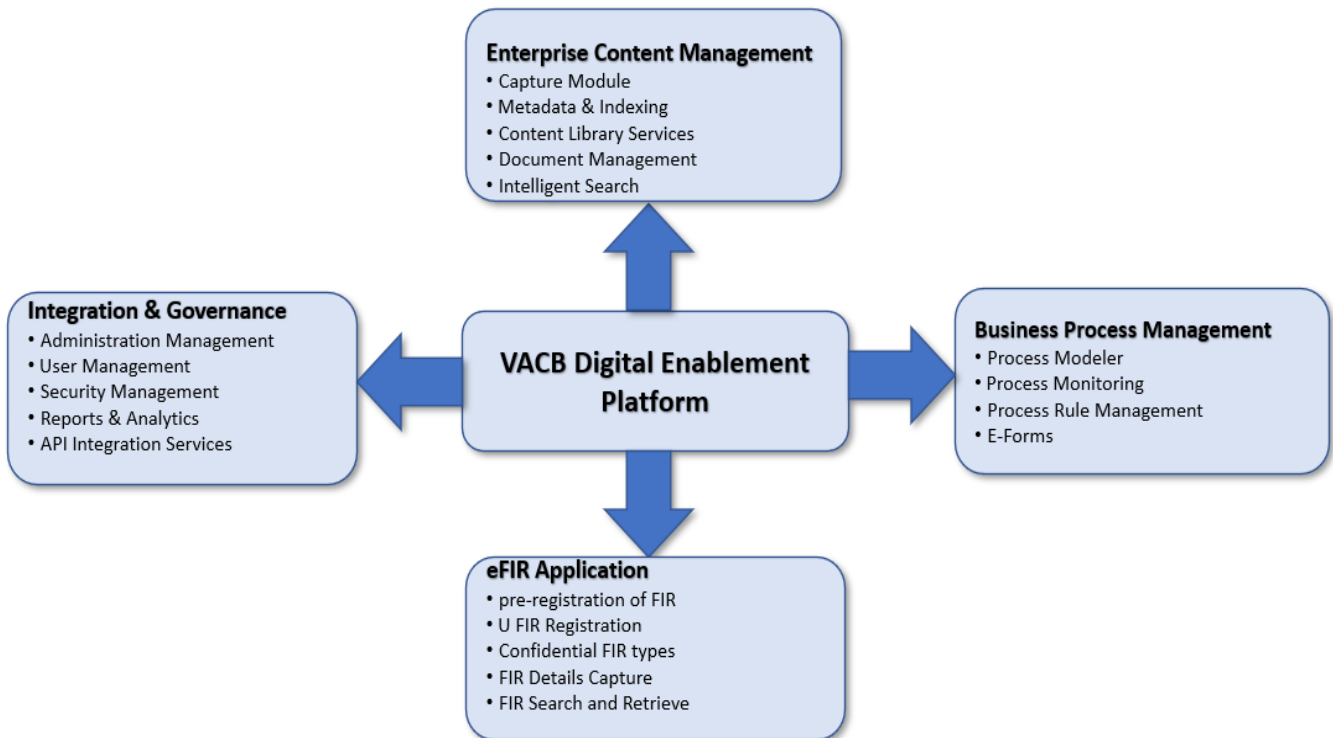


Proof to Submit: Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

Section 3: Scope of Work

The composable Digital Enablement Platform shall contain an integrated digital document repository to store the content related to Vigilance and Anti-corruption bureau and BPMN 2.0 compliant workflow engine to offer digital transformation of different processes of VACB. It should empower the VACB users to centrally govern the FIR content and automate the processes associated with FIR. It allows all the stakeholders to acquire real-time visibility and provide faster service delivery through workflows and centralized content management.



It should be a Low code platform and should be easily customized as per the VACB's requirements to enable Custom solution modules on top of it. This should gradually eliminate the usage of multiple systems and enable a single, unified & integrated platform for VACB to achieve the automation of different processes in a focused approach.

eFIR Application built on top of a composable Digital Enablement platform should help VACB to do the easy filing of FIR, quick routing of FIR to the users, adding related evidence/documents to the FIR, etc in a digital form. A General Diary & FIR Index should also be updated when FIR is registered.

Section 4: FIR Process Flow on DIGITAL ENABLEMENT PLATFORM

Below is the process flow for the FIR Module. Bidder/OEM should consider the process prescribed process flow during the implementation of the project:

Section 5:- Technical & Functional Specifications

FIR Module	
	Pre-registration of FIR
1	System should have the capability to register/initiate the FIR by the SHO or the officer in charge of the Vigilance Unit and the FIR must only be published as per the permission of the SHO
2	System should have the capability to provide the provision for the SHO to initiate the FIR through different modes:
	- through an API integration with iAPS application used by Vigilance
	- through a manual initiation using new FIR module
	- through a court order with CMS integration
3	System should have the capability to register FIR at different vigilance units
4	System should allow users to upload the Pre enquiry and Enquiry related inputs & documents into the FIR file or get it through an API integration with iAPS
5	System should allow registration of FIRs in the Vigilance units :
	- with instructions from the Directorate
	- without instructions from the Directorate in case of Trap cases

6	System should have the capability to consult the LA/ALA-Legal Advisor/additional legal advisors before drafting the FIR & capture the remarks in the FIR file, wherever the officers think it's necessary.
7	System should have the capability to register a vigilance case within 10 days of getting orders to that effect from the Directorate, else it should trigger reminder notifications
8	System should have the capability of Auto numbering the FIRs as per the Vigilance requirements
	FIR Registration
9	System should have the capability to make a corresponding GD Entry & FIR Index entry automatically as soon as a FIR is registered
10	System should have the capability to place the date and time of FIR and GD with the system date and time at which the FIR is being submitted.
11	System should have the capability to have the type of listing screens like Hierarchy listing and filter with custom properties
12	System should have the capability to record Date and time format for FIR as given below
	(i) Date and time of FIR : FIR submitting time (System Time)
	(ii) Information received at PS : User can change date and time.
	(iii) General Diary Reference: FIR submitting time (System Time)
13	System should have the capability to add CMP number in case of court endorsed cases
	Confidential FIR types (TRAP Case/Amassment Case)
14	System should have the capability to draft FIRs as highly confidential for selected FIR categories like Trap case/ Amassment case
15	System should have the capability to initiate a verification for Trap cases before the FIR is registered
16	System should have the capability of providing an authentication where no option is there for other users to print the FIR
17	System should have the capability to make the FIR registration confidential in hands of the SHO till the success of the trap

18	System should have the capability to allow the SHO only to view the FIR registered till the arrest of the accused is reported, no other users will have the provision to view the FIR
19	System should have the capability to mark the same date and time of of the FIR registered when it's forwarded to the directorate (if it's forwarded on the next day)
20	System should have the capability to add digital evidences like videos, audios & documents with the registered FIR
21	System should have the capability to allow the Director, IG, SHO to view the registered FIR ,no other user should have the permission to view the FIR Drafted
22	System should have the capability to either dispose the FIR, or forward it to directorate marked as unsuccessful if the team fails in the trapping the accused
23	System should have the capability to register the amassment case with 100% confidentiality
24	System should have the capability not to make any GD entries till the raid order is forwarded by court and the formalities are complete
	FIR Details Capture
25	System should have the capability to define the category of a FIR as TRAP, Amassment, etc.
26	System should have the capability to add fields in English and Malayalam in the FIR form
27	System should have the capability to capture data from the FIR. Below are the fields mentioned:-
	(a) District and the VACB Police station should be autofilled
	(b) Date and Time of the FIR including the year should be autofilled
	(c) Name of the Complainant both in English and Malayalam
	(d) Date of Birth of the Complainant
	(e) UID Number of the Complainant
	(f) Phone Number of the Complainant

	(g) Details of the Known/Suspect/Accused
	(h) Total value of property stolen(in Rs)
	(i) Inquest Report / U.D case Number
28	System should have the facility that if FIR is based on MLC, complaint and NCR then necessary data may be generated automatically while registering FIR. (linking of FIR with MLC, complaint and NCR)
29	System should have the facility that if the complainant is the same as the victim then all data in the input of the complainant should be automatically generated in the victim details.
	FIR Draft
30	All versions of the FIR draft created during the review and approval process should be maintained. Viewing of the previous FIR drafts should be configurable.
31	Formatting of the FIR fair copy should be supported for user friendly viewing and printing
32	Automatic watermarking of FIR drafts based on the category of FIR / type of copies like office copy, citizen copy, etc. should be an available feature.
33	System should have provision to clone (reuse) an already prepared FIR draft/document created with a template for easy use.
34	System should have multiple review versions of the FIR draft are maintained in the FIR history panel
	FIR Views
35	System should support listing views, quick previews & opened views of an FIR
36	System should have a content viewer which use allow users to view FIR related content in it without downloading the content into the local machine
37	System should be capable of viewing document content files (DOCX, XLSX, PPTX, PDF, etc.) as part of FIR & Enquiry
38	System should be capable of viewing image content files (JPG, PNG, GIF, etc.) as part of FIR & Enquiry

39	System should be capable of playing audio content files in mp3 formats as part of FIR evidences
40	System should be capable of playing video content files in mp4 formats as part of FIR evidences
41	System should have the capability to capture, store, retrieve, and view irregular-sized documents - e.g., other than (including, but not limited to) A4, A3, Letter, Legal.
42	System should have a document viewer which has features like Full Screen view, rotated view, magnifying view & pan view of a document
43	System should have a viewer which allows a user to do markup annotations on documents without having to open them in native software. The annotated documents should be saved as a new version as a separate markup layer, or as a new version with the markups permanently marked onto the document.
44	System should display pages one at a time, scroll down to see the subsequent pages on screen at once, and quickly go to the first/last page.
45	System should have a redact feature which help users to hide a selected area in the document and the access restriction can be given in flexible ways like:
	1. Any one can view the selected area except selected users/groups or
	2. The selected users/groups cannot view the selected area
46	System should have the provision to hide annotation options in the viewer except for the redacted area.
47	System should have the capability that the users should be given options to choose the color of the annotations or text highlight.
48	System should have the capability that the users should be given options to add Users Signature and Document Stamp. Configuration options are needed for uploading the Sign and Stamps
	FIR Search & Retrieve
49	System should have the capability to Search and view the FIRs based on different parameters and indexes saved along with it.

50	System should have the capability to Search and view the FIR and related documents using both English and Malayalam language
51	System should have the capability to search by the Year wise and Category property wise listing
52	System should have the capability retrieve file/Documents as per the comments/remarks posted by the users
53	System should have the capability to search for reports using filters
54	System should have the capability to retrieve files/documents by word or phrase in any entity.
55	System should have the capability to undertake full text and metadata driven search
56	System should have the capability to carry out keyword search, multiple fields search, exact phrase search & alpha numeric search.
57	System should have the capability to save filters for future reference and later usage
58	System should have the capability to have a Search cluster configured to handle a huge volume of documents.
59	System should have the capability to have confidentiality permission user search
	FIR Reports
60	System should have the capability of sorting the reports as per Departments or Sub departments
61	FIR index: The report shall have the following fields
	1.District
	2.Police Station
	3.FIR Number
	4.Year
	5.Date and Time of FIR
	6.Occurance of Offense

(a) Day, Time Period
(b) Information Received at PS
(C) General Diary Reference
7.Type of Information
8.Place of Occurrence
(a) Direction & Distance from PS
(b) Address
(c)In case outside limit of this police station then, Name of Police Station, District
9.Complainant/Informant
(a) Name
(b) Father's/Mother's/Husband's Name
(c) Date of Birth
(d) Nationality
(e) UID NO
(f) Passport Number (Date of issue, Place of Issue)
(g) ID Details
(h) Occupation
(i) Address
(j) Phone Number
10.Details of Known/Suspected/Unknown accused with full particulars
11.Reasons for delay in reporting by Complainant
12.Particulars of properties of interest
13.Total value of property stolen

	14.Inquest Report/U.D Case No,if any
	15.FIR contents
	16.Action taken since the above information reveals commission of offense U/s as mentioned
	17.Signature/Thumb Impression of Complainant
	18.Signature of Officer in Charge
	19.Date and time of dispatch to the court
62	FIR Register Index: -
	1.Crime Number
	2.Section of Law
	3.Date & Hour of report
	4.Name & Address of complainant
	5.(a) Govt, & Directorate Ref No. & Date
	(b) Cross Ref,If any to enquiry register
	6.Substance of the complaint
	7.Rank & Name of Investigation Officer and date of commencement of Investigation
	8.(a) Particulars of accused(Name and Address,Name of Department to which he belongs,Whether Gazetted or Non-Gazetted date of retirement
	(b) If suspended,reference and date of authority suspending,date from which suspension given effect to
	9.(a) Whether accused arrested, if so date and place of arrest and date of submission of arrest reports and custody reports to court and Departmental Officers concerned
	(b) Whether under remand or bail
	10.(a) Progress of Investigation (Date of C.D, Name of Investigating Officer, brief account of points covered, details of arrests, and seizure will be included in red ink)

	(b) Points of further action
	11.Date of Submission of Factual Report
	12.Nature of conclusion recommendation in the Factual Report
	13.Date forwarding report from the Directorate to Government
	14.Date of receipt of orders of Government
	15.Gist of Orders of Government
	16.(a)Cross reference if any to prosecution register of Tribunal Enquiry Register or Departmental enquiry register
	(b)Date of Submission of Charge sheet/Final Report to court
63	General Diary Index:- This report shall be designed to capture selected data fields of FIR into it. The same report needs to be upgraded when more modules like Investigation, Final Report, etc are customized and brought into the platform.
	Integrations
64	System should have the capability to have Integration with the iAPS system used by VACB
65	System should have the capability to have Integration with the CCTNS may come into the scope
66	System should have the capability to have Integration with the ICJS (Inter-operable Criminal Justice System) being the National database
67	System should have the capability to have integration with CMS, a newly developed application by the High Court of Kerala ,is a main application where VACB needs to forward their documents to Vigilance Courts for the cases registered.So an integration with the CMS application should be required.
68	System should have the capability to have Integration with E-Mudra type of service providers as they will be digitally signing the documents using the E-Token and forwarding the respective document to the honorable Vigilance courts/High Courts.
	FIR Dashboard

69	System should have the capability for the users to configure the available dashboard widgets as per the user preferences in a drag-and-drop fashion
70	System should have the capability to have widgets in the dashboard with the FIR count of Unit wise, Range wise statistics based on the logged in user's hierarchy.
71	System should have the capability to have widgets in dashboard showcasing FIR type wise count of the logged in user
72	System should have the capability to have graphical widgets in dashboard showcasing the FIR Statistics
	FIR Repository
73	System should have the capability to have a Document Repository which contain the VACB Range wise/Unit wise FIR folder structure as per the requirements of VACB Users
74	System should have the restriction that there shouldn't be options to take print out of draft FIR.
75	System should have the capability to add a new file/document into the Document Repository based on user permissions
76	System should have the capability to export documents based on pre-configured permissions
77	System should have the capability to modify permissions of an item (to increase or decrease restrictions on access)
78	System should have the provision for edit or delete or dispose draft FIR based on permissions
79	System should have a provision for uploading FIS along with FIR. While printing FIR, FIS should also be printed
80	System should have a provision for digital signing of FIR
81	System should have a separate Menu or folder to store the Documents/Notes shared by Legal Advisor
	FIR Collaborations
82	System should have the capability where the FIR to be initiated by the SHO only

83	System should have the capability of providing the users the provision to make comments, remarks, even sticky notes when it is forwarded to other users
84	System should have the capability to forward the FIR to the Legal Advisor after the SHO has registered the FIR
85	System should have the capability to attach the enquiry reports after the Legal Advisor consultation is over
86	System should have the capability to trigger notifications (SMS, EMAIL) at different stages of the FIR process flow
87	System should have the capability to provide provision for all superior officers in hierarchy to view all FIRs excluding the same for confidential FIR categories like TRAP, AMASSMENT, etc.
88	System should have the capability to forward the FIR to the respective offices after its complete registration
89	System should have the capability to provide a provision to select the name of court to which the FIR is going to be submitted and the name of the selected court should be printed (Before the <jurisdictional court name>) in the forehead of the FIR.
90	System should have the capability to submit the FIR via APIs to multiple courts.
	VACB Digital Enablement Platform Specifications
91	System should be a low-code platform that empowers organizations to centrally manage enterprise content and automate business processes on the go. It should have an inbuilt-enterprise grade Business Process Management workflow engine (BPM).
92	Systems should be device independent and work seamlessly on devices such as laptops, mobiles, tablets etc.
93	System should be secure with complete access and role management features.
94	System should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having database, web and application server with support for clustering
95	System should store only index information in the database while images should be stored in a separate file server.

96	Systems should be scalable without any limitation to accommodate new functional modules like Investigation, Final Report, etc. and also new users, offices, departments, etc.
97	System should have in-built process automation features and route the right content to the right users and departments along with required insights from the enterprise-wide applications through API Integrations.
98	System should have Intelligent capture, user configurable workflows, integration APIs, holistic taxonomy and insightful search results and provides simple & powerful digital experience for the users
99	System should have the capability to handle different types of content like forms, documents, images, letters, videos & audio.
100	System should have the capability of adding different documents into a folder and have both folder based view and file based view
101	System should support automatic creation of folders and subfolders based on parameters like Document category, Year & month of upload, etc. and store files in respective folders on a dynamic basis.
102	System should support an inbuilt image viewer with annotation features like highlighting, marking text, underlining, putting sticky notes on documents, and support for text and image stamps etc on scanned PDFs/images.
103	System should seamlessly integrate with any or all of the existing legacy and core applications
104	Document repository and the BPM Engine should be from a single OEM only
105	System should provide an integrated solution right from capture to archival of documents.
106	System should support full application security and the information on all security events must be recorded on an audit trail.
	Key Platform Technical Requirements
107	System should have the Document Repository which is a highly available, scalable platform on which to support a library containing millions of files and documents.

108	System should support all administrative functionality that can be accessed remotely using a web browser over the internet or through the VACB's LAN or WAN. TLS and VPN support further secure remote user and administrator access.
109	System should have the server operating system under which the Document Repository runs must be Linux based servers.
110	System should offer different document import & export features.
111	System should support a Document Repository that should have a mobile browser friendly version as a standard feature.
112	System should support the facility that the Document Repository web client is supported on popular web browsers, including Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari.
113	System should support the facility that the mobile client allows users to access documents, add files, and approve and review workflow tasks using a smartphone or tablet without a dedicated Android app.
114	System should provide the ability for doing different types of annotations on top of the documents.
115	System should allow the system administrator to centrally control how the system works for users. A system administrator should set the default value for the end-users, which they may change, or the settings can be enforced.
116	System should allow easy resetting a user password.
117	System should allow the configuration of a balanced storage to allow scalable growth.
118	Systems should have the Document Repository that allows users to send documents as attachments or links using their email client of choice.
119	System should have the Document Repository that is allowed to be deployed across multiple servers for load balancing concurrent usage
	Document Capture Capabilities
120	System should have a Document Repository that has multiple methods to import existing documents from existing systems, third-party applications, desktops, network drives, and file servers.

121	System should have a Document Repository that has a configurable server-side document importation feature to retrieve documents from other systems en masse.
122	System should have a Document Repository that can store virtually any kind of document in its native file format and ensures it will not be altered once added to the system.
123	System should support a well-defined capture module to define an intermediate set of stages of document flow between the document source and the Document Repository with the support of document processing, validation, index building, and content identification & enhancements.
124	System should be able to capture and display following contents: Paper documents, Photos, Email Documents, etc. in electronic soft form but not limited to (pdf, txt, xls, xlsx, doc, docx ppt, picture files, JPEG, GIF, video files, audio files, etc.
125	System should be able to capture documents from multichannel sources like : 1. Scanner 2. Manual/Bulk Upload 3. FTP Folder 4. Network Folder 5. Email
126	System should be able to configure different Document capture profiles where different tasks like Document Categorization & Index capture, Quality Check, Document verification, etc could be performed. These could be easily configured as Capture tasks from the Admin panel of the system.
	Digital Document Repository
	Indexing
127	System should classify documents by document-type. These schemas should be customizable to match organizational needs, the number of which should be practically unlimited.
128	System should tag documents with metadata relevant to the use-type. The number of metadata tags should be practically unlimited.
129	System should ensure some or all metadata fields are mandatory and must be completed before the document is added to the library.

130	System should allow users to define metadata with indexed information from a drop down field defined by the admin user
131	System should allow metadata to be configured as text, number, dates, URL, currency, checkboxes, etc.
132	System should force users to update a metadata field value when defined as mandatory.
133	System should process Microsoft Word and PDF electronic forms and automatically extract metadata values.
134	System should process images (JPG, PNG, etc.) electronic forms and automatically extract metadata values.
	View Content
135	System should manage documents using a folder view to make organization of content easy and flexible
136	System should have the capability to view the content in a listing screen with some basic information.
137	System should have the capability to view the document/content with more details in the expanded list view like Mime-type, Size, Original name & other custom attributes of the document type.
138	System should display a quick preview pane and display the document, comments, metadata and workflow status without opening the document
139	System should have the ability to view Tags and Personal remarks added to the Document Repository item.
140	System should have the capability to show default metadata fields like Mime Type and Size.
141	System should have the ability to view documents/folders in different sorted formats.
142	System should have the ability to display document(s) in a document viewer with various imaging functions.
143	System should display document names, index fields and information in the folder browser

144	System should have the capability to view the complete revision history of the document.
145	System should support viewing image documents, images, videos, audios and word/excel files within the application. No Additional viewers should be required for viewing of documents in Document Repository
146	System should have the capability to view comments added against the item
147	System should have the capability that the document view and the image enablement through the viewer should be allowed with the help of an REST API based web service, so that external systems can view the documents stored in the Document Repository by clicking a URL.
	Document Repository Actions
148	System should provide check-in/check-out ability, preventing documents from being overwritten or deleted when updated.
149	System should automatically place all documents under version control.
150	System should automatically increase the version number of the document upon version update. Previous versions of documents are maintained by the system if a rollback is required.
151	System should offers major or minor version numbers for all types of documents
152	System should have capability to view and access documents/ folders/ entities which are shared with multiple users.
153	System should be able to provide a dedicated space to organize the documents of the current user.
154	System should have the capability to store documents in a public folder to allow common access by users in a department.
155	System should have the capability to view, restore or purge deleted documents from trash.
156	System should have the ability to create bookmarks to documents frequently accessed such as a 'Favorites' list for easy access

157	System should have the capability to create folders directly from Document Repository and also it should automatically create folders when a document is created under a particular category to which a target folder path is defined
158	System should have the capability to add a new file/document into the Document Repository based on user permissions.
159	System should contain user permission options for the folders to set access control.
160	System should have the capability to store files along with its references for instant access.
161	System should have the capability of an advanced search module to retrieve data from Document Repository folders.
162	System should have the capability to attach a document, a folder containing documents, a draft version of a document template and a form to a workflow. While moving in a flow, there should be provision for sending one attachment of a folder to a different route or sharing it to a group of users to take an opinion.
163	System should have the capability to share a document to internal users or user groups and also to external users for quick collaboration and decision making.
164	System should have the ability to export documents based on preconfigured permissions.
165	System should have the ability to enable revision control and thereby update the version of documents while maintaining the link between them and also capture comments for the same.
166	System should have the ability to modify permissions of an item (to increase or decrease restrictions on access). Also there should be a provision to define additional or excluded permissions to get flexibility in giving access rights.
167	System should have the capability to manage rules from the Document Repository along with the capability to add new rules if the user has permissions to do so. Rules shall be defined to attach documents automatically to a workflow, link documents together, send notifications, etc. based on different events and conditions defined by the users.
168	System should have the capability to publish documents to an Office or a Department after giving expiry date & comments.

169	System should provide the capability to copy or move an item from one folder to another. Users with only write /edit permissions should be able to move documents from one Folder to another.
170	System should have the capability to select Documents or Folders in bulk to be Deleted or Categorized.
	Document Security
171	System should allow navigational security, with multiple layers of user-definable security, to limit access at department, user, system, function, and document levels.
172	Proposed system should have a role-based, granular security model where access can be given to users from a level of read-only to system administration.
173	System should include a role-based security model with the ability to establish exceptions. Additionally, access should be limited to “read-only” at the user level.
174	System should send secure links to documents directly to Legal Advisors, ALAs, etc.. File security should be maintained as only authorized users can retrieve the file by using the link.
175	System should allow/disallow users from emailing a document as an attachment or link from the Document Repository.
176	System should record a detailed permanent audit log of all actions performed on a document including user and time stamp. These logs can be exported as reports as needed.
177	System should provide roles to users which will be used to determine the individual user's ability to delete documents in the system.
178	System should provide a structured environment for documents for easy storage & retrieval.
	Platform User Interface
179	System should have an interface which is easy to use and users should be able to quickly adapt it with minimal training

180	System should provide the ability to personalize user preferences, Document Views/perspectives, Dashboard widgets, Queues, etc. End users shall be able to modify their Dashboard UI in a drag & drop fashion.
181	System should be able to easily navigate folder taxonomy tree to quickly browse through the root folder structure
182	System should have permission based access for the Dashboard widgets, Document category & Folders
183	System should have a dark mode UI option available which helps to quickly turn the screen to dark at night time.
184	Dark mode Toolbar icon should serve as an ON OFF switch which enables you to easily and quickly turn the Dark Mode ON or OFF.
185	System should ensure separation of admin users (different types like Document Repository Admin, Workflow Admin, Office Admin, Department Admin, etc)and end users.
186	System should allow notifications to be role- based or for a specific user.
187	System should support Low Code/No Code configurations
188	System should have an interface which is easy to use and familiar to users of a Windows environment.
189	System should be used with minimal mouse clicks and menu selection.
190	System should be able to trigger new processes through easy to access menus or 'New' buttons to initiate a new process.
191	System should have an easy to navigate interface.
192	System should have a responsive UI that adapts dynamically to device screen resolution.
193	System should provide the ability to personalize user preferences, views, alerts, workflow notification preferences,etc.
	Security, User and Admin Management Capabilities
194	System should have an inbuilt admin module to define various users, groups, document categories, roles, etc. within the system and define workflow definitions, queues, etc.

195	System should support secure login id and passwords for each user and passwords shall be hashed.
196	System should have the capability to define multiple levels of access rights such as view, edit, modify, delete, etc.
197	System should have the capability to define workload management of users in various models such as, LIFO, Round Robin, etc. based on domain preference.
198	System should provide comprehensive password configuration policies and password validations, including expiration time, minimum password strength, password history, maximum login attempts, etc.
199	System should support SSL, HTTPS and session timeouts.
200	System should provide configurable OTP options through different channels as per the Admin user preferences like SMS, Email & WhatsApp
201	System should give flexibility to the administrator to do selective logging i.e. remove audit trail generation for specific system and user activities.
202	System should allow admin users to create notification templates, report models, capture profiles, workflows, categories, forms, etc.
	Business Process Management Capabilities
	Process Definition
203	System should have inbuilt Low-code BPM offers GUI based workflows to route tasks dynamically and enable agility in business processes with real time-automation, quicker configuration and user-friendly UI.
204	System should have a BPMN 2.0 compliant engine as an inbuilt functionality to design processes & workflows using easy drag and drop GUI functionality of the process modeler and manage all processes in a single view.
205	System should have the capability to define various tasks like: Human Tasks, System Tasks, Script Tasks, Service Tasks, Other Tasks, etc.
206	System should have the capability to define activity types like Email Tasks, Web services, Timers, Termination, etc.

207	System should have the capability to define and map users or user groups to different work steps/activities.
208	System should have the capability to create and manage multiple versions of a workflow
209	System should have the capability to perform rule based triggering of workflows when incoming documents are received to the Document Repository under a particular category
210	System should have the capability to setup condition based routing and document actions
211	System should have the capability to run the workflow automatically and manually by selecting a user
212	System should have the capability to route the documents in a workflow after setting its priority
213	System should have the capability to configure multi-level approvals and parallel routing of user tasks
214	System should have the capability to configure multiple workflow processes and sub processes from a main process based on the organization's requirements
215	System should be capable to allow escalation of workflow activities based on following parameters
	A. Time Bound Auto Escalation.
	B. User Defined Escalations.
216	System should be able to define workflows for forms, documents and data.
217	System should be able to route tasks to relevant users in a workflow based on data attributes.
218	System should be able to define workflows with multiple stages, BPMN notations and a variety of actions.
219	System should be easily customizable to define custom entities like FIR, Case File, etc. comprising of a form, documents, templates, etc in a folder and push such entities into workflows
220	System should have the capability to add reference documents to a folder

221	System should have the capability to send notifications to users based on the workflow stages.
222	System should have the capability to mark comments and views of the users with respect to the documents available in the workflow.
223	System should have the capability to generate a detailed audit trail.
	Workflow Toolkit
224	System should have the capability to track Workflow data & the current status in the quick preview pane in a movement tracker pop-up window
225	System should be able to define the start and end of a process.
226	System should be able to define an assignee (a user, position or user groups) of a user task in a workflow.
227	System should be able to define the next action for the user task.
228	System should have the options to have multiple actions and action conditions should be provided
229	System should be able to define process variables to map the flow of a Document Repository entity or to set generic conditions to be executed.
230	System should have the availability of Inclusive Gateway to create alternative and parallel paths within a process flow.
231	System should support easy connections between workflow stages with connectors/arrows, just like drawing a flow chart
232	System should support split the work item into different parallel stages and the workflow can be completed only on capturing of complete data from all the parallel routes
233	System should provide a real time information of the processes being executed by the users
234	System should allow the users to create some work queues easily based on their preferences to different workflows in which they are involved
235	System should support automatic initiation of a workflow when a document under a category is uploaded into the system

236	System should have the capability to automatically route documents to one or more other users
237	System should have the capability to define deadlines to individual work stages and escalation to respective or group of individuals, if a desired action/ instance is not processed in a pre-defined timeframe.
238	System should 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.
239	System should allow administrators to suspend and control various processes from the same interface.
240	System should allow defining turnaround time for the complete process and also for the individual work stages for efficient monitoring.
241	System should be capable of reassigning process tasks to another user/user group easily without revising the workflow
242	System should provide flexibility to make versions/ modifications to an existing process through a simple configuration without any additional programming.
243	System should conform to industry workflow standards.
244	System should allow administrators to create sibling users to act on the work items in the absence of their parent users
245	System should support hierarchy based inbox to view the work items pending with the subordinates accounts below the hierarchy of a user
246	System should allow the user to act upon, forward, return or complete items in a workflow.
247	System should provide support for referring work-items to other users outside the predefined route.
248	System should allow workflow roles to be configurable and assignment of roles to user profiles shall be done by authorized users (administrators) only. Multiple user roles shall be supported.
249	System should have the capability to arrange documents in different workflow queues

250	System should have the ability to return a workflow item to any previous process stage within the workflow
251	System should have the capability to attach documents and folders in work items
252	System should have the capability to configure at each step to send notifications through email/sms. Workflow admin users should be able to configure when at what step the notification should be triggered from a process flow.
253	System should be capable of interacting with external applications at any step in the workflow. Each step should also have the ability to accept feeds through external applications
254	System should have the capability to trigger a process / workflow based on document creation, document version update, document attribute update, etc
255	System should allow the user/ process modeler to configure alerts based on required parameters. Document should also be enabled
	Workflow Task Management
256	System should allow specific users to define tasks for individual or group of users with deadlines.
257	System should allow the users to route/ reroute the workflow tasks
258	System should have a provision of putting shared and secured notes for collaborative working on Work items
259	System should have the capability that the workflow will be customizable to fit the specific document review and approvals processes required by the organization.
260	System should have the capability that the workflow tasks can be sent to a single user, a group of users, or one of a group of users.
261	System should allow approvers to approve or reject the document. The Document Repository logs this as "Approved" or "Not Approved" accordingly.
262	System should have the capability that the workflow tasks may be auto-delegated if a participant is unable to complete the task within a specified amount of time.

263	System should have the capability that the delegation of a task and signing authority can be given to other users for individual tasks
264	System should have the capability that the documents can have broader circulation once they have been approved by appropriate parties.
265	System should allow specific users to act as observers of review or approval workflows. Observers can track the progress of documents as they proceed through the workflow.
266	System should have the capability that the status of a workflow (review, approved, not approved, pending approval, not submitted for approval) can be easily searched.
267	System should have the capability that the date of approval of a fair copy document can be easily searched.
268	System should have the capability that the users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them. Users can see at a glance their tasks, a description of the work to be done, who assigned the task, etc.
269	System should have the capability to share documents via email and to prevent changes with permissions.
270	System should have the capability that the workflow can be automated for a specific document type and workflow template.
271	System should have the capability that the workflow creates an audit trail.
272	System should have the capability that the workflow includes electronic signature capabilities.
273	System should have the capability to integrate with services like EM signer/Adobe Sign/etc.
274	System should have the capability that the workflow tasks can be viewed in different perspectives
275	System should be capable of starting the workflow automatically when a document is added.
276	System should be capable of restarting the workflow from the first stage

277	System should allow the users to clone a draft template
278	System should allow a workflow participant to pass the approval of a document to a different user
279	System should allows a task to be assigned to a group of users
280	System should alert users of upcoming deadlines and when tasks are overdue.
281	System should have the capability that several documents can be included in a single workflow and can be approved in a single step.
282	System should have the capability that any changes made to the workflow are recorded in a change log.
283	System should support the facility that the workflow history must be maintained for all workflows
284	System should support a workflow feature to allow documents to be sent to external users for viewing or approval. These approvals will be part of the audit trail for documents.
285	System should allow administrators to determine which users are permitted to send documents to external users via transmission.
286	System should support the facility that the documents sent to external users can be viewed and approved using web browsers, and do not require the recipient to install new software.
287	System should support the facility that the documents sent to external users for approval can require a recipient-defined password to access the documents.
288	System should support the facility that the external recipients of transmitted documents can be restricted from downloading the document and be given a "view only" option.
289	System should support a web-based viewing platform for viewing or approving externally-transmitted documents that must be viewable easily on mobile devices.
290	System should have the capability for the draft templates that completed workflow can be converted to PDF or preserved so no further changes can be made to them.
291	System should have the facility sign a document digitally

	E-form Builder
292	System should be able to define forms with text fields, text areas, drop down fields, editors, combo box, radio button etc.
293	System should be able to add or edit specific attributes.
294	System should provide numerous predefined components like data entry, selection and editor to build forms.
295	System should be able to define various sections of a form with different widths.
296	System should be able to add different component into the form structure in a drag and drop manner to easily build the form
297	System should be able to add different types of input fields
298	System should be capable to capture form-data from Lookup tables
299	Proposed system should have the ability to assign lists of valid values for fields, and to enable field validation
300	System should have the capability to define different color patterns for form fields & text.
301	System should have the capability to add a complex line of items structure into a form.
302	System should have the capability to create a document draft (template based) based out of the form data inputted into the system
303	System should allow to design custom forms that can be attached to a workflow and allow processing of forms
304	System should support field level format validations at forms like minimum characters check, integer character check, duplicate value, etc

Section 6 : General Conditions

1. The tender should be submitted in two separate parts containing Technical and Financial bids in separate parts in GeM Portal. If any offer contains technical bids and financial bids together in a single bid, such offers should be rejected outright.