

# **TERMS OF REFERENCE FOR SELECTION OF SOLUTION ARCHITECT TO DESIGN THE ARCHITECTURE FOR THE 'INTEGRATED WELFARE MANAGEMENT SYSTEM'**

## **1. BACKGROUND**

Social Safety Nets Project (SSNP) is implemented under Ministry of Finance. The main objective of the Social Safety Nets Project is to establish equity, efficiency, transparency within the Social Safety programs in Sri Lanka, through the establishment of an effective and transparent mechanism for selecting, managing and graduating families supported by the various social welfare programs.

The ultimate objective is to ensure the selection, management and graduation of beneficiaries of the 23 social welfare programs currently operating in Sri Lanka. However, in the initial phase the project will focus on four of the social welfare programs. These programs are Samurdhi, Elderly Allowance, Disability Allowance and Chronical Kidney Disease Unknown (CKDU). SSNP is a five-year project funded by World Bank to support this initiative. One of the main tasks of this project is to assist the Welfare Benefits Board (WBB) established under Welfare Benefits Board Act to develop and implement a new Integrated Social Welfare System (IWMS).

SSNP has initiated developing an electronic data capturing system using a web /mobile based platform which is managed by Welfare Benefit Board (WBB). All ICT developments are undertaken in coordination with ICT agency (ICTA) of Sri Lanka.

A comprehensive Process Re-engineering Study was undertaken to define the processes of the Integrated Social Welfare Management System (IWMS). These re-engineered processes have envisioned the integration and simplification of the activities from selection and enrollment of beneficiaries across the various social safety net programs, to their on-going management, and finally, the graduation of the beneficiaries. This system will also facilitate the disbursement of welfare benefits to the enrolled beneficiaries as well as manage the grievance process. It is envisaged, in the future, to integrate all government social safety net programs through this system.

## **2. OBJECTIVE OF THE ASSIGNMENT**

The objective of the assignment is to develop an overall solution architecture of the Integrated Welfare Management System based on the re-engineered processes to facilitate the registration, selection, enrollment of beneficiaries to the various social safety net programs, to facilitate the disbursement of benefits and the capture and monitor public grievances. The IWMS system proposes to integrate multiple social safety net programs in Sri Lanka, managed by various entities, reporting to different ministries, into a single platform. The system will be used to support following processes;

- i. Applicant identification, Verification and Selection including Social Safety Net eligibility calibration and ranking, enrolment and management of allocated fiscal space
- ii. Selection, Case Management, Enrolment, Progress Monitoring and Graduation of Registered Social Assistance Program Beneficiaries
- iii. Managing support for Eligible Households by 3<sup>rd</sup> Party Institutions
- iv. Grievance and Query Management
- v. Creating Distributors, Assigning Beneficiaries and Distribution of Benefits
- vi. Citizen Feedback and Information Sharing

It is envisaged that the IWMS System will be accessed by the officers of the safety net programs at the national and divisional levels, while the district level officers could also be given access to review the information within the IWMS System. Further, 3<sup>rd</sup> Party entities that are providing support to those eligible for social safety net assistance will also be provided access to the IWMS System. In addition, it is envisaged that the field level officers will access the IWMS System based on a mobile application. The beneficiaries will also have the opportunity to access the IWMS System via a mobile app.

## **3. SCOPE OF ASSIGNMENT**

The specific TOR, specifies the scope of work related to the individual the SSNP intends to engage to provide expert inputs in relation to Designing the Solution/System Architecture and IT infrastructure that would be required to undertake the development the Integrated Welfare Management System. It is proposed that the Solution Architect will undertake the tasks specified below;

- a. Study and understand the re-engineered processes envisioned for the IWMS system.
- b. Analyze the current technology environment and advancements and suggest the appropriate architecture/platform to develop and implement in IWMS.
- c. Specify the appropriate technologies for undertaking the development of the IWMS system.
- d. Build the technical solution and the IT infrastructure requirements for the Integrated Welfare Management System.
- e. Study the ICTA cloud environment and identify the pros and cons. Recommend solutions to overcome the identified issues.
- f. Identify and document the required time and human resources of the project align and reference to the BPR document
- g. Identify and document the risk factors and required security measures for IWMS
- h. Draft a cost estimate for implementation of IWMS
- i. Provide a detailed architectural solution and technology specification for the IWMS

#### **4. DURATION OF THE PROJECT**

This assignment is for an initial period of 2 months and would be extended if additional services are required.

#### **5. DEGREE OF EXPERTISE AND QUALIFICATION FOR THE SOLUTION ARCHITECT**

##### **a. Qualifications**

- Bachelor's or higher degree from a recognized university in Information Technology, Computer Science or relevant field of study.
- Masters' degree or professional qualification in relevant area would be an added Advantage

##### **b. Experience**

- Minimum 10 years experience in software/application systems development and delivery including at least 5 years work experience as a Solution/Systems Architect.
- Should have managed/lead a team of at least 15 software implementation personnel including analysts and developers in the last 3 years.
- Knowledge in designing/implementing systems on LGC cloud-based environment is required
- Technical background and experience in Java and PHP programming environments would be an added advantage
- Knowledge and experience in variety of software development platforms and frameworks would be a definite advantage
- Proven experience in solution building for government IT systems would also be an added advantage

##### **c. Skills**

- Excellent knowledge in English
- Project management and good communication skills
- Resource management skills

## 6. DELIVERABLES

No	Deliverable	Deadline	Notes
1	Inception Report	Contract date + 1 Week	Methodology, Timeline for the solution, Etc.
2	Architecture – Intermediate Report	Contract date + 4 Weeks	Technology Stack options with Pros and Cons
3	Resources and time estimation	Contract date + 6 Weeks	Detailed report of resources and time needed for the system development with proposing technology stack
4	Detailed architecture design and technology requirements/ Specifications	Contract date + 7 Weeks	

## **7. SCHEDULE OF PAYMENT**

<b>No.</b>	<b>Deliverable</b>	<b>Payment</b>
1	Inception Report	15%
2	Architecture – Intermediate Report	25%
3	Resource and Time Estimation	20%
4	Detailed architecture design and technology requirements/Specifications	40%

## **8. EVALUATION CRITERIA**

All applications will be evaluated based on criteria specified in paragraph 5 above.

## **9. REVIEW OF THE DELIVERABLES**

A committee appointed by SSNP will evaluate the deliverable and comment within 1 week of the submission. All the deliverables should align and referenced to the Business Process Re-engineering document.

## **6. OTHER CONDITIONS OF ENGAGEMENT**

The selected candidate will be required to operate from a location provided by SSNP. The candidate will be required to utilize their personal equipment for this assignment.

The SSNP would provide the internet connectivity and server facilities required for the assignment.