Draft Indicative Terms of Reference (ToR)
for Sr. Tester for quality assurance and web security of the RTPS Portal
Background and Objective of the Project:

1. The Government of Assam (GoA) through Government of India (GoI) has received a loan from the World Bank for the 'Assam Citizen-Centric Service Delivery Project (ACCSDP)'. The ARIAS Society is the implementing agency for ACCSDP.

2. The Government of Assam (GoA) is committed to improve governance in the state and public sector performance. It has already embarked upon a number of specific initiatives to support this objective. They include: the Right to Public Service Act (RTPS), RTI, a public grievance redress system, e-District, Common Service Centers, and establishment of State e-Governance infrastructure.

3. Affordable access to public services, especially for the poor people, is one of the key imperatives for inclusive growth. The Government of Assam (GoA) is committed to improve governance in the state and public sector performance and has recognized the need to strengthen the delivery of citizen-centric service, and had therefore enacted the Assam Right to Public Services Act, 2012 (ARTPS) to ensure citizens' access to public services in timely, efficient and accountable manner. The Act enables the citizens of Assam to get notified public services within a stipulated timeframe and also fixes responsibilities on public servants to provide these services in a time-bound manner. GoA has also embarked upon a number of specific initiatives to support this objective, a public grievance redress system, e-District, Common Service Centers, and establishment of State e-Governance infrastructure.

4. To strengthen and deepen these initiatives, GoA has received a $39.20 million loan from the World Bank financed towards the 'Assam Citizen-Centric Service Delivery Project' (ACCSDP) [Project ID: P150308, IBRD Loan No. 8754-IN]. The ACCSDP aims to improve citizen access to targeted services under the ARTPS, particularly in remote areas. Citizens, especially the rural communities who are heavily dependent on government services, will be the principal beneficiary group of the project. The project will place citizens at the center of the service delivery process by strengthening feedback mechanisms and grievance redress.

5. ACCSDP will facilitate implementation of the ARTPS Act with efficiency and accountability for better delivery of citizen-centric services under ARTPS Act and will support the line Deptts. A high-level delivery unit will be established to monitor the implementation of the ARTPS Act. A blend of technological interventions and administrative reforms for 18 key services will be taken-up initially under the project in four Govt. agencies, viz. Transport, Revenue & Disaster Management, Welfare of Plain tribes & Backward Classes (WPT&BC Deptts) & the Guwahati Municipal Corporation. The project will assist implementing line departments/agencies in restructuring business processes so that citizens can access services digitally within the given timeline of ARTPS Act.

6. The Project Development Objective is to improve access in the delivery of selected public services in Assam. ACCSDP also aims to strengthen institutional operations and improve citizen awareness and participation in order to expand access to services to benefit the rural poor. This inclusive approach will contribute to access improvements in four key ways: (i) by expanding the number of Right to Public Services Act (RTPS) services which are digitized and available on-line; (ii) by improving connectivity infrastructure especially in underserved areas to enhance citizen access to services; (iii) by engaging local populations in service delivery (through both participatory and digital approaches) so that targeted priority services for the rural communities are accessible; and (iv) by rationalizing and strengthening service delivery by front-line institutions. This project design is pivoted around four interrelated components: (i) strengthening RTPS implementation; (ii) improving service delivery processes in targeted departments; (iii) setting up Public FacilitationCenters (PFC) to receive requests for RTPS services and electronically deliver select services to the citizens closer to their homes; and (iv) promoting citizen engagement.

7. The ARIAS Society now intends to hire one(1)Senior Tester for testing of RTPS Portal i.e. to strengthen the RTPS implementation on contractual basis,and hence the ToR has been framed.

Key Tasks,Skills and Responsibilities

   a) He is responsible for conducting the testing, thereafter analyze the results and then submit his observations to the development team.

   b) He may have to interact with the clients to better understand the product requirements or in case the design requires any kind of modifications.

   c) To create test-product documentation and also has to participate in testing related walk through.

   d) Designing and helping in creating the architecture of test automation

   e) Communicating and working with business owners to write and implement related test plans

   f) Estimating the testing process

   g) Developing the testing strategies

   h) Arranging the hardware and software environments for the test setup

   i) Managing detected defects

   j) Identifying and managing proactively the risks

   k) Attending the regular user department calls and discussing the weekly status with the project leadership team

   l) Ensuring content and structure of all testing documents

   m) Checking for timely delivery of issues, etc.

8. **Essential Qualifications& Experience**

   a) **Educational Qualification:**BE/B Tech/MCA/ MSc IT / M Tech or Equivalent

   b) **Working Experience**: The**Sr. Tester** should possess five(5) years in QA testing of Java J2EE/PHP web applications or other web application for any public or private sector organization. Candidates not having five years of experience shall not be eligible for appearing in the interview. The experience will be counted from the date of passing the required educational qualification.

   c) **TestingSkills:**Test Automation tools experience, such as Protractor, Selenium, RestAssuredetc and should have Postgres Database experience with programming skills of JAVA or PHP.

   d) **Language:** Good knowledge of written and spoken English, Hindi and Assamese;

   e) **Age**: Age of the candidate should not be more than **35 years** as on **1st February, 2019.**

   Remuneration and payment terms:

   Depending on the qualifications, experience, competency, and also the remuneration/ CTC of the last assignment, the consolidated fixed annual Cost to project (CTP) of the **DBA** will be determined and mutually agreed with the successful candidate, which would be in between**Rs.6.60 lakh to 14.40 Lakh** per year.

9. **Reporting and Performance Review**

   The Sr. Tester will report to the Project Manager. In the absence of Project Manager, he/she willreport to Deputy Project Director (DPD) or as directed by State Project Director (SPD), ARIAS Society. Annual performance review will be done as perthe HR Policy of the ARIAS Society.

10. **Facilities to be provided by PMU**

   The Sr. Tester will be provided access to all the required documents, correspondence, and any other information associated with the project and as deemed necessary. He/She will be provided with one office cubicle/workstation in the PMU/DITEC/NIC or at the location decided by the SPD along with computer, printer, computer/office consumables, and internet access. (No clerical assistance will be provided).

   Note: This is a draft indicative ToR; The SPD, ARIAS Society reserves the right to change, update or modify this ToR at any stage during the recruitment process or at the time of signing of the Contract Agreement.