

South Asian Games 2016

**“VOLUME – I”
OF
NOTICE INVITING TENDER (NIT) FOR
“DEPLOYMENT OF
SOUTH ASIAN GAMES MANAGEMENT SYSTEM
WITH OPERATIONAL & MAINTENANCE
SUPPORT”
FOR
SOUTH ASIAN GAMES SECRETARIAT**

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LIST OF ABBREVIATIONS

ABBREVIATION	EXPLANATION
ADS	Arrival & Departure Schedule
CERT-IN	Indian Computer Emergency Response Team
CMS	Content Management System
CRS	Central Results System
CSS	Cascading Style Sheets
DCO	Data Center Operation
EMD	Earnest Money Deposit
FIFA	Fédération Internationale de Football Association
FRS	Functional Requirement Specifications
GOA	Government of Assam
GIS	Games Information Systems
GRS	Games Results System
LAN	Local Area Network
NIT	Notice Inviting Tender
NOC	Network Operating Centre
NSF	National Sports Federations
OC-SAG	Organising Committee, South Asian Games
OVRS	On-Venue Results System
OCA	Olympic Council of Asia
PBG	Performance Bank Guarantee
RFP	Request For Proposal
RFID	Radio-Frequency Identification

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SAA	Sports Authority of Assam
SA	Security Audit
SES	Sports Entry System
SCB	Score Boards
TDC	Technical Data Centre
T&S	Timing & Scoring Devices
TOC	Technology Operation Centre
UAT	User Acceptance Test
VIP	Very Important Person
W3C	World Wide Web Consortium
WAN	Wide Area Network

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1 INTRODUCTION

The South Asian Games are a bi-annual international multi-sport event held amongst the athletes from South Asia. The governing body of these Games is South Asian Olympic Council (SAOC), formed in 1983. At present, the South Asian Olympic Council has eight members namely Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka. The first South Asian Games were hosted by Kathmandu, Nepal in 1983 and have since been held every two years except for some occasions. India has hosted the South Asian Games twice, once in 1987 in Kolkata and the other in 1995 in Chennai.

The 12th edition of the South Asian Games is scheduled to be held in the early part of 2016 in Guwahati (Assam) and Shillong (Meghalaya).

Guwahati is the largest city in Assam. It is a major commercial and educational hub of Assam and Northeast India and often known as the Gateway to the North East.

Shillong is the capital city of Meghalaya. The city lies in the centre of the Shillong plateau. The picturesque city is surrounded by gentle rolling hills. It is also proudly referred as Scotland of the East.

The South Asian Games will witness participation of 4200 athletes and accompanying officials in 23 sports disciplines viz Archery, Athletics, Badminton, Basketball, Boxing, Cycling, Football, Handball, Hockey, Judo, Kabaddi, Kho Kho, Shooting, Swimming, Squash, Table Tennis, Tennis, Taekwondo, Triathlon, Volleyball, Weightlifting, Wrestling and Wushu. While Guwahati will host 16 sports disciplines the remaining 7 would be held in Shillong.

2 PROJECT OVERVIEW

The purpose of this document is to select a bidder who can provide an ICT solution for the South Asian Games 2016 in the States of Assam and Meghalaya.

Objective of the project

Major objectives include:

- To enable registration of players/volunteers online/offline
- To maintain & update all event related data
- To manage all the games related activities efficiently
- To disseminate the required information to all the stakeholders in time

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3 STAKE HOLDERS OF THIS PROJECT

The main stake holders of the project are

- Organising Committee South Asian Games 2016
- Sports Authorities of Assam (SAA) / Meghalaya (SAM)
- Sportsmen / National Olympic Committees
- General Public
- SAGMS Committee

4. SCOPE OF PROJECT

4.1 GEOGRAPHICAL SCOPE

South Asian Games 2016 will be conducted at 13 locations, 9 at Guwahati, Assam and 4 at Shillong, Meghalaya. SAGMS is expected to be implemented in all the locations:

A).GUWAHATI.

- Indira Gandhi Athletics Stadium, Sarusajai Sports Complex - Athletics, Football.
- Nabin Ch. Bordoloi AC Indoor Stadium, Sarusajai - Basketball, Handball.
- LNIPE, Tepesia, Sonapur - Cycling, Kho-Kho, Kabaddi..
- Moulana Md.Tayabullah Hockey Stadium, Bhetapara - Hockey.
- Tennis Stadium, Chachal - Tennis
- Shooting Range, Kahilipara - Shooting.
- Dr. Zakir Hussain Aquatic Complex, Sarusajai - Swimming.
- R.G. Baruah Sports Complex, Ulubari - Squash.
- D.T.R.P. Indoor Stadium, Ulubari - Volleyball, Wrestling.
- Bhogeswari Phukanani Indoor Stadium, Dispur - Weightlifting.

B). SHILLONG.

- Jawaharlal Nehru Sport Complex - No. 1 Polo Ground - Archery.
- N.E.H.U. Indoor Stadium - Badminton, Taekwondo.
- N.E.I.G.R.I.H.M.S. Indoor Stadium - Boxing, Wushu.
- Jawaharlal Nehru Sport Complex - Indoor Hall - Judo, Table Tennis

4.2 FUNCTIONAL SCOPE

5.2 .1 INTRODUCTION

The South Asian Games Management System (SAGMS) can be thought of as an Enterprise Resource Planning (ERP) System, It is meant to manage specific functionalities (which will work both Online and Offline) related to South Asian Games 2016.

SAGMS aims to provide an efficient and simple solution for the complex and multi faceted Games environment. The System will provide easy to use services, on-line registration capabilities and up-to-date information to its users.

The services of the Bidder will include customisation, deployment, testing, installation and maintenance of an end-to-end solution in coordination with South Asian Games Organising Committee (OC-SAG). The Bidder will also print the Accreditation Cards/Passes and supply Accreditation Materials (i.e. Paper, Lamination Pouch, High Security Hologram, Lanyards and Wristbands) as per the specifications given in Annexure I

This document defines the general functional requirements (indicative) of SAGMS.

5.2.2 MODULES OF SAGMS

SAGMS shall consist of the following modules:

1. **ACCREDITATION**
2. **ARRIVALS & DEPARTURES**
3. **SPORTS ENTRIES**
4. **VOLUNTEER REGISTRATION**
5. **SOUTH ASIAN GAMES PORTAL**

All modules and South Asian Games Portal will be in English.

Functional requirements specific to each of the above modules and the requirements which are common to all the modules are given in the following sections.

4.2.2.1 ACCREDITATION MODULE

4.2.2.1.1 Introduction

There will be around 7 Accreditation Centres. This module will enable the South Asian Games Officials to issue Accreditation Passes for Athletes, Team Officials, Technical Officials, Media, Broadcasters, NSFs, Guests, Sponsors, Staff, Volunteers and Contractors. The approximate number of Passes required to be issued will be approximately 40,000.

Each Accreditation Pass will display card holder's photograph, name, responsible organisation, function, category of accreditation, accreditation number, identity card number, active barcode and privileges in the form of icons pertaining to venue access, transportation and seating wherever applicable. Dining entitlements will also be depicted. Accreditation privileges are granted by the Indian Olympic Association (IOA) and Organising Committee, South Asian Games 2016 (OC-SAG) to constituents to perform their tasks efficiently, effectively and safely. Default privileges for Games Family (International Games Athletes, Officials and Press) categories are listed in the SAOC Constitution.

5.2 .2.1.2 Functional Requirements

Accreditation Manager will create User Accounts for the Accreditation Coordinators for registering and processing the online/offline applications received for Accreditation.

Accreditation Coordinators will process the applications by assigning different accreditation categories, entitlements etc. along with their colour codes and make necessary entries in the module. Thereafter, Accreditation Pass will be printed and issued. The Accreditation data would be need to be exchanged with the Venue Access Control System for security checks at each venue.

Registration

The module must facilitate the following:

- Capture data from the prescribed forms/documents with respect to individuals/groups.
- Store and load the data as per requirement/user - role.

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- Customize data entry/display forms as per the requirement/ specific to the different client groupings.
- Assign a unique registration number to each record.
- Include a comment section that records every unique information.
- Support web-based remote registration over secure connections.
- Identify and handle duplicate entries.
- Produce quality control reports (error/check lists).
- Validate and verify input data.
- Review of input data with stakeholders.
- Set a maximum limit for each accreditation category including a warning mechanism.
- Wherever possible, allow the use of the passport photo to be used as the accreditation photo (via scanning and/or digital capturing) as this will eliminate the burden of sending passport photos through mail and will prevent delays due to loss.
- Upload of electronic input data from other sources
- Differentiate offline and online entries.
- Support a hierarchy of client groupings with differing data attributes.
- Record the correct participant status throughout each stage including, but not limited to:
 - **Registered** – when data is first entered (input).
 - **Sent to Security**- Data is registered and then sent to Security for police verification.
 - **Able to be Accredited** – when correct approvals have been sought and pass is printed.
 - **Accredited** – when the pass is validated to become “live”.
 - **Cancelled** – when eligibility ceases (module should not allow records in cancelled status to be updated).
 - **Duplicated** – merged into identical duplicate records.

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Capture images electronically via appropriate hardware such as scanners and webcams of appropriate or defined standards. Captured image should be as per the defined quality standards.

- Store captured images with suitable indexing tags.
- Import batches of image files from external systems or e-mail.
- Allow users to view images over Internet/Intranet.
- Image Processing allows user to crop, resize, contrast.

International Games Athletes, Officials and Press (Games Family) will require a visa to enter India.

Specific information to process visas and background security checks will be collected as part of the accreditation process. Once received and processed, the module will transfer the required data in an electronic form for background security check/visa processing. The Bidder will work together with OC-SAG to develop the appropriate interface and processes.

Accreditation Management

Privilege Planning and Zone Management

Access privileges are determined by the Games Federation. They are detailed in the SAOC Constitution. The Privilege Matrix sets out the accreditation rights of the Games Family constituents for:

- Venue and Zone Access
- Dining
- Transportation

Zones

During event planning, the Accreditation Coordinator will work with the relevant functional areas to define the appropriate locations, zones and categories to be implemented as part of the overall accreditation and security plan. These elements will be entered into the module as part of the setup process.

Within all venues (competition, non competition and training venues) there will be a number of “zones”. These zones represent areas recognised by venue users during the Games as having their own specific function and purpose.

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Some examples of zones that may be adopted within each competition venue are:

- General non accredited / front of house circulation areas (including precinct and venue general circulation areas).
- Operational areas (back of house operational areas such as competition administration areas).
- Field of play / athlete preparation / training areas.
- Games Family areas.
- Press areas (e.g. venue press centre).
- Rights holding media areas (e.g. broadcast compound).

The data structures must also be able to:

- Support the rules, quotas and constitutional obligations of the Games
- Provide substitution rules
- Allocation of zone rights
- Support allocation of dining rights
- Allocation of transport rights
- Should support allocation of events rights
- Support allocation of Games rights
- Support processing of data for background security checks and issuing of Visas
- Support assignment of physical security entitlements

Accreditation Assignment

Once individuals have been registered, the module must be able to assign privilege entitlements to them. Generally, this is based on default rights defined for a pre-defined Games Function, but mechanisms must also exist to vary rights for specific individuals where necessary. The module shall be able to:

- Verify the eligibility of a registered person.
- Rank and determine privilege entitlements of a registered person based on one or more Games function.
- Allocate privileges to a registered person.
- Monitor and control accreditations against numbers rules and quotas.
- Perform accreditation in batches.
- Perform accreditation in real-time.
- Process substitutions.
- Process upgrade requests.
- Process day pass requests.

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- Process visitor's pass requests for low security non-sport venues if deemed necessary.
- Warning messages must be added to the System to warn of accreditation approvals in excess of the maximum.
- For the avoidance of doubt, the module will treat visitor passes in a similar fashion as day passes.

Accreditation Pass Production

The module shall be able to design and produce various types of physical passes required for the Games. These include Non-Validated Accreditation passes, day passes and visitor's passes. The module shall have the following functionality:

- Allow the user to preview the appearance of a pass on screen and share this with the accredittee.
- Ability to produce Non-Validated Accreditation passes or Combined passes.
- Ability to produce a day pass.
- Ability to produce replacement cards and flag accounts on which such cards have been issued.
- Ability to invalidate reported lost cards and flag their subsequent use.
- Ability to produce each physical card with unique Pass ID Number and Sequence Number so that replacement and lost badges can be controlled.
- Support printing of near photo quality pictures on a pass (subject to printer).
- Support printing of a barcode or QR code on a pass.
- Support printing of standard statements and disclaimers on badges.
- Support production of different forms of pass for different client groups.
- Support pass printing in batches.
- Provide a method of building a pass production batch based on user-selectable criteria.
- Support batch production that can be undertaken unattended.
- Support production of a pass on demand.
- Produce on-demand pass production, (the time between sending data to the pass production hardware and production of the actual badge) in less than 60 seconds.
- Create cancellation and approvals of passes with the ability to act on different statuses such as badge status, and security status.
- Support personalized, public service and time specific (single day pass or multi-day) accreditation passes.

Support personalised passes with the following information:

- OC-SAG logo
- Name, nationality, organization and organization country, designation, Job-title.
- Photograph
- Zone access including all zone access identifier

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- Venue/location access including all venues access identifier
- Color coded and printed categories with adequate category; description and representation (e.g. a minimum of six characters)
- Definition of categories and subcategories
- Category indicator
- Electronically readable security identifier (for example, a bar code)
- Anti-counterfeiting mechanism (such as a hologram), to be inserted prior to lamination.
- Document ID type and Number.
- Terms and conditions of use in English

Accreditation Card Distribution

Once Passes have been produced, they will be distributed by OC-SAG to the designated individuals.

Accordingly, the module must be able to:

- Support distribution of batches of Non-Validated Accreditation Passes and other passes to responsible organizations.
- Allow the user to verify identity of pass holder against previously acquired information (for example: a passport number).
- Allow the user to verify the appearance of badge holder against a previously acquired digital image (or photograph).
- Support verification and correction of personal details at the point of distribution.
- Validate and record the issue of a badge to an accredee.

Accreditation Reporting

The module shall support, as a minimum, the following reports:

- Accreditation pass count by category - summary report.
- Accreditation pass count by organization - summary report.
- Accreditation pass count by accreditation centre - summary report.
- Accreditation summary report - summary information on all accretees who satisfy the search criteria (such as but not limited to: category, organisation, and pass status).
- Accreditation detailed report - detailed information on all accretees who satisfy the search criteria (such as but not limited to: category, organisation, and pass status).
- Summary report of day passes.
- Detailed report of day passes.
- Detailed report on Organization, Location and Category.
- Accreditations re-print details - lists detail on all passes that have been reprinted.

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- Accreditation re-print details - lists detail on all passes that have been reported as lost and/or replaced.
- Provide other standard reports not yet specified.

4.2 .2.2 ARRIVALS & DEPARTURES MODULE

4.2 .2.2.1 Introduction

OC-SAG has an objective to implement a module to facilitate and coordinate the Arrivals and Departures of Athletes, Team Officials, Technical Officials, Media, Broadcasters, NSFs, Guests, Sponsors, Staff, Volunteers, Security and Contractors.

This module will be tightly integrated with the Accreditation and Sports Entries modules.

4.2 .2.2.2 Functional Requirements

The Arrivals & Departures modules shall have the following features:

Visibility to Accreditation/Sports details of all the concerned persons except those unaccredited VIPs entered through the Protocol Instance.

Administration of additional information for each individual:

- Travel arrangements (Arrival to Guwahati/Shillong, Local travel within Guwahati/Shillong, Departure from Guwahati/Shillong)
- Accommodation
- Baggage (Mag & Bag Check)

Group creation and management, including:

- Group Details
- Travel arrangements (Arrival at Guwahati/Shillong, Local travel within Guwahati/Shillong, Departure)
- Accommodation

Reporting will be facilitated for:

- Arrival and Departure information per day:
 - Summary
 - Detail
- Arrival and Departure information per Venue:
 - Summary
 - Detail

Arrival and Departure information per Individual

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Arrival and Departure information per Group

Support queries on Arrival and Departure information:

Visually ascertain aforementioned reporting requirements
Arrivals and Departures information sharing with interested parties

Ability to readily support data entry from Arrival and Departure forms

4.2 .2.3 SPORTS ENTRIES MODULE

4.2 .2.3.1 Introduction

This module must support the entry and management of details related to Sports events. There are several types of forms that are expected to be completed for all participants in the Games such as:

Entry by number
Entry by name and by sport

Information will be gathered in both hard and soft versions. There will be a need to manage the specialised registration process for competitors and sports technical officials and their entry/qualification for Games events/disciplines.

The South Asian Games is an open event with no qualification process. However, there are pre-defined rules of the number of athletes/teams that can participate.

4.2.2.3.2 Functional Requirements

The module must be able to:

- Capture information from a sports entry form customised for each sport/discipline.
- Have a data definition that replicates a model of the full Games Sports Programme such as events and disciplines, venues, dates, any restrictions on number of athletes etc.
- Produce "Long List" reports.
- Generate "bare" event participant (athletes and officials) lists at least 1 month before the Games or as soon as entries have closed if later. "Bare" signifies a simple list of participants in an event/discipline but excluding seedings, draw results, and lane allocation which will be provided to and managed by the results systems.
- Capture details of athlete personal best times, world rankings and any other data required by Results system and other OC-SAG Information systems.

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- Support capture of biographies of athletes and officials.
- Provide captured biographies of athletes and officials to SAGMS information systems.
- Support web-based remote registration.

4.2 .2.4 VOLUNTEER REGISTRATION MODULE

4.2 .2.4.1 Introduction

The Volunteer FA is responsible for the attraction, selection, screening, appointment and retention of all Volunteers to be engaged by OC-SAG prior to, during and post Games.

OC-SAG requires a Volunteer Registration Module (Web-based) to assist in managing the information needs of the Volunteer FA. The module must simplify the workload and administrative tasks and improve access to information to maximise the contribution of the Volunteers.

A critical success factor of the module will be its ability to provide an efficient and simple solution for the complex, multi faceted Games environment. The module will provide services for easy to use, on-line registration capabilities. It will also be able to interface with several internal and external systems as well as import and export information quickly, accurately and easily.

The general functional requirements for the overall needs and requirements of the module, which shall be operational as decided by OC-SAG are as given below.

4.2 .2.4.2 Functional Requirements

The module should be easy to use. It should assist in completion of complex tasks associated with the recruitment, assessment, management and communication of approx.4000 Volunteers. It will act as an accurate information management and administrative tool that will help register and manage volunteers across multiple venues and who will be performing a diverse range of tasks.

The module will also provide OC-SAG with an insight into anticipated volunteer activities and facilitate effective planning and better decisions making abilities.

The general scope of the module includes:

- Service to facilitate online registration and maintenance
- Data capture including photographs.
- Administration and workflow including:
 - Sessions management

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- Invitation management
- Contacts tracking
- Mailing
- Background checks
- Data accuracy

Data management

Volunteer screening and selection process

Individual candidate records

Pre-screening

Interview management

Selection

Training

Reporting

A secure Volunteer Registration Module (accessible from the South Asian Games Portal) will be developed to manage a number of activities related to the volunteer recruitment and management process, including:

- Volunteer application process, including updates on status of application.
- Scheduling interview times
- Scheduling training
- Scheduling accreditation collection
- Providing the most current roster information
- General communications between Volunteers and OC-SAG (through bulk mailing)
- Update contact details and other account information
- Deployment of volunteers at different locations

Administration and Workflow

The module shall assist in ensuring the Volunteer FA administrative processes are efficiently streamlined. All information submitted by potential Volunteers will be stored according to relevant privacy and other legislative requirements.

The module shall support the following workflow and functionality:

- **Sessions Management**
The management of activities held by OC-SAG such as welcome sessions, training, interviews and where the volunteers will be invited.
- **Invitation Management**
Allows inviting people to sessions and to view the invited people from every session, including the modification of the status of Volunteers to them.
Advise of timelines for further involvement in training.

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- **Contacts Tracking**

Keep track of all contacts made with Volunteers (in each candidate file) via letter, email, fax or phone call.

The ability to notify candidates advised if their application has been successful and immediately generate the appropriate letter and communication pack. The System must then update the individual candidate file and progress to the next phase of the process.

The ability to track and record issue of the offer letter and receipt of any replies from the successful candidates.

The ability to notify candidates advised if their application has been unsuccessful and immediately generate a letter. The System must then update the individual candidate file and render the account inactive.

- **Mailing and/or Emailing**

The ability to generate letters to selected groups of volunteers such as rosters, including letter templates that can be created for letter generation and support distribution of letters via email.

The module must be able to generate letters or e-mail directly.

Volunteer Screening

Potential Volunteers will go through a screening process to assess their suitability. All online applications will be pre-screened electronically and manually to ensure:

- All required sections and information are completed.
- Candidates are above the minimum age.
- Candidates are suitable for an interview for either a Volunteer or Specialist Volunteer role.

As such the module must be able to:

- Batch applications from the online portal and upload it into the database.
- Allow the manipulation and editing of data to control duplications, dummy entries, and/or allow the flagging of applications from potential VIPs through unique identifiers.
- Flag incomplete applications for correction and then return into the module when completed, with the date and time of completion now logged.
- Specifically batch sports specific applications to forward to the relevant sports and specific assessment processes through the use of a unique identifier.

Incomplete records requiring correction retain their initial application date within the module.

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For each candidate record, the module must store and display the following information:

- Unique candidate number (alpha numerical code) that links to all relevant files.
- Contact details direct from application form (such as personal and demographic information).
- Any specialized skills such as interpreting, medical, and or sports skills.
- Any “pre-screening” questions and/or checks such as the need to verify contact details, areas of interest, and skills.
- Tick/check boxes wherever possible with comments stage for each stage of process.
- Referee details via check boxes and status flags such as “Do Not Proceed with Application” or “Proceed with Application”.
- Flagging mechanism for multiple candidates with the same name or address.
- The ability to provide a checklist of the application/assessment stages and identifies at any stage of the process a candidate has successfully completed.

Each candidate file will be “pre-screened” before being invited to attend an “assessment session” or interview. The module shall be able to provide the following functionality:

- All candidate applications must be able to be processed in chronological order and record the date received in the client file.
- Any assessor logged on must be able to immediately access the 'next' applicant for pre-screening.
- Each candidate file should record the actual application details and display all stages of the screening process.
- Where no contact can be made with the candidate, the application is returned to the pool/batch and is put back into the initial pre-screening batch after a week.
- Each candidate file can record pre-screening questions and record answers (to assist in telephone screening process).
- Preferred skill set must be able to be entered by assessor following phone pre-screen session as well as notes to be asked at the interview or assessment session (for example, what to probe).
- Where skill shortages are identified, the capacity to search and batch by skill set for specific pre-screening.

Volunteer Interview

Potentially the biggest challenge the Volunteer FA will encounter is the sheer volume of Volunteers that need to be engaged in a relatively short period. This will dictate the need for high volume, time-critical recruitment; focusing on efficient processing,

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short interviews and minimising attrition rates throughout. It is estimated, that there will be 5000 approx. Interviews required.

The module shall provide an effective, efficient interview management functionality that will assist in the Volunteer recruitment process.

The module shall provide the following functionality:

- The ability to manage preliminary interview campaigns that focus on mass recruitment in batches.
- Provide a comments section.
- The ability to assist in shortfall analysis of unfilled posts, and campaigns to fill these posts along with the management of the volunteer reserve list.
- Support scheduling of batches of interviews grouped by skill pool. Applicants will typically be allocated to a skill pool using the automatic facilities, but it will be possible to do this manually.
- Provide a facility to invite candidates to interview sessions using data export and mail merge.
- Provide a facility to handle requests for rearranged interview times by candidates.
- Provide a list of candidates who are due to attend a particular interview session.
- Provide a facility to record that proof of the interviewee's identity has been seen by the OC-SAG approved person (for example check boxes for cited ID on screen).
- Provide a facility to record that proof of interviewee's address has been seen by the OC-SAG approved person.
- Provide a facility to record that proof of any qualifications claimed by the interviewee has been seen by the OC-SAG approved person (for example check box to note cited qualifications and certified or original cited copy to be kept in file).
- Provide a facility to record key details from any documents presented by the interviewee for example, passport number and/or driving license number.
- Provide a facility to record that references for an interviewee have been received by the OC-SAG approved person.
- All of the above documentation and proof must be recorded in the candidate's unique record and centralized person data store.
- Provide the interview team with a schedule of interviewees to be seen during a session, with summary information about each interviewee, and the skill pool which is proposed for them. This personal information will probably need to be retrieved from the candidate's client record.
- Provide a facility to allow the interviewer to assign a candidate to a role immediately.
- Provide a facility to record the outcome of an interview.

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- Support rejection of an interview outright.
- Provide a facility to amend, correct or add to the personal data held about a candidate, for example, to add a Games time address which might differ from their current home address, or to add new qualifications gained since completing their original application.

Volunteer Selection

All candidates will be notified if they have been successful. Accordingly, the module shall be able to support the relevant workflow related to the management of this process such as:

- The ability to easily access the candidate file and enter interview/assessment notes.
- The ability to allocate tentative position(s) and preferences at this time.
- The ability to access and export candidate details for background checking.

The module shall record the date of the interview, as well as the date of any tentative assignment. Weekly mail merge reports can be used for timely notifications.

Selection recommendations will be made by interviewers. These recommendations will be reviewed by the placement team and a tentative placement will be made to an existing 'role' or 'roles' where appropriate.

This information will be fed into the module for current roles and provide key information for the recruitment and interview coordination to assist in filling required 'roles'.

The module shall be able to send details of a "batch" of assigned staff to Assam/Meghalaya Police for security and background checking, although this will be handled as a separate process. The module shall have the appropriate workflow to manage applicants who have failed to pass the security and background checking and render the accounts inactive (provided by from the Accreditation Module). Suitable mailings or communication requirements should be automatically generated to notify unsuccessful candidates of the outcome.

Volunteer Training

All Volunteers will be expected to participate in general event, venue-specific and functional-specific training, prior to their commencement with the Games. The module must:

- Record the attendance of each Volunteer and provide suitable reporting.

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- Allow the Workforce to attend training groups and/or sessions and provide the necessary recording and reporting mechanisms.

The module will support tracking an unlimited number of types of training for a Volunteer. These typically include, but are not limited to general, venue-specific, and functional-specific training. Groups of Volunteers are created on a variety of criteria and training can be updated by batch. The module will track the training of individuals, not training groups.

Reports

The module must support the following reports:

- Provide an assessment session schedule prior to the session that includes but is not limited to: names, time, date, candidate's personal details and any pre-screening notes.
- Number of unfilled positions.
- Future assessment session bookings.
- Tentative placements post assessment against targets.
- Ratio reports such as number of applicants booked, number of applicants that “turned up”, number of unsuccessful, number of successful, by day, week, and month, to date.
- Daily reports of successful and unsuccessful candidates and attached mail merge for respective correspondence.
- Security reports by user id and data history.
- Any government or stakeholder reports.
- Provide reports which may be used to build a “shopping list” of roles and the skills profiles that would be required to fill them.

Additional reports will be requested by OC-SAG and are not identified at this time. It is possible that an ad-hoc reporting solution will satisfy this undefined need for additional reporting.

The module shall include reports to support the filling of roles. These include reports based on planning numbers, as well as reports showing progress against the plan. Reports showing the status of volunteer placement and responses must also be included.

4.2.2.5 SOUTH ASIAN GAMES PORTAL

4.2.2.5.1 Introduction

The official website of South Asian Games 2016 would be hosted at the NIC Data Centre/ Cloud. Following would be the features of the South Asian Games Official Website:-

- About- Information about South Asian Games (history) and about the 12th South Asian games being held in Guwahati/Shillong. Key objectives, vision, mission and values, organizational structure, key stakeholders, partners.
- List of participating countries
- List of sporting events and venues
- Games schedule
- Medals and Results
- Latest news and updates
- Gallery – Picture & Video
- Contact us
- Volunteer Registration Portal Link
- Official e-mail
- Facebook and Twitter linkages
- Tenders

4.2.2.5.2 Functional Requirements

Site Navigation and Organization

The user interface should intuitively guide the visitor to the information they seek, including web accessibility.

Content Management

The Portal content must be easily manageable by any non-technical department staff in as simple a method as possible. The staff must be able to add, change and delete Portal contents without manipulating any HTML or scripting code as and when required and without being charged for these updates.

Website Reporting

Reporting system would be required to measure usage and traffic.

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Audio/Video Streaming

The portal should have the capability to upload Audio and Video Streams

Search Engine Optimization

Search Engine Optimization solutions to be provided for all major search engines for e.g. Google, Bing, Yahoo etc.

Domain Name

Bidder would discuss with OC-SAG and provide them with a unique domain name.

Hosting Arrangements

Bidder has to give solutions and make arrangements for hosting the Portal on Web Servers.

Technology Platform

Bidder should develop the Portal on an efficient and reliable platform both the back-end and UI (User Interface).

Browser Compliance

The Portal must be compliant with the following browsers:

- Internet Explorer
- Firefox
- Chrome
- Safari

Device Compatibility

The Portal should render well on desktop devices, as well as commonly used mobile and tablet devices. The Portal needs to be accessible from and display appropriately on mobile devices and should be designed and built with this in mind.

Service Levels

- I. **System Availability:** The Portal must be available at least 99.99% of the time, with appropriate back up provision in place.
- II. **System Performance:** Each page should be designed with loading and rendering speed in mind, and should be cached where possible to minimise loading times.

Data Management

- I. Data Publishing:** Data will be managed through CMS with draft and published versions. When a page or information is published, it would be visible on the Portal.
- II. Data Retiring and Archiving:** It is important that a data trail would be kept of earlier versions of web pages, documents and other data. Earlier documents will need to be able to be accessed through some sort of archiving system.

Maintenance Support

It is envisaged that there will be a requirement for some kind of assistance to be provided by the Bidder in terms of bug fixing, minor enhancements, training and other support. The arrangements for this would need to be worked-out. Support team would be deployed at the NIC Data Centre / Cloud in case of requirement.

Security

Portal and e-mail should have security solutions for protection from hackers, malware and other threats. Security Audit of the Portal is to be completed before hosting.

4.2.3. OPERATIONAL REQUIREMENTS (All Modules)

The Bidder shall ensure the following requirements in respect of SAGMS:

- Assist in defining the processes required to support the operation of the SAGMS.
- Manage high volume batches of data input easily.
- Provide a comprehensive, modular, streamlined, flexible and scalable solution.
- Provide training to facilitate the understanding of SAGMS, its data, and associated working practices.
- Provide maintenance support, both locally and remotely, when required.
- Provide a configurable batch data export facility.
- Enforce data entity workflow rules (e.g. a person is not “registered” until they have been “verified”).
- Create and/or capture a unique identifier that should be able to cross reference any physical material (e.g. paper forms, photographs) relating to a record.
- Ensure provision for acting on data in "mass" for functions such as organization updates, approval/denial, category assignment, privilege maintenance and printing.
- Provide access to reporting via the OC-SAG network.
- Satisfy the functional requirements generally identified in this Scope of Works.

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- Allocate responsibilities and accountability for business processes.
- Meet OC-SAG's quality requirements, which focus on error reduction, and making cost savings through process improvement.
- Develop to a standard suitable for a volunteer workforce to use with minimal training.
- Develop and document to allow other suitably knowledgeable people to support or further develop it.
- Ensure the solution and supporting technology has scalable capacity and processing power necessary to exceed anticipated demands.
- Ensure accuracy so that all information is maintained correctly and is real time.
- Provide failover capabilities to a redundant service.
- Once the System is Live no major changes can be done in software which impacts previous functionalities.

Work with OC-SAG to ensure that all necessary hardware and software that may be required to support the System is identified appropriately.

4.2.4. INTEGRATION REQUIREMENTS (All Modules)

All the required modules are to be integrated using web services as per data exchange requirements between the modules.

4.2.5. REPORTING REQUIREMENTS (All Modules)

Facilitate wide range of dynamic reporting requirements.

4.2.6. SECURITY REQUIREMENT (All Modules)

- Provide data security via user log-on profiles.
- Implement a robust security model to ensure access control to the system and content.
- Maintain audit trails of data changes and related user IDs.
- Manage user groups and security, including creating new users and resetting passwords

4.2.7. BACK-END HARDWARE INFRASTRUCTURE

Games' Back-end infrastructure shall include Hardware as well as System Software and Licenses.

4.2.7.1 Hardware Components

Servers for SAGMS including Games Portal, Desktop/Laptop Computers, Switches, Firewall, Printers, Scanners, Lamination Equipment, Digital Cameras / Web Camera, UPS etc for Accreditation Centres.

The Agency shall be responsible for the following operations, on a non-exhaustive basis:

- Supply, physical installation, configuration, operation and maintenance of identified hardware equipments, at the designated locations.
- Ensure that all hardware components furnished by the Agency for the purpose of the Assignment possess one year warranty as offered by the OEM.
- Identify Server requirements for co-hosting the envisaged the solution in State Data Center and delineate detailed specifications for the required Servers.
- Configuration and co-hosting of Servers in the NOC/Data Center.
- Sourcing, configuration, installation, commissioning, testing and certification of the necessary software and hardware required for deploying the solution at the SDC.
- Administration and performance management of Servers co-located in SDC.
- Coordinate with the SDC in isolating the issues between solution stack and common infrastructure provided by SDC and in ensuring that they are reported to concerned parties in timely manner.
- Perform Data Space Management (Management of Server Disks), Database Administration and Data Back-up and Recovery operations in SDC.
- If any of the Hardware or Peripherals, supplied by the Agency, is to be removed or repaired, the Agency shall replace the old one with equipment of the same Make/Model/Configuration or of higher Configuration, instantaneously without any delay and without incurring additional payment.

4.2.7.2 System Software and Licenses

System software shall include Operating Systems for Servers and Desktops, Database Systems, Antivirus, Network Management and Monitoring Tools for Venue LANs, and any other relevant Software licenses.

The Agency shall be responsible for the following operations, on a non-exhaustive basis:

- Identify System Software requirements for fulfilling the services under this Assignment and procure the same along with necessary licenses.
- Recognise system software requirements for the co-hosting the solution in SDC and commission them appropriately.

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- Install and configure system software, as required
-

4.3 SCOPE DURING IMPLEMENTATION PHASE

- To implement the SAGMS at all games venues / accreditation centres / all offices related to games and all Functional Areas
- Project planning and management: Bidder should align with the overall Project planning and management functions of the OC-SAG, Coordinate with Network Operator (s) for Network connectivity at all locations. Setting up Helpdesk at Technology Operations Centre (TOC) with adequate Communication facilities Deployment of SAGMS and ensuring availability in all locations Data migration of Historical Data
- Handholding Support
- 3rd party acceptance testing, audit and certification
- In implementing the above, the Bidder shall strictly adhere to the standards specified.
- The project will be managed out at TOC. At all points in the execution of the project, key senior resources including the project manager must be based at Guwahati/Shillong till the completion of the games.
- Printing of Accreditation Cards / Passes along with lamination / lanyards.

4.4 PROJECT PLANNING AND MANAGEMENT

This project is a geographically spread initiative involving multiple stakeholders. Its implementation is complex and though its ultimate success depends on all the stakeholders; the role of bidder is key and hence bidder is required to design and implement a comprehensive and effective project management methodology together with efficient & reliable tools. To have an effective project management system in place, it is necessary for the bidder to use a Project Management Information System (PMIS). The bidder has to ensure that the **SAGMS** project is completed as per the timelines.

The bidder shall address at the minimum the following using PMIS:

- Create an organized set of activities for the project
- Establish and measure resource assignments and responsibilities
- Construct a project plan schedule including milestones
- Measure project deadlines and performance objectives
- Communicate the project plan to stakeholders with meaningful reports
- Provide facility for detecting problems and inconsistencies in the plan
- During the project implementation the bidder shall report to the Technology FA Head, on following items:
 - Results accomplished during the period
 - Cumulative deviations to date from schedule of progress on milestones as specified in this NIT read with the agreed and finalized Project Plan

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- Corrective actions to be taken to return to planned schedule of progress
- Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of the bidder
- Other issues and outstanding problems, and actions proposed to be taken
- Progress reports on a weekly basis
- Interventions which the bidder expects to be made by the Technology FA Head and/or actions to be taken by the Technology FA Head before the next reporting period;
- Project quality assurance reports
- As part of the project management activities, the bidder shall also undertake:
 - Issue Management to identify and track the issues that need attention and resolution from the Technology FA Head.
 - Scope Management to manage the scope and changes through a formal management and approval process
 - Risk Management to identify and manage the risks that can hinder the project progress

4.5 REQUIREMENTS TRACEABILITY MATRIX

The bidder would ensure that developed solution is fully compliant with the requirements and specifications provided in the NIT such as functional, non-functional and technical requirements. For ensuring this, the bidder shall prepare a Requirements Traceability Matrix on the basis of Functional Requirements Specifications (FRS), Non Functional Requirements Specification, and Technical Requirements provided by State (updated, expanded and fine-tuned by the bidder as necessary) and the System Requirements Specifications (SRS) prepared by the bidder. This matrix would keep track of the requirements and trace their compliance through different stages of the project including software design, coding, unit testing and acceptance testing. The Requirements Traceability Matrix would be a live document throughout the project, with the bidder team updating the matrix at every stage to reflect the meeting of each specification at every stage. Through the duration of the project, the Technology FA Head will periodically review the Traceability Matrix. Technology FA Head would provide the final approval once they are satisfied that all requirements are met.

4.6 PROJECT DOCUMENTATION

The bidder shall create and maintain all project documents that would be passed on to OC-SAG as deliverables as per the agreed project timelines. The documents created by the bidder will be reviewed and approved by **SAGMS** committee would also

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approve any changes required to these documents during the course of the project. Project documents **include but are not limited** to the following:

- Detailed Project Plan
- Updated/vetted FRS
- SRS document
- IT Infrastructure / Hardware requirements with specifications to deploy and operate SAGMS
- SAGMS deployment environment requirements (OS/RDBMS/Application Deployment Framework)
- Any third party tools/software needed by the bidder
- All Test Plans
- Test Specifications (Functional / Performance / Stress / Load test cases) Document
- Reports summarizing the Functional /Performance/Load Test Reports carried in Lab environment.
- Requirements Traceability Matrix
- Change Management and Capacity Building Plans
- SLA and Performance Monitoring Plan
- Call Log/Emails/Resolution Reports for Help Desk
- Performance Monitoring Reports for Operations and Support
- Technical , Operation , Administration and Maintenance Manuals, Standard
- Operation Procedures (Manuals covering installation, configuration/setting up of system, Standard Operating Procedures and Maintenance procedures.)
- Updated System Design Document, Manuals, Change Logs
- Project Status Report
- Issue Logs

The bidder shall submit a list of deliverables that they would submit based on the methodology they propose. The bidder shall prepare the formats/templates for each of the deliverables front based upon industry standards and the same will be approved by **OC-SAG** prior to its use for deliverables. All project documents are to be kept up-to-date during the course of the project. The Bidder shall maintain a log of the internal review of all the deliverables submitted. The logs shall be submitted to **OC-SAG** on request. All project documentation shall conform to the highest standards of software engineering documentation.

4.7 SYSTEM STUDY, CUSTOMIZATION, DEPLOYMENT AND INTEGRATION

The bidder is required to study the Games Management system in detail in association with OC-SAG and come out with System requirement Document for the approval of the stakeholders.

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On the approval of the System requirement Document, the bidder is expected to do necessary customization of the software and provide bug free software to the stakeholders. It is the duty of the bidder to ensure that the integration of this module is done wherever required.

4.8 CREATING TEST CASES

Once the SRS is approved and design is started, the bidder would prepare all necessary Test Plans (including test cases), i.e., plans for Unit Testing, Integration and System Testing and User Acceptance Testing. Test cases for UAT would be developed in collaboration with domain experts identified by State. The Test Plans also include planning for the testing any integration with 3rd party software. The Test Plans should also specify any assistance required from State. The bidder should have the Test Plans reviewed and approved by the State.

4.9 HANDHOLDING SUPPORT

The Bidder will provide minimum two qualified and trained persons per location for the complete implementation and operations phase to handhold the staff in the OC-SAG and **SAGMS** users. The Minimum resources required to be deployed are as follows

- Project Manager – 1 No.
- Technical Support for Functional Area (one per FA) – 16 Nos.
- Technical Support for all Accreditation Centers – 28 Nos. Approx.
- Technical Support for TOC – 2 Nos.
- Technical Support for Helpdesk – 1 No.
- Helpdesk Operators – 2 Nos. (24/7)

Note: The above resource requirement is indicative and OC-SAG may ask for additional resource deployment depending on the operational requirements. The vendor has to provide these resources without any additional cost.

4.10 REQUIREMENTS TO ADHERENCE TO STANDARDS

SAGMS system must be designed following open standards, to the extent it should be feasible and in line with the overall system requirements set out in this NIT, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.

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4.11 INDUSTRY STANDARD COMPLIANCE

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, customization, deployment, security, installation, and testing.

There are many standards that are indicated throughout this volume as well as summarized below.

However the list below is just for reference and is not to be treated as exhaustive. Particulars of Required Standards to be adhered to

Portal development	W3C specifications
Information access/transfer protocols	SOAP, HTTP/HTTPS
Interoperability	Web Services, Open standards
Photograph	JPEG (minimum resolution of 640 x 480 pixels)
Scanned documents	TIFF (Resolution of 600 X 600 dpi)
Biometric framework	BioAPI 2.0 (ISO/IEC 19784-1:200 Specification)
Finger print scanning	IAFIS specifications
Digital signature	RSA standards
Document encryption	PKCS specifications
Information Security	SAGMS to be ISO 27001 certified
Operational integrity & security Management	SAGMS to be ISO 17799 compliant

The Bidder shall adhere to the standards published by the Department of Electronics & Information Technology, Government of India.

4.12 REGRESSION, INTEGRATION, SYSTEM AND FUNCTIONAL TESTING

After successful unit testing of all **SAGMS** components, the bidder would conduct full-fledged integration testing, system testing and functional testing in accordance with the approved Test Plans for the configured/customized **SAGMS**, additional functionalities and also integration with other South Asian Games related software and external agencies. This would include exhaustive testing including functional testing,

A thorough regression testing should be conducted for those functionalities identified in Change/Reference document to provide a general assurance that no additional

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errors have cropped up in the process of addressing the customizations and/or Extensions.

1. **Test Reports:** The bidder shall create test reports from testing activities and submit to **OC-SAG**.

2. **Test Data Preparation:** The bidder shall prepare the required test data. The test data shall be comprehensive and address all scenarios identified in the test cases. The bidder should also prepare the test data for all required integrations including **SAGMS** software and external agencies if required

3. **User Acceptance Testing (UAT):** Test Plans for UAT would be prepared by the bidder in collaboration with the **State**. The bidder will plan all aspects of UAT (including the preparation of test data) and obtain required assistance from **State** to ensure its success. The bidder would make the necessary changes to the application to ensure that **SAGMS** successfully goes through UAT. It's mandatory for bidder to incorporate/consider test cases as part of UAT test cases for those customized and/or extensions and/or configured functionalities identified from traceability matrix provided by **OC-SAG**.

4.13 THIRD PARTY AUDIT

The primary goal of Acceptance Testing, Audit & Certification is to ensure that the system meets requirements, standards, and specifications as set out in this NIT and as needed to achieve the desired outcomes. The basic approach for this will be ensuring that the following are associated with clear and quantifiable metrics for accountability.

- Functional requirements
- Test cases and Requirements Mapping
- Availability of Services at the defined locations
- Performance and Scalability
- Security / Digital Signatures
- Manageability and Interoperability
- SLA Reporting System
- Project Documentation
- Data Quality Review

The SAGMS should be third party security audited by a CERTIN empanelled Audit Bidder. A Compliance certificate should be produced by the Bidder before hosting the application on the data centre.

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4.14 SCOPE OF SERVICES POST IMPLEMENTATION

The bidder has to maintain SAGMS, Three Months tentatively after the end of South Asian Games 2016.

4.15 DESIGN CONSIDERATIONS FOR PROPOSED TECHNOLOGY SOLUTION

The design considerations for the proposed technology solution, detail the requirements that the proposed technology solution should meet in order to fulfil the objectives. The design considerations for the proposed technology solution are:

- High Availability
- Scalability
- Interoperability
- Portability
- Performance
- Extendibility
- Maintainability
- Security

The following section details out each of these design considerations with respect to the project and the proposed technology solution.

High Availability: It is an ability to withstand failure or individual components. Considering the priority of making Games services accessible through portal, the system requires high level of availability.

Scalability: Scalability refers to ability to service significant increase in load or page request, without noticeable degradation of performance by means of deploying additional hardware without making any changes to existing code.

Interoperability: The proposed architecture shall be built around the web services standard and adopts open standards for interacting with various applications to address the interoperability requirement.

Portability: Portal shall be portable while addressing the following requirements:

- Any COTS products used shall provide tools for exporting & importing data using open standards
- Developed source code shall conform to open standards

Performance: It shall manage the user load and response time. The proposed architecture should take care of the application level performance requirement by load balancing and caching technique.

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Extensibility: Extensibility refers to the ability to add new functionality without requiring major changes to the existing code. It should be extendible to adopt following the changes with minimal or no changes to existing code

- Providing new content processing, content management system
- Significant growth of the content
- Providing new functionality or feature or service

Security: The security requirements should address data privacy, confidentiality and access control mechanism. In addition, the security should address the following features,

- a. DMZ policy
- b. Encryption
- c. Authentication
- d. Authorization
- e. Digital Signature

The following considerations are being made:

a. Application server level: The access to various applications is controlled by active directory authentication services at the Portal level. The Portal would keep Administrator User data for authentication and authorization at data level.

b. Database level security: Only authorized users are allowed to upload / change the data. The data backup is performed as part of a schedule task and is encrypted to ensure safeguard against data theft.

c. Other Security Features: In addition, system should provide the following security features

- i. System should support integration with third party authentication services or tools
- ii. System should provide unrestricted access to administrator or super user
- iii. Transactional State services are accessible only to authenticated users
- iv. Confidential information such as login pages and pages related to transactional services should be served over https.

Database Features: The following are the Database Features of the application

- Should support data base partitioning and parallel processing
- Should support Active-Active Configuration
- Allow users to connect and use the same database from multiple nodes by using resources of the individual node

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- Should be available under maximum number of Operating Systems and supported under maximum number of Application Servers.
- Should have support for generation, consumption of XML data and XML based query capabilities.
- Allow multi dimensional OLAP capabilities for Data Warehousing

The Portal is built based on Service Oriented Architecture (SOA). Service Oriented Architecture (SOA) may be defined as a group of services that communicate with each other through either simple data passing or two or more services coordinating some activity. The application solution deployed for the SAGMS are required to interface with various other Applications.

5. IMPLEMENTATION AND ROLL OUT

5.1 INDICATIVE LIST OF DELIVERABLES

The bidder shall provide the following.

1. Detailed Project Plan
2. System Requirement Document
3. Updated/vetted FRS
4. System Design Document
5. Test cases details
6. User Acceptance Test Certificate
7. User Manuals
8. System Manual in terms of hardware, networking etc.

5.2 INDICATIVE PROJECT PLAN

Milestone	Period (in months)
Award of Contract	T
Hosting of SAG Portal & Accreditation Module	T+0.5
Hosting of Remaining Modules	T+1
Implementation and Handholding Support and consolidation of Results	From T+1 till end of games

6. GENERAL TERMS AND CONDITIONS

- An Agreement will be executed between the OC-SAG and the successful

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bidder detailing out all the terms and conditions of the project.

- The information contained within this NIT is both proprietary and confidential to the OC-SAG. Bidder shall not duplicate or distribute this NIT to any individual or company, unless said individual or company is directly involved in the completion of Agencies response.
- State may negotiate with the L1 Bidder. The decision of the OC-SAG in this regard shall be final and binding on all the bidders.
- Basic IT Infrastructure/ deployment environment such as Network, Computers, Servers including OS, RDBMS, Application Deployment Framework will be provided by OC-SAG
- Any third party tools/ software required to run SAGMS will have to be provided by the bidder for which no extra cost to be paid.
- The successful bidder shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standard recognized by national/international professional bodies and shall observe sound management practice.
- Bidder should design the Website with advanced technological features to protect the site from attacks by hackers, virus etc.
- Any charges or fees required to get Website audited, certified from third party or Bidder should be borne by the bidder.
- Graphic design should be professional, corporate look with International Standards and should load quickly.
- The website should be browser independent.
- The design should support the dynamic generations of links on the page.
- The design should support single sign on.
- Website design should provide up to date site maps.
- The details of the content management, design, dynamic menus links etc has to be finalized by the bidder during department SRS sign off.
- OC-SAG has the right to call the successful bidders for Technical presentations if required.
- OC-SAG shall issue the corrigendum if required after the pre bid meeting.
- The decision of OC-SAG in selection of the bidder shall be final and binding on all the bidders.
- OC-SAG reserves the right to terminate this contract at any time by giving a 15 days' notice in writing to the selected Bidder without any obligation to compensate the Bidder in any manner for whatsoever reason.
- The bidder should specify in detail the security aspect of the end to end IT solution proposed for the South Asian games.
- At the end of the games the bidder has to handover all the data to OC-SAG as per the format requested by OC-SAG and it may also be noted that the portal and the website should be live till Three Months after the Games.
- The entire software should be web based and on open technologies and

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standards.

- All the data of these game is the property of OC-SAG.
- The software should contain detailed reporting system to the satisfaction of OC-SAG with the option to print out or send the same by email and export to pdf/ word/ excel/ doc files.
- All the modules and sub modules should be properly integrated.
- Every sports discipline needs a specific information system based on the rules of each sport and in South Asian games specific format.
- The bidder should provide the details of the technical manpower that shall be deployed before, during and after the games are over. The details like name of the person, designation, date of birth, date of joining the company, educational qualification etc may be furnished.
- The bidder is responsible for sorting out any technical issues within short time so as to ensure that timely updations on site without affecting portal.
- The SAGMS should provide content management functionality which would be used for storing and rendering content on the portal.
- The SAGMS should maintain calendar of events along with the participating teams.
- The portal shall have video/photos gallery of various sports.
- The portal should be available in English and Hindi.
- The portal should have search options for searching various contents.
- The bidder should ensure that all the required documents are to be uploaded on e-tender portal without fail.

7. DELIVERY RELATED SERVICE LEVEL AGREEMENT CRITERIA

In case the bidder fails to complete the said SAGMS within the expected specified time limit, a penalty shall be imposed on the bidder at the rate of 0.25% of total cost (excluding VAT) per working day delay after the due date and the same shall be deducted from the bidder's bill.

Same penalty would apply for inability in resolving any faults if SAGMS encounters problems not related to hosting environment at NOC/Data Centre. However the penalty would be 5 % of the total cost per day if SAGMS encounters problems 15 days prior to start of the games and during the games.

ANNEXURE-I

Scope of Work

1. Technical Specification of Lanyards

High quality Lanyards

1. 20 mm wide thickness.
2. Rotating metal C. Hook.
3. Printed lanyard (Dye Sub Printing).
4. Custom printing logo, event details.
5. Lanyard Fabric (Satin)

Quantity: 20,000 Nos. (Approx.)

Low quality Lanyards

1. 20 mm wide thickness.
2. Rotating metal C. Hook.
3. Printed lanyard (Screen Printing).
4. Custom printing logo, event details.
5. Lanyard Fabric (Polyester)

Quantity: 20,000 Nos. (Approx.)

2. Technical Specification of Lamination Pouch

1. Material: PET+EVA
2. Thickness: 225 microns
3. Melting Point: 110 degree Celsius
4. Lamination Temperature: 110-140 degree Celsius
5. Size: 180mmX114mm with rounder corners.
6. UV resistant

Quantity: 50,000 Nos. (Approx.)

3. Technical Specification of High Security Hologram

1. Tamper evident type 30 composition
2. Microns 36 thickness
3. Low haze polyester film of consistent optical density for brighter Hologram.
4. Affixed with 90 GSM release paper with superior high tack pressure sensitive adhesive for better grip and higher release property to ensure easy peel off hologram from release paper, made with Laser technique
5. The design provided shall be embossed on the each Hologram.

Quantity: 50,000 Nos. (Approx.)

4. Technical Specification of Wristbands

1. 3/4" wide x 10" long
 2. One size fits all and fully adjustable
 3. Adhesive formula that prevents transferability
 4. Die-cut design which easily identifies tampering
 5. Stretch and tear resistant
 6. Anti-bacterial
 7. Ideal for both wet and dry environments
 8. Custom printing South Asian Games logo, event details and Serial number
- Quantity: 4,000 Nos. (Approx.)**

5. Technical Specification of Accreditation Cards/Passes Stationery

1. 120 gsm
2. Watermark with South Asian Games Logo
3. Size: 175 mmX110 mm / A5 (Approx.)