Request for Proposal (RFP)

Selection of Implementing Agency for Upgradation and Customization of IT & MIS system for smooth running with continuous back-end development of existing system Running Modules and Key Sub Systems with bug fixes and new requirements of crucial development to meet our present ongoing and future requirements envisaging aggregation of multi departments for Assam Skill Development Mission.

RFP NO ASDM-3289/2023/29 dated 15.06.2023

GOVT. OF ASSAM
ASSAM SKILL DEVELOPMENT MISSION
KATABARI, NH: 37 GARCHUK: GUWAHATI-781035

DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidders, by the Assam Skill Development Mission hereinafter referred to as ASDM, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not Possible for the ASDM, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources.

ASDM, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

ASDM may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

No. ASDM-3289/2023/29: Bids are invited from Firm/Agencies/Companies for selection of Upgradation and Customization of IT & MIS system for smooth running with continuous back-end development of existing system Running Modules and Key Sub Systems with bug fixes and new requirements of crucial development to meet our present ongoing and future requirements envisaging aggregation of multi departments with the components as per details at Annexure –I**.**

1. Bids are to be submitted through e tender Portal i.e. https://assamtenders.gov.in.

    The Submission details are as below:-

Sl. no.	Particulars	Description
1.	Date of e-Tender Publication	15.06.2023
2.	Last Date & Time for Submission of Queries via email to kishore.asdm@gmail.com	22.06.2023 till 04:00 PM
3.	Date of rebuttal/reply of queries	26.06.2023
4.	Last Date & Time for Submission of Bid	08.07.2023 till 03:00 PM
5.	Opening of Technical Bid	10.07.2023 at 11:00 AM
6.	Date & Time of Technical Presentation by Bidders	To be announced later.
7.	Date & Time of Opening of Financial Bid	To be announced later.
8.	Place of Opening of Bids.	In the website www.assamtenders.gov.in at 5th Floor, Assam Skill Development Mission. Katabari, Gorchuk, NH-37

2. Bids will be evaluated on the Basis of Quality and Cost Based Selection (QCBS) in the ratio of 70:30 for Technical and Financial Bids respectively.

3. Changes, Corrigendum, etc, if any, will be uploaded at https://assamtenders.gov.in.

Sd/-
Mission Director

1. **Overview of ASDM**

    Assam Skill Development Mission (ASDM) is registered under Society Registration Act, 1860 in 2015 and is working under the aegis of Skill, Employment & Entrepreneurship Department (SEED), and Government. The Mission started functioning from January, 2017 as an apex body of all skill   the state to achieve skilling and gainful employment for the youth of the state. ASDM also aims at creating a sustainable skill ecosystem for convergence of quality skills training and also encourage budding entrepreneurs in different sectors. ASDM is implementing the state-funded Placement linked Skill Development Training Programme and Centrally-funded Pradhan Mantri Kaushal Vikas Yojana for providing short term training on various skills which are in high demand. Further, ASDM has established state of the art North East Skill Centre in collaboration with ITEES, Singapore which provides one-year certificate courses in the sectors of Beauty & Wellness, Hospitality, Housekeeping, Food and Beverage Service and Retail Services. Further, more, ASDM is also implementing the establishment of the first of its kind in the entire region the Assam Skill University with financial assistance from ADB.

2. **Scope of Work.**

    ASDM has developed a Web- Portal for online registration, management, monitoring & Tracking, demand and supply facilitation of skilled manpower, online billing, verification and payment processing and documentation. The Web Portal need to be maintained& managed by the IT professionals in the form of maintenance and operations support. Being an apex body in the state, all skilled manpower information needs to make available in one common platform to be maintained by ASDM. For that purpose, IT convergence between all the govt. departments working in skilling activities is essential. IT & MIS portal of ASDM need to be developed to cope up with the requirements for inter departmental data convergence. The IT &MIS portal of ASDM will function as a one click solution for demand and supply of all skilled manpower of Assam.

Type of Servers	Software's Installed	Server Location
1) Database server	Operating system - Ubuntu 16.04. Database - MySQL 5.7	Cloud
2) Web server	Operating system - Ubuntu 16.04, Nginx (web server), PHP v7.2 (homepage), Node.js v10.15 (internal applications), Mongo v3.6, Tomcat 7 (reports), Java 1.8	Cloud
3) Server for IT Portal	NodeJs, MySQL Server, MongoDB, Environment OS: Ubuntu	Cloud
4) GitLab	Ubuntu 22,NGINX	Cloud
5) Staging/Testing server	Ubuntu 22,NGINX, MYSQL 5.6, Node 10.16, Mongo 4	Cloud

At present configuration and upgradations of existing running MIS portal and new developments not existing in running system is required.

2.1 Existing running MIS portal: Continuous back-end development for smooth running of Running Modules and Key Sub Systems for bug fixes, new requirements, configurations and upgradations.

SN	MIS Modules
1	Web Portal
2	Learner Tracking System
3	Trainer Tracking System
4	Training Centre Tracking System
5	Document & Workflow Management System
6	MIS Dashboard
7	Learning Management System
8	External Employer Tracking System / Placements
9	Assessment Module
10	Stakeholder / Administrator Management
11	Analytics
12	Financial Management System.

Entity/User Management | Work Flow Process Management | Sector/Course Management | Module Management

Content Management | Master Management | Document Management | Fund Management

Work Allocation Management | Batch Management | Work Order Management | Candidate Management

Attendance Management | Ongoing Batch Inspection | Assessment Management | Finance Management

Invoice Management | Employer Management | Placement and post-placement tracking Management | Dashboard, MIS Report and Analytics

2.2 New crucial development: to meet our present ongoing and future requirements envisaging aggregation of multi department's usage in MIS portal highlighted below.

Module No. & Name		Sub Module
1	AADHAR/ eKYC	• EKYC of candidates using AADHAR integration in MIS portal to authenticate in two modes: 1) One-time bulk validation of captured Aadhar number for already registered in MIS portal and 2) Validate new registration in MIS portal by e-KYC. • AADHAR enabled Biometrics Attendance System (AEBAS) Integration in MIS Portal with UIDAI specifications.
2	Integration Module	• Integration with APIs (Application program inter phase) provided by 3rd party software integrator, e.g. Employment Exchange, Call center, other departments like JJM, etc. as and when required. • Integration with What's App, Chat Bot, AI based models for providing user support in IT MIS. • QR code generating module in Assessment for generating certificates for non-SIP batches. • Candidate Database pool integration with Assam Education Department present in Udise + . • Development of face recognition module in MIS Portal. • Integration with call centre app for monitoring.
3	Payment Gateway Bank Module	• New Payment milestone creation other than two existing (30:50:20), (30:30:40) for batches in MIS • New Payment milestone creation for invoices billed that are not in MIS. • Development of an online payment module integration which is existing in PFMS with Bank Integration for a paperless and transparent payment process for ASDM and all incorporated departments. • Development of an Online payment module integration which is not existing in PFMS with Bank Integration for a paperless and transparent payment process for ASDM and all incorporated departments. • Implementation of Digital Signature in MIS Portal for Payment related matters • Backend Development for smooth implementation of Multiple Departments of Government of Assam in the ASDM MIS Portal for new schemes, incentives, DBT (Direct Beneficiary transfer), etc.
4	Job Portal Module	• Digital platform for placement job mela and conducting interviews linkage with employer and candidates.

Module No. & Name		Sub Module
		• App based inspection and verification system to monitor ongoing training. Assessment, placement etc.
5	Monitoring & Evaluation Module	• Future Development of CM Dashboard on ADHOC basis as per specification. • Development to implement in TC login PLSDTP-3rd installment (Timer) • SMS Push Notification for Student on Assessment date, Result Declaration etc. • SMS Push Notification for pending invoice generation for Multi Department. • Call center facility to view restricted profile of candidates can input comments and observations and verify by capturing call pre defined findings in portal.
6	HR Module	• App based staff Attendance System.
7	Miscellaneous	• Any new development as and when required by higher authority management
8	Mobile App	• Mobile app to make user friendly and effortless with minimal user input for quick mobilization guiding candidate in course registration for skill training. • Term of Reference for Mobile Application

2.2.25 Term of Reference for Mobile Application

Sl. No	Terms of Reference for Mobile Application/Features	
1	**Tenure**	• The development of the mobile app for ASDM IT & MIS Portal is to be completed over a span of 210 days from the Award of Contract. The features and modules required to been enabled under the application are as follows:
2	**General Requirements**	• The Mobile Application must be available on Tablets and mobile and must be compatible with major operating systems of tablets and mobile. Currently it is envisioned to develop the app for following OS: ➢ Android. ➢ iOSand. ➢ Web version of the same. • The Application Service Provider has to define the User Experience strategy under the following heads: • Define feature sets to be provided on mobile application based on client requirement especially keeping in mind the functionalities required for the Assam Skill Development Mission.

Sl. No		Terms of Reference for Mobile Application/Features
		• Creation of policy related to terms of usage, privacy policy, content management policy etc, in consultation with ASDM and as per major App hosting platform (Android, iOS and web) standards. • Create a consistent and delightful user experience with consistent and unique themes and layouts which flows in from the overall brand values of ASDM and the spirit of the 'ASDM' along with user goals. However, it does not provide any branding rights or marketing rights or advertising rights to the Application Service Provider, all the rights are reserved by ASDM. • Define screen lay outs and navigation to ensure delivery of structured content with easy and intuitive navigation. • The downloaded and working apps should update and synchronize data from the server for technical updates and user information like contacts, photo, location, SMS and emails etc. only if accepted by user as per related to terms of usage, privacy, content management etc. • The mobile app to be hosted by the application developer on all App stores.
3.	**Specific features**	• The successful Application Service Provider should propose new solution to cover requirements (features and functionalities) at least under the following heads: • Support. • The Application Service Provider shall timely update the Office of The Assam skill development Mission on the collected. Information (user feedback on facilities & over all App performance) • The Application Service Provider must provide support to the application from the date of contract till the end of the contract. Support includes and/or changes to them mobile application features, information etc. as required and needed by ASDM from time to time.
4	**Miscellaneous**	• The name of the mobile application is to be decided by ASDM. • Bidder must handover the application and its sole rights to ASDM, Government of Assam at the time of expiration of contract; in full running condition, with knowledge transfer to designated MIS personals. At the discretion of ASDM the application would be used as deemed fit for the benefit of public. • The mobile application must be available24*7aftergo-live, mobile application must be free of cost to the general public and all the users.
5	**Development**	• Fact Finding and Requirement Gathering. • The Functional Requirements as envisaged for the mobile app are described in this document. The Application Service Provider needs to Study these carefully and should consult with the concerned.

Sl. No		Terms of Reference for Mobile Application/Features
		ASDM officials whenever necessary to obtain more details on the requirements of the project. It shall be the duty of Service Provider to refine functional requirements as needed during requirement gathering exercise. The Application Service Provider shall prepare detailed requirement gathering documents, for which the agency shall have a comprehensive discussion with ASDM officials and other stakeholders to ensure that each of the requirements mentioned in this RFP is covered. After approval of requirement gathering documents by concerned officials at ASDM, the Application Service Provider will start App Development.
6	**Unique designs of Portal**	• Design Structure. • The Application Service Provider needs to submit at least 1 home page and internal pages design layouts for approval. • Approved design should have at least 2 colour themes and one high contrast colour theme. • Home page should be attractive and well-constructed, so that it makes a good first impression to all app visitors. • Home page should clearly communicate the purpose, and show all major options available on the app. • A consistent page layout must be maintained throughout the app. • Graphic elements like buttons and icons should be simple and their meaning and symbolism should be self-explanatory and relevant. • Wherever a graphic is used meaningful 'alt text' may be given. • There must be adequate colour contrast between text and background • Image should only be used when it adds value to the content. • Easy access to the homepage should be provided from every page. • Compatibility & Scalability. • The design of the app should adjust according to the screen size. • Design should be device independent and compatible to Tablets &Mobiles. • Design should not be font dependent. The content of the app should be read able with default standard fonts. • Design interface should be easy to configure, customize and extend. • Usage of HTML5 and Responsive Grid system would be preferred. • Optimized compressed CSS and JS should be used to allow minimum load time. • All styling should be handled through external style sheet. All the HTML tags should be styled through CSS, so that it should be uniformly consistent at each location where ever used.
7	**Functional Requirement**	• Role Based User Access. • Admin Role. • Administrator log-in with complete access.

Sl. No		Terms of Reference for Mobile Application/Features
10		• Only administrator can have the rights to permanently delete the content from the app, that too only after taking proper back-up of the entity/system.
		• Only Administration can read live stream data for monitoring purpose etc.
		• Continuous monitoring & tracking of the activities of the trainees undergoing training till engaged in a job and thereafter job shifts, engagements and disengagements
		• Grievances submitted through the App must be accessible at first hand to Public Grievance Officer and Administration for furtherance to appropriate stakeholders.
		• Skilled candidate rating and Feedback system by user.
		• Localization.
		• The mobile app should be Multilingual with scope to accommodate English, Assamese, Hindi, Bengali and Bodo languages. The default language should be English, unless chosen otherwise by the user.
		• The application should be developed in an appropriate format to provide appropriate support for most of the languages in order to accommodate other languages apart from those mentioned above, if need arise.
		• Version History.
		• CMS portion of the mobile application should have version management system. Each time publishing of content should create a version of the content.
		• Admin should have the facility to view all the versions and roll back the old content.
		• Version Number, publishing version major minor and keeping records up to max versions should be configurable.
		• Search Features for mobile application.
		• The app should have a keyword based search for multiple languages.
		• To search specific record each section/module should have parameterized search.
		• Usage Statistics.
		• The usage generator must allow comprehensive usage statistics to be gathered, including: user downloads, region wise statistics, most used pages and links, daily usage analytics reports including periodic comparative analysis reports for number of skilled manpower, number of Training Partners, Training Centers, Employers, Employability, Skills, Job Roles, etc., leaving scope for flexible analysis for the purpose of planning.
		• Public Grievance redressed System.
		• The App must have a dedicated feedback system for Public Grievances to be accessed by any stakeholder or end-user for submission of grievances against any stakeholder/authorized

Sl. No		Terms of Reference for Mobile Application/Features
11		personnel pertaining to any matter. The option should be made available to all stakeholders for submission of grievances with option to upload supporting documents in audio, visual, audio-visual and text document format. The grievance must show up at the CMS with notification to Public Grievance Officer and Administration for furtherance to concerned stakeholder. The scope for forwarding of grievance to relevant authority by the Public Grievance Officer may be integrated with the Apron need basis. • Integration of BHIM/Payment Gateway. • The App must have scope for integration of Payment Gate way on a need basis. • Security Features • The mobile app should have the following security features: • Audit trail at administrator level should also be enabled. It should capture each activity done by each authorized user, IP address, Time stamp etc. to track that who, when and from where has done what changes in the application. • The app should be able to generate email and SMS Alerts and also historical report in the security report view able to the administrator containing the Time, IP address of attackers, the page under attack, and the parameter under attack with the attack values. • There should be a provision of blocking any IP or Network by assigning IP Address range from accessing the pages of admin module of the app; also the main app (so that identified attackers can be blocked) • The admin module, up loader module should be in separate folders o that HTTP Scan be configured on the functionality that requires login action to be done. Administrator Panel should be secure enough. Other than user name password there should be other secure means for login into admin panel. Onetime password and digital certificate based login facility may be provided on a need basis.
8	**Non-Functional Requirement**	• Scalability: The architecture is capable to take care of high volume traffic. • Portability: The application components should be portable with minimal effort. • Expandability: It's easy to extend the services provided with minimal changes to other components–that is allowing easier development of new applications based on the existing components and layers. • Availability: The services at each layer allow for high availability. • Reliability: The data being transferred and the processing of the same are reliable. That is, persistence must be provided at each layer and each interface between layers.

Sl. No		Terms of Reference for Mobile Application/Features
12		• Recoverability: The manner in which the system recovers from failure. • Back up and Restoration: Provide the back-up and restore functionality for the application. • Interoperability: Interoperability features permit the underlying disparate sub systems or external systems to work together seamlessly, while hiding much of the complexity required joining these pieces together. • Administrative & Management Capability: The services provided at each layer shall be easy to manage (with a clear interface for administration). Also, the component must be able to interface with the standard monitoring tools available. • Security capability: Provide services to protect access to sensitive resources or information. • Font resize: Options given for different sizes of font for old age/low vision users and customized to various mobile application themes.
9	**Hosting Servers & Market Place Launch (Go Live)**	• The application hosted at suitable cloud/servers to be able to meet the SLA of interaction of users with the app downloaded from App store/Google play store. • Source Code and Database of the mobile application will be deployed by Application Service Provider. • Digital Certificate for staging server will be taken by Application Service Provider. • Installation of Digital Certificate will be carried out by the Application Service Provider. • Installation of all software related to installation will be the responsibility of Application Service Provider. • Application Service Provider will be responsible for transferring the source code/database to production server. • The requirement of necessary licenses required for the hosting of the mobile application on major app stores will be provided by the Application Service Provider. However, it is clarified that these license are to be procured by the selected Application Service Provider.

3. **Bidder Eligibility Criteria.**

Sl. No	Specific Requirements	Documents Required
1.	The bidder must have office in Guwahati .	Company Registration Certificate/ Trade License must be submitted
2.	The bidder should be a registered company/firm and should have existence for at least 15 years as on opening of the bid.	Company/Firm Incorporation Certificate
3.	The bidder should never have been Blacklisted/ Barred/ Disqualified by any Regulator/ Statutory Body or any PSU	Notarized affidavit that the bidder has not been blacklisted/ barred/ Disqualified Regulator/ Statutory Body or any PSU
4.	The bidder must have a valid GST Registration Certificate	Copy of GST Registration Certificate
5.	The bidder should have an minimum average annual turnover of 2 crore in last 3 (three) financial years and positive net worth (FY 2019-20, FY 2020-21, FY 2021-22)	Audited balance sheet for last three financial year and turnover certificate
6.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices	Notarized affidavit by the designated official of the responding firm
7.	Bidder should have implemented at least one project in Central Government / State government / PSU / Public listed companies with a project value of 1 crore or more	Work order and Project completion certificate.
8.	The bidder should have a valid ISO 27001: 2013 and CMMI-3 Certification	Copy of the valid certificates

4. **EARNEST MONEY DEPOSIT (EMD)**

i. Every applicant participating in the bidding process must furnish the required earnest money deposit (EMD) of Rs. 1,30,000/- (Rupees One Lakh Thirty Thousand only).

ii. EMD of an applicant lying with Assam Skill Development Mission in respect of other bids awaiting decision will not be adjusted towards EMD for the fresh bids. The EMD originally deposited may, however, be taken into consideration incase proposals are re-invited.

iii. The EMD is to be deposited through the portal www.assamtenders.gov.inas per the mode and procedure prescribed in the website.

iv. Refund of EMD: The EMD of unsuccessful applicants shall be refunded without any interest after completion of empanelment process.

v. Forfeiture of EMD: The EMD taken from the applicant shall be forfeited in the following cases.

    a. When the applicant does not sign the agreement within a period of 7 working days of issue of Letter of Invitation (LoI). Agreement to be part of Tender Document in the format as Annexure... of this document.

    b. When the applicant withdraws or modifies his proposal after opening of proposals.

    c. When the applicant does not deposit the Performance Guarantee in the form of Bank Guarantee before the Agreement is signed.

    d. To adjust any dues against the firm from any other Agreement with Assam Skill Development Mission.

    e. Rejection of proposal on account of Corrupt and Fraudulent Practices as outlined in this RFP

5. Cost of Bid Document

The Bidder has to pay in online mode an amount of Rs. 2,000/- as cost of Bid Document in https://assamtendser.gov.in. Bids received without Tender Document Fees will be summarily rejected.

6. **Procedure for Bid Submission:** The bidders are requested to submit the following:

i. Technical bid along with the Response to Pre-Qualification Criteria, Tender document fees and Earnest Money Deposit one-procurement portal**.**

ii. Financial Proposal on e-procurement portal. **No hard copy of financial proposal is to be submitted.**

7. Instruction for online submission:

Bids (Technical & Price bid) shall be submitted online on https://assamtenders.gov.in as detailed below:-

i. The participating bidders in the tender should register themselves free of cost on e-procurement portal in the website https://assamtenders.gov.in

ii. Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates.

iii. The bidders should scan and upload the respective documents in Technical bid and Price Bid documentation as specified in the e-tendering portal. The bidders are advised to scan the relevant document with 100 DPI only to reduce the file size.

iv. Technical & Price bids are to be digitally uploaded in the e-tendering portal. Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Financial Proposal, failing which the bid submitted shall be summarily rejected.

v. Please Note that all the formats given has to be duly filled up, signed and submitted in the bid failing which the bid submitted shall be summarily rejected.

vi. Submission of hard copy of the financial bid shall make cause the bid to be summarily disqualified.

8. Selection Process

i. A three-stage procedure will be adopted in evaluating the proposal.

ii. In the first stage, the eligibility of the bidder will be ascertained on the basis of document provided as per qualification criteria. Bidder must fulfill the eligibility criteria.

iii. In the second stage, a technical evaluation which will be carried out prior to opening the financial proposal.

iv. Evaluators of Technical Proposal shall have no access to the Financial Proposals until the technical evaluation is concluded.

v. Each responsive proposal will be given a technical score. A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference. A minimum of 70 marks will have to be obtained in technical score by bidder to qualify for the next stage of commercial bid opening and evaluation.

vi. Quality-and Cost-Based Selection (QCBS) procedures will be followed in this RFP. The marks are distributed as - Total (100 marks) =technical marks (70%) + financial marks (30%).

vii. In case of QCBS, the lowest evaluated Financial Proposal will be given the maximum financial score (SF) of 30 points. The financial scores (SF) of the other Financial Proposals will be computed by comparing the proposed cost.

viii. Proposals will be ranked according to their combined technical (ST) and financial (SF) scores out of maximum weights 100. Total Score= ST (Technical Score) + SF (Financial Score). The bidder achieving the highest combined technical and financial score will be invited for signing an agreement with Assam Skill Development Mission for executing the work.

Technical Bid Score: The Technical Bid Score **'St'** of the Bidder shall be derived as under

$St = (Stm/SH)$

Where,

St is the Technical Bid Score

Stm = Total technical bid marks of the bid under consideration

SH = Highest total technical bid marks amongst all evaluated bids

The Authority reserves the right to modify the evaluation process at any time during the tendering process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidder of any such change. At any time during the process of evaluation the Authority may seek specific clarifications from any or all Bidder.

Evaluation of Financial Bids

In this phase, the Financial Bids of the Bidder, who are technically qualified in Phase II, shall be considered. Formula to determine the scores for the Financial Bids shall be as follows

$Sf = (FL / F)$,

Where,

Sf is the Financial Score

FL is the value of lowest Commercial Bid

F is the price quoted in the bid under consideration

Combined Evaluation of Technical & Financial Bid

The Total score of the Bidder will be determined as under

Total Score (Ts) = (70 x St) + (30 x Sf)

ix. Assam Skill Development Mission reserves the right to accept or reject any proposal, and to annul the tendering process/Public procurement process reject the entire proposal at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidder.

9. **Information of the Bidder:-**

Sl. No.	Information	Details to be furnished.
1.	Name of the Company/Firm	
2.	Address	
3.	Authorized representative of the company/firm with mobile no.	
4.	Registration Number (CIN Number)/Firm Registration No.	
5.	PAN Number along with a copy of PAN Card.	
6.	GST Registration No and Certificate	

10. **Technical Bid**

TECHNICAL BID		
Sl. No	**Specific Requirements**	**Documents Required**
1.	Average annual turnover of bidder in last 3 financial years (FY 2019-20, FY 2020-21, FY 2021-22) • From 2-3 Crore: 10 Marks • More than 3 Crore-<= 5 Crore: 15 Marks • More than 5 Crore: 20 Marks	CA Signed Turn Over certificate. (20- Marks)
2.	Net worth of bidder in last 3 financial years (FY 2019-20, FY 2020-21, FY 2021-22) • Upto 1 Crore: 5 Marks • More than 1 Crore-<= 3 Crore: 7.5 Marks • More than 3 Crore: 10 Marks	CA Signed Net Worth certificate. by CA (10- Marks)
3.	Experience in design and development of web-based application in Central Government / State government / PSU / Public listed companies. • Upto 2 Projects: 10 Mark • More than 2 - <= 4 Projects: 15 Marks • More than 4 projects: 20 Marks	List of work done along with Work order and completion certificate from the client. (20- Marks)
4.	Experience in design and development of web-based application in Central Government / State government / PSU / Public listed companies. • Upto 1 Crore: 5 Marks • More than 1 Crore-<= 2 Crore: 7.5 Marks • More than 2.5 Crore: 10 Marks	Work order and completion certificate from the client (10- Marks)
5.	Prior experience of Development/ Operation and maintenance of MIS portal application	Work order and completion certificate from the client

		(10- Marks)
6.	Presentation on the Maintenance & Development Methodology for the portal	Power Point Presentation of the bidder (30- Marks)
	Total mark	(100-Mark)

Note: All supporting documents for the above listed criteria should be submitted along with the bid. In absence of the supporting documents, the bid will not be considered for evaluation.

11. **Financial Bid.**

   a. The Bidder has to submit the financial bid for implementing the assignment online as per the format prescribed in the online portal. (Financial bid to be submitted online on e-tender portal only) and no hard copy should be submitted.

   Note: NO HARD COPY OF THE FINANCIAL SHALL BE SUBMITTED.

   b. **Evaluation of Financial Bids:**

   In this phase, the Financial Bids of the Bidder, who are found to be meeting the eligibility criteria and technically qualified in Phase I, shall be considered. The Financial bid shall be evaluated on the Total Fees quoted by the bidder. ASDM will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the Bidding documents and who has qualified in both the Technical and Financial Evaluation, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of Bid documents and (b) qualified in accordance with the provisions of Bid documents.

12. Pre Bid Queries may be sent in email id: kishore.asdm@gmail.com and in the prescribed format within **22.06.2023 till 04:00 PM**

RFP clause no	Clause as per RFP	Queries

Response to pre-bid queries, if any will be uploaded within three days from 22.06.2023 on official website of ASDM. No individual replies to bid queries will be sent. Bidders are advised to visit the website regularly for any response/corrigendum/ addendum.

13. General Terms and Conditions:-

13.1 The Successful bidder will deposit Bank Guarantee of 5% of the contract value as performance security in the form of DD (Demand Draft) favoring "Mission Director, Assam Skill Development Mission)" valid till 90 days beyond completion of the contract period and will be forfeited in case of failure to execute the contract. The DD is to be submitted within 15 days from the date of issue of work order.

13.2 The Successful Bidder should not seek escalation in the rates quoted during the contract period.

13.3 ASDM reserves the right to accept bid(s) from agencies resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government investigating Agencies & Vigilance Cell.

13.4 ASDM is not bound to accept any bid under this process or to assign any reason for non acceptance. ASDM reserves its right to accept the bid in part or in full.

13.5 ASDM reserves the right to withdraw/cancel the bid document partially   or completely at any stage.

13.6 ASDM reserves the right to seek any clarification or waive any infirmity that it deems fit from a bidder.

13.7 All disputes will be settled under the Jurisdiction of the Hon'ble Courts of Guwahati, Assam.

14. Payment Schedule: -

14.1 Suggested Minimum Deliverables

Sl. no	Milestone	Time of Completion (In Days)
1.	Project Start/Signing of Agreement	T
2.	Deployment of Resources	T+10
3.	Requirement Gathering and Planning	T+15

4.	Submission and Acceptance of FRS report	T+25
5.	Submission and Acceptance of SRS report	T+45
6.	Submission and approval of UAT Plan	T+60
7.	New requirements Design&Development(includingacceptanceinlinewithUATplan andapplicationtesting)inphased manner	T+90
8.	User Interface (Design/Layout) with defined sections and sub-sections.	T+120
9.	Interface & Functionality testing	T+130
10.	Hosting at staging server (for security audit, training and UAT)	T+150
11.	UAT	T+160
12.	Security and Load Testing	T+170
13.	Go-Live	T+180
14.	Final Acceptance Testing and Sign Off by Client	T+210
15.	Handing over of documentations and Technical & Client User manuals	T+240

14.2 Payment Schedule against suggested Minimum Deliverables.

Percentage	Milestones (In phased manned for each module and phase)
20%	Award of Contract
10%	Submission & Acceptance of FRS (Mile Stone 4)
10%	Submission & Acceptance of SRS(Mile Stone 5)
10%	Completion of UAT(Mile Stone 11)
10%	Final Acceptance Testing and Sign Off by client(Mile Stone 14)
40%	Handing over of documentations and Technical & Client User manuals(Mile Stone 15)

15. Force Majeure.

In the performance of any obligation of any of the parties is prevented or restricted or interfered with by reason of fire, explosion, strike, causality, riots, sabotage, accident, lack or failure of transportation facilities, food, war, civil commotion, terror attack, lightning, acts of God, any law, order or decree of any government thereof or any other cause similar to but not limited to those above enumerated, beyond the reasonable control of the party, the party so affected shall, upon the giving of prompt notice to the other parties, be excused

from performance hereunder to the extent and for the duration of such prevention, restriction or interference.

16. **Penalty:**

In case of unsatisfactory services in any manner, notice will be issued for improvement in the service by the ASDM giving one-week time. Delay in submission of deliverables beyond more than one week may incur penalty of 0.5% of the Contract value per deliverables as stipulated in the table above (Clause 14.1) which will be deducted from the bill amount that is due for payment. Non-compliance or failure to meet the service levels agreed for more than 4 times in a month, may lead to termination of the contract. Any appeal in this case shall lie with the MD, ASDM whose decision shall be final and binding.

In case successful bidder fails in delivery of satisfactory services and the ASDM manages for such services or part thereof, recovery of additional financial liability will be affected as risk and cost from the successful bidder.

The Bank Guarantee may be forfeited for unsatisfactory service provided to the ASDM after allowing reasonable chance to set right the service deficiencies to the full satisfaction of the ASDM. The Security Deposit can be forfeited / invoked to set off claim of the ASDM for penalty.

Sd/-
Mission Director
Assam Skill Development Mission
Guwahati, Assam

FORMATS FOR PROPOSAL SUBMISSION
(PART A)
(General and Eligibility Criteria)

TECH 1:UNDERTAKING

To
The Mission
DirectorAssamSkill
DevelopmentMission
BhabanandaBoroPath,Ka
tabariGarchuk,Guwahati,
Assam781035

I/We…………………………………………………………………….. Of (insert business address) hereby submit our proposal in response to the Request for Proposal [RFP] for Upgradation and Customization of IT & MIS system for smooth running with continuous back-end development of existing system Running Modules and Key Sub Systems with bug fixes and new requirements of crucial development to meet our present ongoing and future requirements envisaging aggregation of multi departments and undertake to execute and complete the services as we will be reasonably required to be performed, in accordance without proposal, the RFP requirements and the final work order to be issued by the Authority.

This RFP shall remain valid to be accepted by the Authority and shall not be withdrawn for a period of 90days from date of submission of bids.

I/We understand that the Authority reserves the right to accept / reject any application and the selection is at their sole discretion.

Authorized Signature

Name in full:

Company/Firm

Name Title:

Date:

TECH2: Format for Power of Attorney for Signing of Application.

Know all men by these presents that We…………………………(Name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. /Ms.(name)………………………………………………………………son/daughter/wife of……………………………and presently residing at…………………who is presentlyemployed with us and holding the position of…………………………………………asourtrueandlawfulattorney(hereinafterreferredtoas the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for the "Selection of Implementing Agency for Upgradation and Customization of IT & MIS system for smooth running with continuous back-end development of existing system Running Modules and Key Sub Systems with bug fixes and new requirements of crucial development to meet our present ongoing and future requirements envisaging aggregation of multi departments of Assam Skill Development Mission(ASDM)".

Theattorneyisfullyauthorizedforprovidinginformation/responsestotheASDM,representing us in all matters before the ASDM including negotiations with the ASDM, signing and execution of all agreements including the Memorandum of Understanding and undertakings consequent to acceptance of our proposal, and generally dealing with the ASDM in all matters in connection with or relating to or arising out of our proposal for the said Empanelment.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deed sand things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

INWITNESSWHEREOFWE,

THE

ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF

ATTORNEY ON THIS………….DAY OF…………………….

 For... ;
(Signature, name, designation and address)

Accepted

……………………………………………

(Signature)

(Name, Title and Address of the Attorney)

Witnesses:

1._____ 2._____

Notes:
To be executed on stamp paper as per The Indian Stamp (Assam Amendment) Act, 2021.

ThemodeofexecutionofthePowerofAttorneyshouldbeinaccordancewiththeprocedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required, the same should be under common seal affixed.

TECH3: Firm Overview & Application Parameters

Name and Details of the Applicant and Authorized Representative:	
Name of Company/Firm	
Type	
Registered Address	
Head-Office Address	
Phone	
Fax	
Mobile	
Email	
Website	
Whether blacklisted by any Govt./semi-Govt. organization (If yes, by whom)	Applicant requires to submit a notarized affidavit to non-judicial stamp paper of Rs.100/-signed by the Authorized Signatory
Name of Authorized Representative	
Designation	
Mobile	
Email	

FORMATE–NOBLACKLISTING
(In affidavit Format (Notarized)

The Mission Director
Assam Skill Development Mission
Katabari, Gorchuk
Ghy-781035

DearSir,

Ref: Tender for Upgradation and Customization of IT & MIS system for smooth running with continuous back-end development of existing system Running Modules and Key Sub Systems with bug fixes and new requirements of crucial development to meet our present ongoing and future requirements envisaging aggregation of multi departments

In response to the Tender Document for Upgradation and Customization of IT & MIS system for smooth running with continuous back-end development of existing system Running Modules and Key Sub Systems with bug fixes, new requirements and upgradations and new crucial development to meet our present ongoing and future requirements envisage aggregation of multi departments, I/ We hereby declare that presently our Company/ firm is having an unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.We further declare that presently our Company/ firm is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security deposit may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future against any other tender.

Yours faithfully,

Place: Signatures

Date: Name

                                                                                        Seal of the Organization

Agreement

Between

Assam Skill Development Mission (ASDM)

-AND-

………………………………………………………….

This Agreement is signed on dated…………………………at Guwahati, Assam, between **Assam Skill Development Mission** (First Party) and ……………………………………………………………… (Second Party), where: -

Assam Skill Development Mission (ASDM) is a registered Society under Skill Employment and Entrepreneurship Department (SEED), Government of Assam. The objective of the Mission is to provide Skill training and capacity building of unemployed youth of Assam for gainful employment (wage &self-employment) for their economic upliftment.

-AND-

………

………

Now, both the parties agree with the following terms: -

1. That ASDM provides Skill Development training to eligible unemployed youths in the State of Assam as per skill training norms set by Ministry of Skill Development and Entrepreneurship (MSDE), Govt. of India and as per State specific needs of Assam. For smooth implementation, transparency, efficiency and overall   monitoring, records and evaluation of the activities of the Mission from time to time, ASDM has developed a Web- Portal for online registration, management, monitoring & Tracking, demand and supply facilitation of skilled manpower, online billing, verification and payment processing and documentation. The Web Portal need to be maintained & managed by the IT professionals in the form of AMC. Being an apex body in the state, all skilled manpower information needs to make available in one common platform to be maintained by ASDM. For that purpose, IT convergence between all the govt.

departments working in skilling activities is essential. IT & MIS portal of ASDM need to be developed to cope up with the requirements for inter departmental data convergence. The IT &MIS portal of ASDM will function as a one click solution for demand and supply of all skilled manpower in Assam.

2. That the Second Party shall provide for all the necessary requirements and services for Upgradation and Customization of ASDM web portal, as per the terms and conditions and requirements mentioned in the RFP No…………………………………. dated………and related work order No. ASDM……………dated………

3. That, the First Party shall supervise and monitor the services provided by the Second Party of the Upgradation and Customization of its web portal as per provided specifications in RFP No……. dated…….and as per requirement of ASDM and shall release payments to the Second Party on satisfactory performance as per norms set in the RFP No………………dated……and related work order No. ASDM……………………………………dated…………………………

4. That, both the parties agree to abide by all the clauses mentioned in the RFP No………………………………. including all the Annexure dated…………………and related work order No. ASDM……………………………………. dated…………………………,including the Governing laws, penalty clauses and all Legal aspects and the same shall be treated as part and parcel of this agreement.

5. That, this Agreement shall be valid initially for one year from the date of signing and may be extended, modified or renewed for another two years depending on the satisfactory performance of the 2nd party, further requirement of ASDM and mutual understanding between the parties. Any modifications, alterations, additions or renewal of terms of this agreement will be valid if made in writing only and agreed by both the parties.

In witness whereof the Parties have set their Respective Hands on the Day, Date and Place aforementioned.

For and on behalf of   For and on Behalf of

Assam Skill Development Mission (ASDM)………………………………..

(Authorized Signatory)   **(Authorized Signatory)**

Name: Name:

Designation: Designation:

(Office Seal)   (Office Seal)

Witness: Witness:

Name: Name:

Designation: Designation: