

Islamic Republic of Afghanistan



Ministry of
Communication & Information Technology
Islamic Republic of Afghanistan



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AFGHAN POST

TERMS OF REFERENCE

FOR

Post Management Information System (PMIS)

2019

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1.0 Introduction

Knowing the current problems which are within the Afghan Government institutions including beurocracy, un-transparent long working processes and a bunch of other inappropriate work cycles, Afghan Post (AP) came with an idea to overcome the mentioned obstacles by starting to work on the Post Management System (PMIS) project.

The E-PMIS primarily mandate is to assist AP through facilitating and simplifying their day to day activities and provide with a one stop shop software that could be user friendly, easily operative, up to date, secure, safe and modifiable as per the requirements and business circumstances of AP.

Post Management System (PMIS) will be developed and implemented in following phases and anticipated timeline:

2.0 Objectives of the assignment

- To collect requirement and analysis for PMIS
- To Design PMIS
- To Implement and program PMIS
- To test PMIS and its component
- To develop Deployment PMIS
- Do Maintenance for PMIS

3.0 Scope of Services

PMIS Infrastructure consists of both Hardware and Software components, specifies the corresponding service level requirements, and describes the management and operations of the whole system. It may comprise briefly of the following components at a very abstract level include but not limited to:

- a) **PMIS central post office** – Post operation management in central bases
- b) **PMIS regional post offices** Post operation management regional bases
- c) **PMIS for Provincial post offices** - Post operation management in provincial bases

4.0 PMIS contains following modules/components:

- Departments and Users management system
- Letter Management System
- Task Tracking System
- Entry Registration Management System
- Meetings Management System
- Employees Profiles Management System
- Transportation Management System
- Asset Inventory Management System
- Projects Management System
- Departmental Monitoring and Evaluation System
- Procurement Requests Management System (PRMS)
- Cabinet decision follow-up and management system
- Official trips management system

- And other modules which will be modified into the E-Post Management as per the organization's requirements

4.1. Departments and Users Management system

All of the system configuration will be accomplished using this module. The System Administrator(s) can create, modify or delete departments, user account, employee records, grant/prohibit access rights to system users and departments etc.

- Organizations structure creation and modification
- Users account management
- 4 Account types (Organization Authority, Department Authority, Data Entry, System Admin)
- Department level access control
- User level access control
- Modules configuration
- System base resources management
- User accounts log management

4.2. Letters Management System (LMS)

This system will be used to centralize the letters exchange system of a ministry. By using this system, the ministry will catch the following benefits:

- Centralized documents management.
- All letters will be stored in a central database.
- Each department will have access to their own letters based on specified access levels
- The head of departments will be always informed of a new letter coming or going out
- The system will track whether a letter is delayed or is on schedule
- The Organization authorities will always have access to see which letters are pending and delayed and needs attention and the system will show an alarm icon on those entries
- The letters formatting will be generated directly by LMS thus Microsoft word or other software will not be required
- The option for attaching the scanned version of the letter will also be available
- Deletion or modification of a letter by the regular user will require the permission of his/her manager/director
- Four types of letters will be processed via this system which includes: Incoming letters, Outgoing letters, Peshnehaad, Estilam
- A communication system is also available inside this system for discussing the problems raised on a specific letter.

4.3. Task Tracking System (TTS)

Task tracking system may form part of project management and process management and can serve as the foundation for efficient workflow in an organization. Managers will have a detailed and up-to-date schedule, and are usually good at directing team members and moving the project forward.

- Manager to sub-ordinates task assignment
- Own tasks assignment
- Daily report of completed, ongoing and cancelled tasks
- Prioritization of tasks.
- Alert system for delayed tasks
- Follow up system for organization authority user account
- SMS and email alerts upon new task assignments
- Various filter options
- Main and sub tasks structuring capabilities
- Work plan creation capabilities
- Integrated with DRMS module
- One click today's report
- One click tomorrow's plan
- Ready for provincial directorates reporting
- And more...

4.4. Documents Repository Management System (DRMS)

This system is specially designed for storing and tracking the actions regarding the Cabinet Decrees, Consultations (shoras), and Decrees from the president etc. This module will track whether the responsibility of the organization against a decree is fulfilled or not which will help the organization better tracking of their obligations towards presidential decrees and decisions.

- Archiving all cabinet related documents
- Tracking of assignments of the Organization towards Presidential decrees etc.
- Integrated with TTS Module
- Auto notifications system
- Attachment capability of PDF version of documents
- Classification of responsibilities into leading and member categories
- Search option

4.5. Appointments Management System (AMS)

This module will organize the appointments of the organization and department authorities. Also it contains a section where all records of entry and exit of people who enter the ministry will be recorded and tracked the time they spent inside the organization.

- Meetings scheduling
- Gate entry registration
- Entrance time tracking
- Connection between reception and the organization authority office
- Approval or rejection of the meeting requests
- Archiving of the meetings
- Archiving of all gate entries

4.6. Applications Registration System (ARS)

The purpose of this system is to store all applications (formal letters, Maktob, estilam...) which are submitted by people in the central database. This system follows the administrative system of the organization. The system is capable of tracking the status progress of each application and shows it very clearly that what the current status of the application is. The applicants will also have access to their relevant application online for tracking the status of their application.

- Applications registration panel
- Applications auto code generating
- Tracking of time spent in different departments
- Archiving of applications
- Filtering options

4.7. Inter-departmental Communication System (IdCS)

We have built a messaging and communication module in the system which will be used as a quick communication tool inside the organization.

- Department to department messaging
- Dashboard message popup
- SMS/email notification
- Group message sending option
- Header message alert
- Text formatting options
- Very easy to use

4.8. Assets Inventory Management System (AIMS) (under development)

Asset management System ensures the organization's assets are used in the most efficient manner, enhancing its profitability. This system can help the organization achieve the greatest benefit while maximizing an asset's lifespan. Physical assets are the largest part of the asset management System, but other types of assets need to be included.

- Assets Registration forms
- Categorizing the assets
- Tag ID generation
- Assigning the assets to employees
- Store inspections
- Integrated with EPMS module
- Detailed reports outputs
- Budget calculations

4.9. Project Management System (PMS)

PMS is typical system and a methodical process for collecting and using project information. This system will help to plan, execute, and close project management goals. PMS differ in scope, design and features depending upon the organization's operational requirements.

PMS supports all Project management knowledge areas such as :

- Integration Management;

- Project Scope Management;
- Project Time Management;
- Project Cost Management;
- Project Quality Management;
- Project Human Resource Management;
- Project Communications Management;
- Project Risk Management;
- Project Procurement Management;
- Project Stakeholder Management

4.10. Departmental Monitoring and Evaluation System (DM&ES)

This module will make the organization able to evaluate all of its entities on timely basis. This system will store the Annual plans of the departments and all of the sub-activities to be achieved for accomplishment of the annual plans. The system is designed to track the plans and its indicators and based on that each department will be evaluated and scored by the system.

- Annual plans/sub-activities registration
- Quarterly reports submission
- Reports QC and approval
- Different interfaces for organization authorities
- Departmental plans progress tracking
- Notification alerts
- Report generation
- Attachment of PDF version of the reports
- Easy to use

4.11. Employees Profiles Management System (EPMS)

The aim of developing this system inside the E-Ministry project is to keep the detailed record of all employees of the organization inside the datacenter of the organization. This information will include the personnel information, educational background, Job history, Skills, Promotions/demotions information and a lot more. Each department will keep the record of its own employees and the overall records will be kept by the organization authorities.

- Profile registration form
- Photo attachment
- Education, relations, job experience, skills, marital status, trips and other information
- Integrated with various other modules
- Filtering options
- Each department will have their own employee's records
- Organization authorities will have the overall access to profiles

4.12. Official Trips Tracking and Management System (OTTMS)

This module will manage and maintain the record of all official foreign trips regarding the workshops, conferences, short-courses, visits etc.

- Alerting the departments regarding a new official trip
- Departments can candidate the qualified employees
- Approval/Rejection will be in authority of organization authorities
- The whole working cycle of the trips will be tracked
- Two official trips will be recorded, employees trip and top official's trips
- Trips archive section
- Attachment of the final report of the trip
- Integrated with EPMS module
- Easy to use

4.13. Transport Management Information System (TMIS) (under development)

This module will keep track of all transport related information such as the number of existing vehicles in the organization, outgoing transport request orders, the fuel/oil expenses, millage of vehicles, the driver's information etc. This system will help the ministry manage its transportation facilities more effectively and efficiently, as well as this system will support the ministry for lowering the level of corruption in this section.

- Vehicles registration panel
- Drivers profiles integrated with EPMS module
- Oil usage records
- Vehicle request forms
- Vehicle in/out records
- Engine oil records
- And more...

4.14. Procurement Requests Management System (PRMS)

This module's purpose is to track all procurement requests which are made by different departments. The procurement requests will be tracked from the registration date up to final handover date.

- Integrated with LMS
- All procurement related request letters will be automatically registered
- The Finance and procurement departments are mainly involved in this module
- Progress updates for request letters
- Tracking all steps of procurement
- Department authorities will track their own request letters
- Organization authorities will track overall request letters
- Final cost will be deducted from the main organization's budget
- The summary of expenses along with other budget information will be shown on dashboard
- Archive of procurement request letters
- And more...

5.0 None-functional Requirement

5.1 Application User Interface

The Application interface should follow coloring on the Post New Logo and content accordingly. The interface should have a decent look to interact customers and user friendly. The Application shall provide a uniform look and feel between all the web pages.

5.2 Cost

The cost for maintenance of servers, licenses and other hardware and software is responsible of the company. License cost and its renewal policy should be provided by company.

5.3 Accessibility

The application should provide easy accessible through desktop to post employees. The system should be secured within latest and highest technology. The protection policy should be applied so that both we application and staff data are saved.

5.4 Reliability

This system should keep the database information's consistently. The application part of the system should never fail. In the database side, failures should be minimal and there should be crash recovery systems in order not to lose information in a potential database failure. System should display informative messages when it's components doesn't work properly.

5.5 Availability

The platform should be available 100% for the users and is used 24hrs a day and 365 days a year. The system shall be operational 24 hours a day and 7 day of a week. System should be tested against probable failures before publishing the first version or updated versions of application. Published version should be error free. In database side, in case of a failure, system should recover any information for user and system.

5.6 Supportability

The application should be available in three languages. The application should support all browsers such (Chrome, Mozilla safari, explorer etc.)

5.7 Security

This application should be secured within the latest and highest security technology.

5.8 Maintainability

Repair time should be no more than an hour. The application should be easy to extend. The code should be written in a way that it favors implementation of new functions. In order for future functions to be implemented easily to the application. Software should be used in development phase in order to reduce complexity, make the system traceable and recover the code from an unwanted crash while more than one developer is dealing with the code. Design elements should be documented well. All parts of the code should be easy to read.

5.9 Portability

The application is integrated within existence POST applications in case needed. The application will respond to the size of the screen and/or window the application is running in. The application should take less than 4 seconds to run.

6.0 Liaison with MCIT and Afghanistan Central Post

The Consultant shall maintain close liaison with Post director. The Director of AP appointed by Ministry of communication and information technology for the sole purpose of the

services. The Director of AP shall be the primary contact point of the ministry for the Consultant.

7.0 Additional Responsibilities of the Consultant

- Development of Post Management System(PMIS)within its component and features based on request of the AP as mentioned in this document
- Development of system component such (Departments and Users management system, Letter Management System, Task Tracking System, Entry Registration Management System, Meetings Management System, Employees Profiles Management System, Transportation Management System, Asset Inventory Management System, Projects Management System, Departmental Monitoring and Evaluation System ,Procurement Requests Management System (PRMS), Cabinet decision follow-up and management system, Official trips management system And other modules which will be modified into the PMIS as per the organization's requirements
- The PMIS should be made in Dari, Pashto and English languages
- Complete training of the system.
- Complete Installation of the System and hosting inside the server with related component in national data center of Afghanistan
- AP will regularly monitor the project system development process till completion.
- AP should receive project progress report and update of development each component on weekly bases of system development.
- Apply any further functions & features if requested by AP that are not mentioned here, these features do not affect the project cost.
- Hosting The PMIS will be in-house (national data center of Afghanistan)
- Wither the company does not meet AP expectations, AP have the right to request for changes based on the requirements and specification as needed by Post.

8.0 Obligation, Duties and Responsibilities of the entity

The AP is responsible for the flow of information between the relevant stakeholders in the requirement gathering phase, software development phase, as well as in the Implementation phase. AP can organize consultative meetings as needed to render the service.

9.0 Duration of the Services

The duration of the Services is to extend from the date of effectiveness of the Contract for a period of approximately 5 months after contract.

10.0 Terms and Condition of System Maintenance

The company should provide maintenance services for one year after the system deployment. During this period if any error or system failure occur the company is responsible to solve the problem on the spot.

11.0 Equipment to be provided by the consultant

Complete PMIS packages with all the components mentioned in section 6.0. In addition, delivery and configuration with all the setup of the hardware.

12.0 Deliverables and Reporting

The main deliveries for this project include:

- PMIS platform software as one packages within complete setup and configurations services
- Delivery of the system within the components in CD
- PMIS platform complete setup and configuration
- Reports shall be generated after the completion of each phase, requirement gathering phase, development phase and implementation phase and share with Afghan Post.
- The inception and the interim reports shall be submitted electronically and as hard copies to the Director of Afghan Post.
- The final PMIS platform within license and source code should delivery to Afghan Post.
- Complete platform hosting and configuration and delivery to the entity
- Hosting of the platform in National Data Center of Afghanistan within server mentioned in first section of the document
- Delivery of the software packages within licenses for further platform integration
- ***Inception Report***

The inception report must contain a work plan which indicates the phases of the requirement gathering, design, prototyping, development and implementation the timing, key deliverables and milestones. As summary:

- Submission of requirement gathering documents(SRS)
- System Development document
- Software Design and architecture
- Submission of requirement analysis document
- Deploy first demo of the system
- Live system for Post technical team review
- ***Initial launch and submission Interim Reports***

The midterm report concludes initial launch of demo of platform. In this stage second enhanced demo of the Application should be come live. The technical team of Post will observe the performance of the system and give feedback or request for changes if needed.

- ***Presentations of the final products and delivery of hardware***

The consultant should provide presentations of the project activity and development of the platform to Afghan Post employees as well delivery all the hardware and equipment to final system launch. This will help both parties to discuss and improve the system as per the need of entity as well test the system before actual implementation.

- ***Approval of Final Report***

This is the final platform delivery with complete software and hardware components. Complete configuration of the system in both central and provincial level. As the final part of the project the system should be completely ready for operation. As expected the system should be used by Post employees. The entire license for the products should be submitted by the company to Afghan Post.

Payment Terms:

1-70% payment after implementation of the system, delivery of the good, installation configuration and delivery of the source code.

2- 20% payment after providing training for the 40 employees of the Post Directorate.

3- 10% payment shall be given after one year warranty.