ❖ Transport Bill Verification ❖ Service alerts for assets. ❖ Un-Utilized Asset. ❖ Asset Depreciation details ❖ Damage/ repairable details <p>Building Tax: Details such as Building tax amount, date of payment, date of renewal can be Add to the software through the segment of the module.</p> <p>According to the data, the system will automatically generate alert on the expiry of building tax date.</p>	
	<p>Grievance and Help desk intends to provide the public or other beneficiaries, officials, and associates to raise their concerns or other complaints related to schemes, loans and financial assistance programmes conducted by KSHPWC. The help desk enables the KSHPWC to resolve Beneficiary/officials/associates issues efficiently by simply automating complaint resolution process with</p>	<p>Good to have this feature</p>

I/69820/2022

		ticket management.	
		<p>❖ Document Management: The document manager module of the software is used to create electronic records of the documents like Tapals, G.Os, Letters, Application, etc. . The document are scanned and converted to PDF format, then it is uploaded into the software. The documents are indexed and categorised for the purpose of storing and tracking of the uploaded electronic documents.</p>	Good to have this feature