
DESIGN, DEVELOPMENT & MANAGEMENT
OF WEB BASED SOFTWARE
FOR
SKILL DEVELOPMENT INITIATIVE SCHEME

REQUEST FOR PROPOSAL

Reference No: DGET-6/1/2007-MES/IS-Vol III

DIRECTORATE GENERAL OF EMPLOYMENT & TRAINING
MINISTRY OF LABOUR AND EMPLOYMENT
GOVERNMENT OF INDIA

SHRAM SHAKTI BHAWAN, 2-4 RAFI MARG, NEW DELHI - 110001

Website: <http://www.dget.gov.in>

Tel Nos. 011-23001232, 011-23710485

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1. INFORMATION & INSTRUCTIONS TO BIDDERS

1.1 Introduction & Issuer

Directorate General of Employment & Training (DGE&T), Ministry of Labour & Employment, Government of India invites reputed IT firms to submit their technical and commercial offers for development and management of SDIS Web Based Software in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

1.2 Purpose

The purpose of this Request for Proposal (RFP) is to seek the services of a reputed IT firm that would conduct requirement analysis, design, develop, test and implement SDIS Web Based Software. This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The detailed scope of work is provided in Section 3 of this RFP document.

1.3 Project Consultants

Infrastructure Leasing & Financial Services Ltd. (IL&FS) shall act as Consultants to DGE&T for this project.

1.4 Cost of RFP

The Tender document is available free of cost. A copy of the RFP can be downloaded from www.dget.gov.in/tender

1.5 Eligibility Criteria

Bidders who fulfill all of the following eligibility criteria would be considered for evaluation:

- 1.5.1 The bidder should be registered in India and have been in existence for the last three years.
- 1.5.2 The bidder must have an average financial turnover of at least Rs. 50 Crores for the last three consecutive financial years.
- 1.5.3 The bidder must have a minimum cumulative turnover of Rs. 75 Crores from IT Software Development services in the last three consecutive financial years and must have a positive net-worth for the above period.
- 1.5.4 The bidder should have successfully designed, developed and implemented a minimum of three (3) Web-Based Application Software in last three (3) years. One of such software should have been implemented for Government / public sector clients in India.
- 1.5.5 The bidder should have a minimum SEI CMMi Level 5 certificate for its Software Development Centers in India, which would be catering to the offshore work for this project.
- 1.5.6 Bidder must have an overall IT staff strength (staff performing duties of IT/Software Design/ Development/ Implementation and/or Procurement, Install, Test, Configuration of Hardware and Network Equipments) of at least 100 personnel as on 31-03-2009.
- 1.5.7 The Bidder should be registered for Service Tax and Income Tax in India.
- 1.5.8 The Bidder must not be blacklisted by any government organization in India at the time of submission of the RFP.

All the above must be substantiated through suitable documentary proof in support as provided in the formats for submission.

Bidders may note that Consortium or outsourcing of work is not allowed.

1.6 Complete Response

- 1.6.1 Bidders are advised to study all instructions, forms, terms, project requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- 1.6.2 The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD.

1.7 Proposal Preparation Costs

- 1.7.1. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DGE&T to facilitate the evaluation process, and in negotiating a definitive Agreement or all such activities related to the bid process. DGE&T will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 1.7.2 This RFP does not commit DGE&T to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.
- 1.7.3 All materials submitted by the bidder becomes the property of DGE&T and may be returned at its sole discretion.

1.8 Signing of Communication to DGE&T

All the communication to DGE&T including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid.

1.9 Pre-Bid Conference

1.91. DGE&T will host a Pre-Bid Conference, tentatively scheduled to occur on **2nd July 2009 at 1500 hrs at Shram Shakti Bhawan, New Delhi.** Bidders are requested to visit the website www.dget.gov.in/tender for any changes in the date and venue of the conference and any other information related to this RFP.

1.9.2 The purpose of the conference is to provide bidders with information regarding the RFP and the Project requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project. However, DGE&T reserves the right to hold the pre-bid conference.

1.10 Bidder inquiries and DGE&T responses

1.10.1 All enquiries / clarifications from the bidders, related to this RFP, must be directed in writing exclusively to the contact person notified in this RFP document. Bidders must necessarily use format provided in Annexure 3 Request for Clarification (RFC) Form for seeking any clarifications.

1.10.2 The preferred mode of delivering written questions to the aforementioned contact person would be through mail or fax or email. Telephone calls will not be accepted. In no event will the DGE&T be responsible for ensuring that bidders' inquiries have been received by DGE&T.

1.10.3 After distribution of the RFP, the contact person notified by DGE&T will begin accepting written questions from the bidders. DGE&T will endeavour to provide a full, complete, accurate, and timely response to all questions. However, DGE&T makes no representation or warranty as to the

completeness or accuracy of any response, nor does DGE&T undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

- 1.10.4 No request for clarification from any bidder shall be entertained after 2nd July 1600 hours.

1.11 Amendment of RFP Document

- 1.11.1 At any time prior to the last date for receipt of bids, DGE&T, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.

- 1.11.2 The amendment will be notified in writing or by email to all prospective Bidders who have been issued this RFP Document and will be binding on them. The amendment will also be uploaded in the website.

- 1.11.3 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, DGE&T may, at its discretion, extend the last date for the receipt of bids.

1.12 Supplemental information to the RFP

If DGE&T deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such supplement shall be deemed to be incorporated by this reference into this RFP.

1.13 DGE&T's right to modify submission deadline

DGE&T may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an Addendum or by intimating all bidders who have attended the pre-bid conference, in writing or by facsimile, in which case all rights and obligations of the project and the bidders, previously subject to the original deadline will thereafter be subject to the deadline as extended.

1.14 DGE&T's right to terminate the process

- 1.14.1 DGE&T may terminate the RFP process at any time and without assigning any reason. DGE&T makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- 1.14.2 This RFP does not constitute an offer by DGE&T. The bidder's participation in this process may result in DGE&T selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by DGE&T to execute a contract or to continue negotiations. The DGE&T may terminate negotiations at any time without assigning any reason.

1.15 Bid security and its amount (EMD)

- 1.15.1 Bidders shall submit, along with their Bids, Bid security or Earnest Money Deposit (EMD) of Rs. 10 Lakhs (Rupees Ten Lakhs only), in the form of a Demand Draft only in favour of PAY & ACCOUNTS OFFICER, DGE&T payable at NEW DELHI, valid for six months. EMD in any other form shall not be entertained.
- 1.15.2 The bid security shall be denominated in Indian Rupees only. No interest will be payable to the Bidder on the amount of the Bid Security.
- 1.15.3 Unsuccessful Bidder's bid security will be discharged/ returned as promptly as possible but not later than 30 days after the award of the contract to the successful bidder.
- 1.15.4 The bid security may be forfeited:
- (a) If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
 - (b) In the case of a successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee in accordance with the format given in the RFP.

- 1.15.5 The EMD shall be submitted with the technical bid in a separately sealed envelope as mentioned in this section. Bids submitted without adequate bid security/ EMD will be liable for rejection.

1.16 Submission of Bids

- 1.16.1 The bidders are expected to submit their offers in two parts namely, “Technical bid” and “Commercial bid” and in the format given in this document. Two copies of each part have to be submitted, titled as ‘Original’ and ‘Duplicate’. So, in all, there has to be –
1. Technical Bid – Original - One Copy
 2. Technical Bid – Duplicate - Two Copies
 3. Commercial Bid – Original - One Copy
- 1.16.2 The Bidders are expected to submit One (1) soft copy of their technical bid only on a non-rewritable CD media in a separate sealed envelope with the Original Technical Bid. The CD media must be duly signed using a permanent Pen/Marker and should bear the name of the bidder submitting the bid.
- 1.16.3 The hardcopy version will be considered as the official proposal.

1.17 Bid Packaging and Markings

- 1.17.1. The bidder shall seal all the copies (Original and Duplicate) of technical proposal in an inner envelope marked "Technical Proposal – Design, Development and Management of SDIS Web Based Software". The envelope shall indicate the name and address of the bidder.
- 1.17.2 The bidders shall seal the commercial proposal in an inner envelope marked "Commercial Proposal – Design, Development and Management of SDIS Web Based Software". The outer envelope shall indicate the name and address of the bidder.

- 1.17.3 Both inner envelopes of Technical & Commercial Bid shall be sealed in an outer envelope marked "Proposal – Design, Development & Management of SDIS Web Based Software".
- 1.17.4 The outer envelope shall indicate the name and address of the bidder to enable the proposal to be returned unopened in case it is declared "late". Both inner and outer envelopes shall be addressed to DGE&T at the address specified in section 1.24.
- 1.17.5 The original proposal shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the bidder itself.
- 1.17.6 Any such corrections must be initialled by the person (or persons) who sign(s) the proposals. An authorized representative of the bidder shall initial all pages of the proposal.

1.18 Bid Submission Format

- 1.18.1 The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.
- 1.18.2 Material deficiencies in providing the information requested may result in rejection of the proposal.

1.19 Documents Comprising the Bids

- 1.19.1 The bids prepared by the Bidder shall comprise of the following:
- A. Technical Proposal comprising of the following:
 - 1. Earnest Money Deposit (EMD) amount in the form of a Demand Draft
 - 2. A board resolution authorizing the Bidder to sign/ execute the proposal as a binding document and also execute all relevant agreements forming part of RFP.
 - 3. Form 1: Technical Proposal Cover Letter

4. Form 2: Organization Details
5. Form 3: Organisation Project Experience
6. Form 4: Affirmative Statement for Conflict of Interest
7. Form 5: Team Composition
8. Form 6: Format for Curriculum Vitae (CV) of Proposed Staff
9. Form 7: Description of the approach and methodology for the project
10. Form 8: Detailed Work plan for performing the assignment
11. Form 9: Self Declaration
12. Form 10: Unpriced Bill of Material (BOM) for System Software, Third Party Software, hardware and network equipments etc. required as per bidders' proposed solution

B. Commercial Proposal comprising of the following:

1. Form 11: Commercial Proposal Cover Letter
 2. Form 12 - Commercial proposal
- Form 13: Bill of Material (BOM) for Software, Hardware Network equipments, Third Party Software, Support etc.

1.19.2 Bidders shall furnish the required information on their technical and commercial strengths in the enclosed formats only. Any deviations in format may make the tender liable for rejection. *(Do not, otherwise, edit the formats and proposal cover letters).*

1.20 Technical proposal

1.20.1 A printed covering letter, set forth in Annexure 1, Form 1, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. *(Do not, otherwise, edit the content of the proposal cover letter).*

1.20.2 The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing

information. In submitting additional information, please mark it as supplemental to the required response.

1.20.3 The technical proposal should address the following at the minimum:

1. Overview of Proposed Solution that meets the requirements specified in the RFP
2. Overall architecture
3. Technical architecture
4. Security architecture
5. Network architecture
6. Scalability & Performance Requirements
7. Availability
8. Operational environment
9. Implementation methodology, project plan and implementation schedule
10. Project team structure, size and capability
11. On-site Post Implementation Support Strategy
12. Training and Education model for deployment of the project beyond Pilot phase
13. Quality assurance/process
14. Key Deliverables (along with example deliverables , where possible)
15. Unpriced Bill of material of all the components (e.g. software, hardware networking, third party software etc.)

1.20.4 Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. DGE&T will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

1.20.5 The bidder is expected to provide bill of materials for the proposed solution as part of technical proposal without price quote. The Bill of materials/deliverables as given in the technical solution should be in consonance with the commercial proposal. Any deviations in the final deliverables between technical and commercial proposals shall make the

proposal as being unresponsive and may lead to disqualification of the proposal. DGE&T reserves the right to take appropriate action in this regard.

1.20.6 Bidders are required to provide in their proposals, details and sizing estimates of hardware required to be procured by DGE&T. The hardware and network equipments should be planned keeping in mind the application and data requirements for a period of at least five years. The hardware and networking equipments face technological obsolescence and thus proper planning for procurement and management is very critical.

1.20.7 The bidder must address the following in their project implementation strategy:

- a. A detailed Project schedule and milestone chart.
- b. Approach and Methodology of design, development and management of the Web Based software. The plan should adhere to the software development life cycle (SDLC) mentioned in Annexure 6 - Functional Requirements Specification.
- c. Key implementation objectives, key deliverables and an implementation schedule for the same.
- d. Project Management tools proposed to be used for project.
- e. Bidder's plan to address the key challenges of the project.

1.21 Commercial proposal

1.21.1 Unless expressly indicated, bidder shall not include any technical information regarding the services in the commercial proposal.

1.21.2 Prices shall be quoted entirely in Indian Rupees.

1.21.3 No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The Contract price shall be the only payment, payable by DGE&T to the successful bidder for completion of the contractual obligations by the successful bidder under the Contract,

subject to the terms of payment specified in the contract. The price should be quoted inclusive of all taxes, duties, and charges and levies as applicable.

- 1.21.4 The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

1.22 Discount

The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose.

1.23 Correction of errors

- 1.23.1 Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted will be entertained after the quotations are opened. All corrections, if any, should be initialled by the person signing the proposal before submission, failing which the figures for such items may not be considered.

- 1.23.2 Arithmetic errors in proposals will be corrected as follows:

- a. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
- b. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

- 1.23.3 The copies 'Original' and 'Duplicate' of each bid should be similar in all respects in terms of content. (e.g. – the original and duplicate copies of the Technical Bid should be similar in all respects in terms of the content).

1.24 Address for bid submission and correspondence:

Room No. 511B,
 O/o The Deputy Director General (AT),
 Directorate General of Employment & Training,
 Shram Shakti Bhawan, 2-4, Rafi Marg, New Delhi-110001
Tel No: 011-23714992, 011-23710485

1.25 Key Events and Dates

S. No.	Event	Tentative Date
1	Issue of RFP	23rd June 2009
2	Date and Time of Pre Bid Meeting Place of Pre Bid Meeting Directorate General of Employment & Training, Shram Shakti Bhawan, 2-4 Rafi Marg, New Delhi-110001 Queries on RFP for Pre Bid Meeting have to be submitted in writing, seven (7) business days before the Pre Bid Meeting at the above mentioned address as per format given in Annexure 3.	2nd July 2009
3	Last Date, Time and Place for Bid Submission Room No. 511B, O/o The Deputy Director General (AT), Directorate General of Employment & Training, Shram Shakti Bhawan, 2-4 Rafi Marg, New Delhi-110001.	20th July 2009 Latest by 1500 Hrs
4	Date, Time and Place for Opening of Technical Bids Directorate General of Employment & Training, Shram Shakti Bhawan, 2-4 Rafi Marg,	20th July 2009 16:00 Hrs

	New Delhi-110001.	
5	Date and Time for Presentation on Technical Bids by Bidders Place for Presentation on Technical Bids by Bidders Directorate General of Employment & Training, Shram Shakti Bhawan, 2-4 Rafi Marg, New Delhi-110001.	To be communicated later
6	Opening of Commercial Bids Place for Opening of Commercial Bids Directorate General of Employment & Training, Shram Shakti Bhawan, 2-4 Rafi Marg, New Delhi-110001.	To be communicated after technical evaluation of bids
7	Award of the Project and Signing of Agreement with Successful Bidder	To be communicated later
8	Commencement of Project	Within 7 days from the date of Signing of Agreement

1.26 Important Values Related to Bid

S. No.	Item	Description
1	Bid Security (Earnest Money Deposit – EMD) in the form of a Demand Draft	Rs. 10 Lakhs (Rupees Ten Lakhs)
2	Bid Validity Period	120 days from the date of submission of bids by the bidder(s)
3	Period for furnishing performance security	Within seven (7) working days of the date of notice of

		award of the contract or prior to signing of the contract whichever is earlier
574	Performance security value (Performance Bank Guarantee)	10%of contract value
5	Performance security validity period	3 Months beyond expiration of contract period (i.e. System go “live” + 39 Months)
6	Period for signing contract	Within 15 working days of notice of award

1.27 Timely Submission

Bidders are solely responsible for timely delivery of the bids to the location as mentioned above in this section, set forth herein prior to the stated Proposals Submission due date and are solely responsible for delays in receipt, including but not limited to third party carriers. Proposals not received on or before the last date and time of submission will not be considered.

1.28 General guidelines for Bid opening

1.28.1 Bids will be in two parts (technical and financial) as indicated in the RFP. There will be two bid-opening events (1) for the Technical Bids and (2) for the Commercial Bids.

1.28.2 The technical proposals of all the bidders will be opened. After evaluation of technical proposals, the commercial proposals of only those bidders, who qualify in the technical evaluation, will be opened.

1.28.3 Bids will be opened in front of bidder’s representatives (who choose to be present).

1.28.4 DGE&T reserves the right at any time to postpone or cancel a scheduled bid opening.

1.28.5 The bids will be opened at the address mentioned in section 1.24. Changes, if any, of the venue, date and timing for opening the Technical & Commercial proposals will be informed to the bidders at the appropriate time, with adequate notice.

1.29 Confidentiality

1.29.1 The content of each Bidder's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process.

1.29.2 The Bidder agrees to make no reference to DGE&T or this procurement or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of DGE&T.

1.30 Validity of Bids

1.30.1 Bids shall remain valid for 120 days after the date of opening of Bids prescribed by DGE&T. A bid valid for a shorter period may be rejected by the DGE&T as non-responsive.

1.30.2 In exceptional circumstances, DGE&T may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

1.30.3 The validity of EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder accepting the request will not be required nor permitted to modify its bid.

1.31 Language of Bids

The Bids prepared by the Bidder and documents relating to the bids exchanged by the Bidder and DGE&T, shall be written in the English language.

1.32 DGE&T's right to accept or reject any of the proposals

DGE&T reserves the right to accept or reject any of the proposals submitted without assigning any reasons thereof.

1.33 Non-conforming proposals

Any proposal may be construed as a non-conforming proposal and ineligible for consideration if it does not comply with the requirements of this RFP. In addition, DGE&T will look with disfavour upon proposals that appear to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the Project, and any such bidders may also be disqualified.

1.34 Overly elaborate proposals

Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are considered undesirable and may be construed as an indication of the bidder's lack of cost consciousness. DGE&T's interest is in the quality and responsiveness of the proposal.

1.35 Disqualification

1.35.1 The proposal is liable to be disqualified in the following cases:

1. Proposal not submitted in accordance with this document.
2. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
3. The bidder qualifies the proposal with its own conditions.
4. Proposal is received in incomplete form.
5. Proposal is received after due date and time.
6. Proposal is not accompanied by all requisite documents.
7. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

8. Commercial proposal is enclosed with the same envelope as technical proposal.
 9. In case any one party submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.
 10. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 7 working days of the date of notice of award of contract or within such extended period, as may be specified by DGE&T.
- 1.35.2 Bidders may specifically note that while evaluating the proposals, if it comes to DGE&T's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a period specified by DGE&T from participation in any of the tenders floated by DGE&T. DGE&T may take appropriate action in such cases.

1.36 Modification and withdrawal of proposals

No proposal may be modified or withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form.

1.37 Conflict of interest

- 1.37.1 Bidder shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with DGE&T.
- 1.37.2 Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would

adversely impact the ability of the bidder to complete the requirements as given in the RFP.

1.38 Acknowledgement of understanding of terms

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annex hereto, and has fully informed itself as to all existing conditions and limitations.

1.39 Other Conditions

1.39.1 The following terms are applicable to this RFP and the bidder's proposal.

1.39.2 This RFP does not commit DGE&T to enter into a agreement or similar undertaking with the bidder or any other organization and DGE&T shall have the right to reject or accept any proposal or offer, or any part thereof (e.g., any component of any proposed Project) for any reason whatsoever.

1.39.3 DGE&T reserves the right to enter into relationships with more than one bidder; can choose not to proceed with any bidder with respect to one or more categories of services/requirements outlined in this RFP; and can choose to suspend the project or to issue a new RFP for this project that would supersede and replace this one.

1.39.4 DGE&T is not restricted in its rights to use or disclose any or all of the information contained in the proposal, and can do so without compensation to the bidder. DGE&T shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

1.39.5 Any work product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of DGE&T unless stated otherwise in the contract.

- 1.39.6 Timing and sequence of events resulting from this RFP shall ultimately be determined by DGE&T.
- 1.39.7 No oral conversations or agreements with any official, agent, or employee of DGE&T shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of DGE&T shall be superseded by the definitive agreement that results from this RFP process. Oral communications by DGE&T to bidders shall not be considered binding on DGE&T, nor shall any written materials provided by any person other DGE&T.
- 1.39.8 Proposals are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP.
- 1.39.9 By responding, the bidder shall be deemed to have represented and warranted: that its proposal is not made in connection with any competing bidder submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of DGE&T participated directly or indirectly in the bidder's proposal preparation.
- 1.39.10 Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against DGE&T or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive agreement with the bidder in accordance with the terms thereof).
- 1.39.11 Until contract award, bidders shall not, directly or indirectly, solicit any employee of DGE&T to leave DGE&T or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, actual or prospective contractors, or any person acting in concert with the bidder, without prior written approval of DGE&T.

1.40 Protection from obsolescence

The Application Software solution provided should protect DGE&T from technical obsolescence and high technology turnover rates. Bidders should explain how they have adopted the standards and must describe how these standards are effective now and how they will position DGE&T to inter-operate with future technologies.

1.41 Manpower deployment

1.41.1 Bidder must submit resumes of the personnel who would be employed for this project. Any change in the personnel on the project will require the prior approval of DGE&T.

14.2 If for any reason beyond the reasonable control of the successful bidder, it becomes necessary to replace any of the personnel, the successful bidder shall forthwith provide as a replacement of a person of equivalent or better qualification. The replacement shall be done in a smooth manner and shall have no impact on agreed project schedule.

14.3 In case, such replacements result in delay of project implementation, the selected bidder shall be required to pay penalty charges as described under section on Service Level Agreement.

2. GENERAL INFORMATION

2.1 About DGE&T

2.1.1 The Directorate General of Employment & Training (DGE&T) in Ministry of Labour is the apex organisation for development and coordination at National level for the programmes relating to vocational training including Women's Vocational Training and Employment Services. Employment service is operated through a countrywide network of Employment Exchanges. Industrial Training Institutes are under the administrative and financial control of State Governments or Union Territory Administrations.

2.1.2 DGE&T also operates Vocational Training Schemes in some of the specialised areas through field institutes under its direct control. Development of these programmes at national level, particularly in the area concerning common policies, common standards and procedures, training of instructors and trade testing are the responsibility of the DGE&T. But, day-to-day administration of employment Exchanges and Industrial Training Institutes rests with the State Governments/ Union Territories Administrations.

2.1.3 Major functions of the DGE&T are:

- a. To frame overall policies, norms, and standards for vocational training.
- b. To diversify, update and expand training facilities in terms of craftsmen and crafts instructors' training.
- c. To organise and conduct specialised training and research at the specially established training Institutes.
- d. To implement, regulate and increase the scope of training of apprentices under the Apprentices Act, 1961.
- e. To organise vocational training programmes for women.
- f. To provide vocational guidance and employment counselling.
- g. To assist scheduled castes/scheduled tribes and persons with disabilities by enhancing their capabilities for wage employment and self employment.

- h. To conduct regular training programmes for Employment Officers and develop staff training material for use by the Employment Service personnel.
- i. To collect and disseminate information concerning employment and unemployment and prescribe uniform reporting procedures.

2.2 About Skill Development Initiative Scheme (SDIS)

2.2.1 Vocational Training is a concurrent subject under the Constitution and the Central and State Governments share responsibility for effective implementation of vocational training system in the country. At the national level, the Directorate General of Employment and Training (DGE&T), Ministry of Labour & Employment (MoLE), is the nodal body for formulating policies, laying down norms, standards, conducting trade test and certification of vocational training. The State Governments through Industrial Training Institutes/Industrial Training Centres (ITIs/ITCs) impart institutionalised vocational training under Craftsman Training Scheme, one of the flagship programmes run by the DGE&T.

2.2.2 The skill level and educational attainment of the workforce determines the productivity as well as the ability to adapt to the changing industrial environment. A majority of Indian workforce does not possess marketable skills which is an impediment in getting decent employment and improving their economic condition. While India has large young population, only 5% of the Indian labour force in the age group of 20-24 years has obtained vocational skills through formal means whereas the percentage in industrialized countries varies between 60% and 96%. About 63% of the school students drop out at different stages before reaching Class-X. Only about 2.5 million vocational training seats are available in the country whereas about 12.8 million persons enter the labour market every year. Even out of these training places, very few are available for early school dropouts.

2.2.3 This signifies that a large number of school drop outs do not have access to skill development for improving their employability. The educational entry

requirements and long duration of courses of the formal training system are some of the impediments for a person of low educational attainment to acquire skills for his livelihood. Further, the largest share of new jobs in India is likely to come from the unorganized sector that employs up to 93 per cent of the national workforce, but most of the training programmes cater to the needs of the organized sector.

2.2.4 Accordingly, Ministry of Labour & Employment undertook development of a new strategic framework for skill development for early school leavers and existing workers, especially in the un-organised sector in close consultation with industry, micro enterprises in the un-organised sector, State Governments, experts and academia which were essential considering their educational, social and economic background.

2.2.5 The main objective of the scheme is to provide employable skills to school leavers, existing workers, ITI graduates, etc. Existing skills of the persons can also be tested and certified under this scheme. Priority will be given to covering those above the age of 14 years who have been or withdrawn as child labour to enable them to learn employable skills in order to get gainful employment.

2.2.6 In pursuance of Hon'ble Finance Minister announcement in 2005-06 Budget Speech, Ministry of Labour and Employment undertook development of a new strategic framework for skill development.

The key features of the new framework for skill development are:

- Demand driven short term training courses based on Modular Employable Skills (MES) decided in consultation with Industry.
- Flexible delivery mechanism (part time, weekends, full time, onsite/offsite)
- Different levels of programmes (Foundation level as well as skill up-gradation) to meet demands of various target groups.

- Training to be provided by Vocational Training Providers under the government, private sector and industrial establishments
- Optimum utilization of existing infrastructure to make training cost effective
- The services of existing or retired faculty or guest faculty to be utilized
- Testing of skills of trainees by an independent assessing body that would not be involved in conduct of the training programme to ensure that it is done impartially

2.2.7 The objectives of the scheme are:

1. To provide vocational training to school leavers, existing workers, ITI graduates, etc. to improve their employability by optimally utilizing the infrastructure available in Govt., private institutions and the Industry. Existing skills of the persons can also be tested and certified under this scheme.
2. To build capacity in the area of development of competency standards, course curricula, learning material and assessment standards in the country.

2.2.8 Accordingly, with the assimilation of above features, a new scheme namely “Skill Development Initiative” for imparting vocational training / testing of competencies to 1 million persons over a period of 5 years and thereafter 1 million per year has been taken up. The scheme has been operationalised after the approval of CCEA on 24th May 2007.

2.2.9 For more details on the Skill Development Initiative Scheme, please visit the website: <http://www.dget.gov.in/mes/index.htm>

3. SCOPE OF WORK

3.1 Overview

- 3.1.1 Application software, hardware and network equipments form the core of the proposed SDIS system. The basic premise of the hardware and network equipments is to support the web-based software to be built for SDI Scheme.
- 3.1.2 The hardware and network equipments and their corresponding specifications shall be determined taking into consideration the requirement of the software application, number of users, performance parameters and system security. As SDIS Software is proposed as a web-based system, the IT architecture needs to be designed accordingly.
- 3.1.3 To host and run the SDIS software, DGE&T will utilise the Data Centre (DC) facilities and disaster recovery services (DRS) from National Informatics Centre (NIC)/ NICSI / Third Party. The hardware and network equipments should be planned and installed at the DC keeping in mind the application and data requirements for a period of at least five (5) years. The hardware and networking equipments face technological obsolescence and thus proper planning for procurement and management is very critical.
- 3.1.4 The selected bidder shall study the requirements of SDI Scheme and existing systems. The selected bidder shall design, develop, test, supply and manage a web-based application software and related System Software, Hardware and Network set-up for a period of 3 years subsequent to system going “live”. The software will be first test run at 1 RDAT and DGE&T Head Office on pilot basis. Once stabilized and accepted by DGE&T it may be replicated in other locations as per the DGE&T guidelines. The place of execution of the project would be DGE&T office, New Delhi.

3.1.5 In responding to the architecture requirements in this RFP, bidders should explicitly respond in terms of development, test, and operational phases of the project. The bidders shall in their technical proposal:

1. describe how the functional requirements will be translated into technical implementations
2. provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter
3. propose how availability, performance rates for the system will be measured and maintained
4. provide details of all hardware and networking equipments and off-the-shelf software proposed for the system

3.2 Project phases and timelines

3.2.1 The Software Implementation Project has been envisaged in 2 Phases. The Phase 1 of the project would ensure implementation of key modules which are core to the functioning of SDIS. Phase 2 would involve other subsequent phases and integrations with other systems as per requirements. The Phase 2 elements have been mentioned to highlight the IT roadmap for the Skill Development Initiative Scheme.

3.2.2 The scope of work mentioned in this RFP and FRS is for Phase 1. Bidders have to provide their commercial bids for Phase 1 only. The entire requirements of Phase 1 should be implemented within seven (7) months by the selected bidder.

3.2.3 The details of the phases are given below:

Phase 1	Phase 2
• Application Software Requirement Analysis, Design, Development and	• Online e-learning system • Online Examination system

Implementation and Post Go-Live Support as defined in the RFP. The modules to be included have been detailed in Functional Requirement Specifications. • Procurement, Testing, Installation and Maintenance of Hardware, Network Equipments, Off the Shelf Software Licenses, Database licenses etc.	for suitable trades • Any other systems envisaged in due course of time
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3.3 Classification of Scope of Work

3.3.1 The scope of work can be classified into the following four broad areas –

- (1) Design
- (2) Development & Supply
- (3) Implement
- (4) Operate and Manage

3.3.2 The guidelines for the scope of work are given as following -

Scope	Design	Development & Supply	Implement	Operate & Manage
Application Software	• Requirement Analysis based on the Functional Specifications provided in the document and interactions with DGE&T.	• Preparation of Test Plans and Test cases. • Software Coding and Testing • Software Certification by STQC • Assistance in	• Supply of all necessary system software, licences etc. to DGE&T and coordinate with NIC/ NICS/ Third Party for installation,	Maintain and Support the Software Application for a period of 3 years after the implementation.

	• Design of the Software application • Provide all necessary documentation including SRS, Design Documents etc for approval	User Acceptance testing (UAT). During UAT, the successful bidder shall setup the environment for UAT, and facilitate the same. DGE&T shall perform the testing on the application software as developed by the selected bidder. • Resolution of defects/bugs found in UAT. • Provide all necessary documentation including – Test Cases and Test Plan Defect Logs	upload and other related activities for the application at the NIC Data Centre. • Provide User trainings. • Implementation of the Software Application accepted after UAT at Pilot locations • Roll-out across the country. • Provide all necessary documentation including – a. Systems administration manuals b. User manuals c. Installation, Operational and Maintenance Manuals d. Training material	
Hardware, Network	• Design the Hardware and	• Procure the Hardware,	Test, Install, Configure the	Manage, Maintain and

Equipment & Third Party Software	Network requirements and specifications based on the proposed Software, Performance and Security Requirements and Load. • Prepare list of Off the Shelf Software to be procured.	Network equipments & Off the Shelf Software. • Ensure DGE&T Inspection	Hardware and Network equipments including touch-screen information kiosks at all the locations mentioned in Annexure 5.	Support the Hardware and Network equipments for a period of 3 years post installation.
For both of the above	During all the above four areas of work, the selected bidder also needs to • Provide Status Reports and Participation in Status Reviews • Provide all necessary documentation • Submit internal review, testing results and necessary documents (e.g. – If the successful bidder performs internal code review, then corresponding results and document should be submitted to DGE&T). All the internal review and test plans should be mentioned by the selected bidder in the detailed project plan to be submitted at the stage of project initiation.			

3.4 Change in Scope of Work

3.4.1 DGE&T may at any time, by written order given to the selected bidder, make changes within the general scope of the Contract. If any such change causes an increase or decrease in the cost of, and/or the time required for the selected bidder's performance of any provisions under the Contract, an equitable adjustments shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended.

- 3.4.2 If the proposed change increases the project cost by more than 10%, then it would be considered as a separate project, and not a change request within the same project.
- 3.4.3 Any claims by the Successful Bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the Successful Bidder's receipt of DGE&T's change order. All such claims shall be validated and finalized by the Monitoring Committee constituted by DGE&T.
- 3.4.4 DGE&T and/or its appointed consultant or vendor would audit the complete system for compliance to industry best practices, standards (like the National e-Governance standards on localization and Language Technology Standards, Network and Information Security Standards, Technical Standards and E-Governance Architecture, Meta Data and Data Standards for Application Domains, Quality and Documentation Standards, Web Accessibility Standards, eForms, Identity and Access Management), security standards etc (agreed at the time of signing of the contract). Any non-compliance observed at this time would be reported to the selected bidder within 7 days in writing, and the selected bidder would have to rectify the non-compliance issues within 30 days at no extra cost to DGE&T.

3.5 Guidelines for work related to hardware, network equipments and off the shelf software

The selected bidder should Procure, Supply, Install, Commission, Configure, Test, Integrate, manage and Support the Hardware and Networking Equipments and off the shelf software as per the time frame stipulated by DGE&T given in the subsequent section(s) that meets or exceeds the requirements/guidelines stipulated in this RFP

3.6 Documentation

The successful bidder shall prepare all necessary documentation for the project, and provide them to DGE&T or its designated Consultant for review, approval, record, reference etc as mentioned in this RFP. Some of the documents (but not limited to) to be provided include –

- a. During installation and post installation, the selected bidder shall provide As Built/customized documentation to DGE&T. The As Built documentation should consist of all the configuration details, diagrams, Test plans, administration manuals, set up guides etc as minimum.
- b. Detailed manuals for each appropriate unit of the supplied equipment and services.
- c. The training manuals and administration manuals
- d. Inspection and testing procedures manual including QA Policy and Procedures for the software/hardware equipments
- e. Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipments and the overall system.

3.7 Software Licenses

The software license requirement for DGE&T is given below –

Software Licenses		
All the licenses have to be procured in the name of DGE&T. The bidder should propose optimal license procurement between client-based license and enterprise/processor based license based on cost – benefit. All the procured licenses should be perpetual licenses.		
1	Database	The Successful bidder has to provide RDBMS as per the requirement of the Software Application, following all standard industry norms for performance, data security and authentication. The database should be amongst the Top 3 in market share in India as per the latest IDC data.
2	Anti Virus For servers, email and other applications	The software should provide - a. Shall be able to scan through several types of compression formats. b. Able to perform different scan Actions based on the virus type (Trojan/ Worm, Joke, Hoax, Virus, other) c. Shall be able to scans only those file types which are potential virus carriers (based on true file type)

		d. Shall be able to scan for HTML, VBScript Viruses, malicious applets and ActiveX controls for emails e. Shall provide mechanism for scanning and remove SPAM (unsolicited junk mail) with the help of rule based scanning to control spam and “Offensive” and “Sensitive Contents” f. Shall provide Real-time product Performance Monitor of e-mail statistic and Built-in Debug and Diagnostic tools, and context- sensitive help. g. Shall provide for secure remote access via web browser. h. Shall provide for virus notification options for Virus Outbreak Alert and other configurable Conditional Notification. i. Shall provide Mass-mailing Virus detection and removal j. Shall allow administrators to quarantine mails as and when required.
3	Gateway Antivirus	The system - a. Shall scan at least HTTP, SMTP, POP3, FTP traffic (sending & receiving) in real time and protect against viruses, worms & Trojan attacks and other malicious code. b. Shall have facility to clean, delete and quarantine the virus affected files. c. Shall scan all major type of compressions in compressed file attachments d. Shall have protection against denial of service. e. Shall automatically update the virus definitions from Internet on regular basis. In case of failure to update from Internet, it shall be configured so as to update these definitions manually. f. Should be able to block infected attachments at the gateway level g. Should have the facility to incorporate user defined

		policy h. Attack sources should be blocked automatically i. Should proactive intrusion prevention facilities for zero day attack prevention.
4	Backup Software	The software should support - a. Scheduled unattended backup using policy-based management for all Server and OS platforms b. The software will support on-line back up and restore of various applications and Databases c. The back up software will be capable of having multiple back-up sessions simultaneously d. The back up software shall support different types of back up such as Full back up, Incremental back up, Differential back up, Selective back up, Point in Time back up and Progressive Incremental back up e. The back up software will support different types of user interface such as GUI, Web-based interface

3.8 Servers

The selected bidder should provide the servers for hosting the Application including Document Repositories, Web Portal; Database; E-mail etc. based on the software to be implemented and performance and security requirement as mentioned in the section on SLAs.

1. The servers and the corresponding software and OS stack must be from any of the Top 3 OEM based on the latest IDC (or equivalent) data report for market share and must carry a minimum of 3 years comprehensive parts and on-site warranty. The bidder shall submit relevant excerpt from such publications.
2. The servers should not have a single point of failure, and must have the RAID controller which supports RAID level 0, 1 and 5 RAID protection.
3. The server sizing, number of servers required and specification must be provided by the successful bidder based on the application and architecture requirement.

4. The servers should have future-proofing design to ensure that capacity expansion is possible without completely changing or replacing the server or its components.
5. Appropriate Test/Staging servers must also be proposed by the successful bidder.
6. Recovery point should be specified in consultation with DGE&T.
7. Facility for remote management of the servers should be provided.

3.9 Storage

1. The vendor should provide a storage design, which should support at least 5 years (going forward) of data requirement. It should have Minimum Capacity of at least 1 TB on Raid 5, scalable up to 5 TB with latest available HDD capacities.
2. The storage system should have no single point of failure design and should support for multiple operating systems.
3. The Storage System must be from any of the Top 3 OEMs' based on the latest IDC (or equivalent) data report for market share in India. The bidder shall submit relevant excerpt from such publications.
4. The storage design must be done by the bidder based on the expected data volume from the software application.

3.10 Security Services

- 3.10.1 Security would be one of the most important aspects of the DGE&T network. The detailed scopes of services for security are given below in order to ensure complete security of the network.
- 3.10.2 The Bidder shall, to the extent relevant and possible, be guided by the standard information Systems Security Policies and Guidelines or suitable Industry standards. The software solution shall contain all suitable security features and firewalls using the latest features to protect and secure the databases used by the proposed system, data in transit etc. Appropriate access and authorization controls should be incorporated into software.

3.10.3 In general, the selected bidder shall ensure the following:

1. Integration of all security components used in the DGE&T network
2. Secured network access provision for all authorized users
3. Ability to detect and control any unauthorized access to the system
4. Configure network management policies for managing all the network and security devices using network management systems
5. Secure data transaction within DGE&T
6. Secure access to centralized applications
7. Appropriate Anti Virus rules and general security policies.
8. Shall filter packets based on protocol, source & destination address, source & destination ports, interface of the firewall that the packet entered
9. Proxy operations shall, at a minimum, be operable on the content of SMTP, FTP and HTTP protocol traffic
10. Shall perform stateful inspection of connections
11. Support for protection of common internet applications like mail, DNS, AAA, etc. and shall prevent IP Spoofing & Denial of Service Attacks.
12. Shall be able to filter malicious viz. Java Applets, ActiveX.
13. Shall log different type of events viz. Traffic allowed, denied etc. in Syslog format. Filters shall allow viewing of different events based on IP address, network numbers, connection types, domain names, date & time etc.
14. Shall have facility to query the logs and display the appropriate results
15. Should support 24/7 Security Update Service
16. Adherence to all security guidelines issued by Govt. of India from time to time.

3.11 Backup Management Services

3.11.1 Backup

1. The bidder should provide a LTO based high-speed backup device for Replication of Web Software, and Email Server data at a latency of

maximum 1 day. This means that at any point of time, maximum data loss DGE&T can face is last 1- day data.

2. The backup device should be from any of the Top 3 OEMs' as per the latest IDC (or equivalent) data report in India based on Market Share. The bidder shall submit relevant excerpt from such publications.

3.11.1 The selected bidder shall provide Backup Management services (conduct regular backups and restoration (if required), of critical data and systems etc as defined by DGE&T)

3.11.2 The bidder should provide for Replication of Application and Email Server data at a latency of maximum 1 day. This means that at any point of time, maximum data loss DGE&T can face is last 1- day data. The backup device should be from any of the Top 3 OEM as per the latest IDC (or equivalent) data in India based on Market Share.

3.11.3 To avoid performance degradation of system, such backup should be scheduled out of working hours daily. Incremental backups should be taken. Apart from backing up data at the server room, backups should be taken on external media (tapes) as per following schedule. The external media (tapes) must be provided by the bidder.

3.11.4 The specifications of the backup device and the backup tapes must be designed based on the data requirement in the software application.

3.11.5 Backup Schedule is as following:

Sr. No.	Backup Type	Frequency	Storage Period	No of Backup Tapes
1	Incremental	Daily	1 week	2
2	Incremental	Weekly	1 month	2
3	Full backup	Monthly	1 year	2
4	Full backup	Yearly	Permanent	2

- 3.11.6 The selected bidder should provide and ensure data storage of all requisite data for future reference. The successful bidder should provide adequate training to DGE&T personnel for backup related activities.

3.12 Help-Desk

- 3.12.1 The selected bidder has to maintain a Help desk for recording, escalation and resolution of any issues (faults/problem etc) reported. The Helpdesk process & procedures including the escalation matrix and procedure, inventory control procedures etc should be provided by the Successful Bidder.

3.13 Network and System Monitoring

- 3.13.1 The selected bidder shall be responsible for creating network monitoring environment for regular monitoring of network health and generating reports at regular interval. The NMS system should be configured to generate such reports for DGE&T. The final list of reports and the corresponding formats would be supplied to the successful bidder after the project commencement. DGE&T may check (either by itself or through external consultant/auditor) the NMS at regular intervals to validate the correctness of the reports generated.
- 3.13.2 The system should provide multiple predefined network reports. The system should provide Historical graphs on the network performance and past trends, and automated process restarts when required.
- 3.13.3 The system should provide Bandwidth reporting using graphical information to depict traffic volumes between equipment and the network.
- 3.13.4 The system should provide Service level management capabilities with detailed reports on the availability, uptime, downtime and outage information status of leased line interfaces, and critical servers. The network management function must have extensive reporting facility, providing the ability format

and present data in a graphical and tabular display. This network-wide data should be easily accessed from a central location and used to help with capacity planning, reporting, and analysis.

- 3.13.5 The system should have a web-portal based user interface for administrators. The system should generate intelligent alarms in cases of outages, threshold exceeds or other service disruptions.

3.14 Maintenance

- 3.14.1 The successful bidder should define and indicate the preventive maintenance schedule and procedure. Any special tools/ instruments/ equipments required to carry out the preventive and break down maintenance of the system offered should be clearly indicated and offered to DGE&T by the selected bidder at no extra cost.

3.15 Portal Design & Implementation

- 3.15.1 The selected bidder shall design, develop, implement and manage the SDIS portal. At design stage the selected bidder shall develop three appropriate screen layouts for the portal and touch-screen information kiosk screens. DGE&T will select one of the layouts so designed for implementation.
- 3.15.2 The portal for SDIS shall be hosted at the Data Centre as described in this section.
- 3.15.3 DGE&T has also secured a domain name specifically for SDIS Scheme and will make available the same to the successful bidder. This domain name would host the SDIS web based software. The portal would also have a link from DGE&T present website www.dget.gov.in/mes

3.16 Touch-Screen Based Information Kiosks

- 3.16.1 The selected bidder shall procure and install touch-screen based information kiosks at approximately 30 (thirty) selected DGE&T offices/institutes/locations during the pilot phase. Details of these locations are provided in this RFP in Annexure 5.
- 3.16.2 It is envisaged that these information kiosks will be deployed to provide information relating to SDIS to the candidates, citizens etc. The touch screen should be designed in a way to display the SDIS portal as its default screen. The system should provide about information on about 6-8 key parameters of the scheme. The application should have a user friendly Graphical User Interface which should be easily adaptable for use of touch screens for given functions.
- 3.17.3 The bidder would be responsible for all cost associated with procurement and installation of the kiosks at specified locations. DGE&T would provide space, power supply and internet connection for these kiosks. The bidder must account for any structuring, cabling etc. required to be done at the kiosk location in its proposal.

3.18 Software Testing – STQC Certification

- 3.18.1 Due to the criticality of software functions, Software Testing would be one of the most crucial phases in the Software Development Process. If the Application is not tested exhaustively, it may result in errors which would have a negative impact on the functioning of SDI Scheme.
- 3.18.2 The selected bidder would be responsible for getting the software tested and certified for quality and security from Standardization Testing and Quality Certification (STQC) Directorate, Department of Information Technology (DIT), Government of India and shall bear all costs associated with the certification.

3.19 Training of Users

3.19.1 The selected bidder shall provide training to system users to efficiently use the system. The staff thus trained would subsequently train the other staff as required.

3.19.2 The selected bidder shall provide training as per following proposed training plan:

Sr. No.	Location	User Group	No. of Days	Approx. Nos.
1	National Level Workshop	DGE&T officials, RDAT officials, Assessing Bodies	2	60 (2 Batches of 30 each)
2	One location in each State	State officials, VTPs	2	60 (2 Batches of 30 each)
3	DGE&T	DGE&T Project Team	2	10

3.19.3 The successful bidder shall provide training to above-mentioned users in batches.

3.19.4 The selected bidder shall arrange and provide for all infrastructure required for training of users including location, computers, projection systems, instructional material, training manuals etc.

3.19.5 A detailed training schedule, including the dates, areas to be covered, time and the training literature (to be supplied to DGE&T) at various stages of the cycle will be agreed to by both parties (DGE&T and the successful bidder) during the performance of the Contract.

3.20 Data Entry Activities

- 3.20.1 The selected bidder should undertake Data entry activities for the data pertaining to the Scheme from the date of start of the Scheme till the Application Software is operationalized. This data will include operational details of the scheme as well as financial information about the scheme.
- 3.20.2 DGE&T shall provide all necessary assistance for collection of data from its offices and other stakeholders. The selected bidder shall assist DGE&T for collection of this data through standardized formats etc.
- 3.20.3 The data entry activities shall be completed within three months from the date of system going live.
- 3.20.4 The data to be entered shall constitute student data of about 2 Lakh students, 5000 VTPs, 20 Assessing Bodies and scheme related data.

3.21 Non-Conformities

- 3.21.1 The selected bidder shall rectify and/or take necessary action to overcome any nonconformities/observations with respect to their work as reported by DGE&T as promptly as possible and at no additional cost to DGE&T. The Successful Bidder shall also carry out all necessary patches/security updates on IOS/OS (and all related operating systems) etc as per DGE&T requirements expeditiously at no additional cost during the Contract period.
- 3.21.2 The selected bidder should provide patch management services, upgrades and updates for OS, Database, Application Servers, and Switches etc. The selected bidder shall provide the spares and service support for the entire IT infrastructure supplied by them for the entire contract duration at no additional cost to DGE&T.

3.22 Suggested List of Deliverables

The suggested list of deliverables (but not limited to) from the successful bidder include –

1. System Requirement Specification (SRS) document containing detailed requirements capture and analysis including functional requirement, Interface Specifications, application security requirements.
2. High Level Software Design document including Software Architecture design, Logical and Physical Database Design etc.
3. Low Level Software Design document including Programming Logic, Workflows etc.
4. Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan)
5. SDIS Application Software
6. Software Source Code
7. Software Testing Documentation (including details of defects/bugs/errors and their resolution)
8. Training Manuals and literature
9. Systems Administration Manuals
10. User manuals
11. Installation Manuals
12. Operational Manuals
13. Maintenance and Trouble shooting Manuals
14. Periodic Status and Review Reports
15. Internal Review and testing documents of the successful bidder.

3.23 Implementation Schedule

3.23.1 The implementation schedule for the project is as follows:

S. No.	Activity/Task/ Milestones	Time to Completion
1	Project Start	T (within 7 days of award of contract)

2	Detailed Requirement Analysis and submission of System Requirement Specification (SRS), High Level Design (HLD) and Low Level Design (LLD) document and Approval of documents (by DGE&T)	T + 1.5 months (Duration 1.5 months)
3	Software Development, Testing (STQC Certification) and User Acceptance Testing (by DGE&T) and Bug Fixes	T+5 Months (Duration 3.5 months)
4	Installation of System at Data Centre and test run at Pilot Locations, Acceptance Testing of Data Centre infrastructure and User Training Activities	T+6 Months (Duration 1 month)
5	Roll-out at all locations (System Go-Live) and User Training Activities	T+7 Months (Duration 1 month)
6	Preparation and Submission of the following manuals – (a) Systems Administration Manuals (b) User manuals (c) Installation Manuals (d) Operational Manuals (e) Maintenance Manuals (f) Training Manuals	T+6 Months (Training Material, Conduction of Training and submission of Training documents as per project requirement)

3.23.2 It may be noted that T is the event, which is 7 days of signing of contract between DGE&T and successful bidder. The successful bidder has to design and implement a very detailed plan of implementation that seeks to execute several activities in parallel, adopts critical path method and commits additional resources to activities falling behind schedule so as to keep up with the overall deadline of implementation of the project. It may be noted that the timeline for each milestone shown above will be enforced independently, even though some of them may be interdependent. This will have the cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Hence the successful bidder will have to be extremely

careful in establishing an excellent project management set-up. DGE&T may also prioritize the deliverables and can ask the successful bidder to incrementally implement the high priority items initially during the Development Phase.

3.23.3 The period (of 7 months) of development of software may be used to incrementally implement some of the selected solution, so as to inject the IT culture within the organization and promote continuous learning and carry out training programs. It is assumed that installation of hardware and network equipments would be in place by then (through appropriate phased installation).

3.23.4 DGE&T and/or its designated organization (e.g. Project Management Consultant, committees etc) would conduct periodic reviews and audits of the work done by the selected bidder.

3.23.5 For Hardware & Network Infrastructure including touch screen based kiosks, the procurement, testing and installation should be completed within 6 weeks of intimation by DGE&T to procure and install the same.

3.24 Approvals

The successful bidder shall be responsible for obtaining approvals for any Statutory and Regulatory requirements (if any) from any of the authorities. Further, the Successful Bidder shall be responsible to get required documentation completed for obtaining such approvals from time to time. The Successful Bidder shall undertake to do all such acts and deeds as required to ensure that the approvals are obtained only with prior approval of DGE&T.

3.25 Post go-live support

3.25.1 From the day when the system goes “live”, the Bidder must provide expert personnel onsite at DGE&T premises for a period of three (3) years on a full time basis for providing post Go-Live support to the implemented system.

3.25.2 The persons responsible for providing Post Go-Live support should necessarily have a minimum of 2 years implementation experience and their resumes need to be submitted to DGE&T for approval 30 days prior to estimated ‘go-live’ of the system. Any change in the personnel on the project for the entire duration of the project will require the prior approval of DGE&T.

3.25.3 At the end of 3 years, DGE&T will have the option of extending the Post Go-Live support for any further periods, if the need arises so.

3.26 System Hand-Over on completion of contract period

3.26.1 The selected bidder shall hand-over the entire system including all its components of software, hardware etc. to DGE&T within 10 days from the date of at the “Go-Live”, at no additional cost to DGE&T.

3.26.2 The selected bidder shall ensure a smooth transition for handing-over the system(s) to DGE&T or any agency selected by it for this purpose. The hand-over shall be planned in such a way that smooth and complete knowledge transfer is done by the selected bidder to DGE&T or its selected agency.

3.26.3 The selected bidder shall provide support for any issues faced by DGE&T or its designated agency for a period of 3 years till the completion of the contract period. Support for a further period of 3 months from completion of contract period would be required.

4. PROPOSAL EVALUATION PROCESS

4.1 Overall Evaluation

- 4.1.1 DGE&T will evaluate and compare the bids determined to be substantially responsive. It is DGE&T's intent to select the proposal that is most advantageous to DGE&T and each proposal will be evaluated using the criteria and process outlined in this section.
- 4.1.2 The technical evaluation of Bids will be carried out using a points system. Bidders with score of 75 and above in the technical bid shall be considered as technically qualified.
- 4.1.3 The commercial bid of all the technically qualified bidders would be opened and arranged in ascending order of quoted price (in INR). The technically qualified bidder with the lowest quoted commercial price (L1) would be eligible for the award of the contract.
- 4.1.4 DGE&T reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received if deemed in the best interest of DGE&T to do so.

4.2 Tender Evaluation Committee

- 4.2.1 The Tender Evaluation Committee constituted by the DGE&T shall evaluate the tenders.
- 4.2.2 The decision of the Tender Evaluation Committee in the evaluation of the Technical and Commercial bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

4.3 Evaluation of Bids

- 4.3.1 DGE&T will carry out a detailed evaluation of the Technical Bids received by it in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, DGE&T will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.
- 4.3.2 Proposal Presentations: The committee may invite each bidder to make a presentation to DGE&T at a date, time and location determined by DGE&T. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the evaluation committee and the key points in their proposals.
- 4.3.3 Based on the technical evaluation, the Commercial Bids of only the technically qualified bidders shall be opened by DGE&T. The commercial evaluation will take into account the information supplied by the Bidders in the Commercial Proposal, and shall evaluate the same as per the evaluation criteria specified in this RFP.

4.4 Substantially Responsible Bids

A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation.

4.5 Material Deviation

- 4.5.1 A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the Deliverables, or which limits in any substantial way, inconsistent with the Request for Proposals, DGE&T's rights or the Bidder's obligations for, performance of the Project and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.

- 4.5.2 DGE&T may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

4.6 Clarifications of Bids and Review of Bidders' Proposed Deviations

To assist in the examination, evaluation and comparison of Bids DGE&T may, its discretion, ask the Bidder for a clarification of its Bid. The request for clarification and the response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.

4.7 Contacting DGE&T

Any attempt by a Bidder to influence DGE&T in its bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's Bid.

4.8 Technical Bid Evaluation

- 4.8.1 The technical bids shall be evaluated by the Tender Evaluation Committee based on fulfilment of all the conditions mentioned in Section 1.5 Eligibility Criteria. The technical bids evaluation would be based on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the RFP Document. The Evaluation Committee will evaluate the technical proposals by taking into account factors mentioned below. The information furnished by the bidders in the technical bid shall be the basis for this evaluation.
- 4.8.2 Each of the technical bids shall be evaluated on a score of 100 points
- 4.8.3 Each Proposal will be evaluated according to the following criteria, but not limited to:

1. **Related Experience of the firm** – Organizational Strengths of the bidder will be evaluated. Also, past experience of the firm in providing technical

solutions for projects of similar nature will be considered for evaluation. Bidders must demonstrate their experience in the format provided in Annexure 1.

2. **Capability of the Proposed Team** – Experience and Capability of the proposed team in similar projects and technologies and relevant certifications, if any, of the project team which might help in project delivery.
3. **Feasibility and Technical Viability of the Proposed Technical Solution** – The Bidder's Design, Development and Implementation Plan, its deployment of sound project management strategy etc. for the project. Also the quality, responsiveness, responsibility, ease of use, reliability and comprehensiveness of the proposed technologies, adherence to IT Architecture Plans, standard Information Systems Security Policies etc. would be evaluated from the perspective of the proposed solution.

4.8.4 The evaluation will measure if the Bidder's proposed solution meets DGE&T's needs as outlined in the RFP. Site Inspections and Management Interviews, if requested by DGE&T, will be factored into the evaluation. The evaluation criteria and corresponding related weightage points are provided below:

Sr. No.	Technical Evaluation Criteria	Maximum Points
1	Related Experience of the firm	
	1.1 Web-Based Information Systems	5
	1.2 Management of entire IT infrastructure including information kiosks for similar projects	10
2	Capability of the proposed team	25
	Project Manager, Project Leads, Development Team etc.	
3	Adequacy, Feasibility and Viability of the Proposed Technical Solution	
	3.1 Approach and Methodology for project	25

	Implementation including software development, Hardware & Network procurement and management etc.	
	3.2 Quality Systems and Approach to Risk Identification & Mitigation	10
	3.3 Approach to Project Management	10
	3.4 Approach to Project transition and handover to DGE&T	5
4	Training of users – Approach & Methodology, to imparting effective user training and training plan	10
Total		100

4.8.5 The minimum qualification marks for Technical Bid will be 75. Bidders securing 75 or above marks in the Technical section would be deemed to have qualified technically.

4.9 Commercial Bid Evaluation

4.9.1 The commercial bids of only the technically qualified bidders shall be opened for consideration.

4.9.2 The commercial bid of all the technically qualified bidders would be opened and arranged in ascending order of quoted price (in INR). The technically qualified bidder with the lowest quoted commercial price (L1) would be eligible for the award of the contract.

4.10 Negotiations, Contract Finalization and Award

DGE&T shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked first by the tender evaluation committee on the basis of best value to the Project. If the lowest quoted commercial price (L1) bidder does not accept the award of contract or DGE&T is unable to finalize a service

agreement with that bidder, decision regarding next steps for award of contract will be taken by DGE&T.

5. AWARD OF CONTRACT

5.1 Award Criteria

DGE&T will award the Contract to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Value Bid (a proposal which qualifies in all the two evaluation stages and proves to be the lowest commercial quote), provided further that the bidder has demonstrated that it is qualified to perform services required for the project satisfactorily.

5.2 DGE&T Right to Accept any Bid and to Reject any or All Proposals

DGE&T reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids 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 bidders of the grounds for DGE&T's action.

5.3 Notification of Award

- 5.3.1 Prior to the expiration of the period of proposal validity, DGE&T will notify the successful Bidder in writing or by fax or email, to be confirmed in writing by letter, that its proposal has been accepted.
- 5.3.2 The notification of award will constitute the formation of the Contract. Upon the successful bidder's executing the contract with DGE&T, DGE&T will promptly notify each unsuccessful bidder.

5.4 Signing of Contract

- 5.4.1 At the same time as DGE&T notifies the successful Bidder that its Bid has been accepted, DGE&T shall enter into a separate contract, incorporating all

agreements (to be discussed and agreed upon separately) between DGE&T and the successful Bidder.

5.4.2 Such agreements shall cover, in detail, aspects/ terms of the Contract such as (indicative only, and not restricted to):

1. Performance security
2. Contract form
3. Warranty
4. Payment
5. Prices
6. Assignment
7. Sub-contracts
8. Termination
9. Applicable Law
10. Notices
11. Change orders
12. Taxes and Duties
13. Confidentiality
14. Limitation of liability
15. Training and consultancy
16. Technical Documentation
17. Application Software terms
18. Project Management
19. Software ownership rights
20. Source code support
21. Bidder's obligations
22. DGE&T's obligations
23. Patent Rights, etc.

5.5 Performance Bank Guarantee

5.5.1 The successful bidder shall at his own expense, deposit with DGE&T, within seven (7) working days of the date of notice of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and

irrevocable Performance Bank Guarantee (PBG) from a Nationalized Bank acceptable to DGE&T, payable on demand, for the due performance and fulfillment of the contract by the bidder.

- 5.5.2 This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- 5.5.3 The performance bank guarantee shall be valid till the end of three months after the expiration of contract period and should be in the format prescribed in this RFP.
- 5.5.4 The Performance Bank Guarantee may be discharged/ returned by DGE&T upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- 5.5.5 In the event of the Bidder being unable to service the contract for whatever reason, DGE&T would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of DGE&T under the Contract in the matter, the proceeds of the PBG shall be payable to DGE&T as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. DGE&T shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- 5.5.6 DGE&T shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

5.6 Warranty & Maintenance

- 5.6.1 The successful bidder shall provide a comprehensive warranty for a period of 3 years, commencing from the date when the system goes “live”.
- 5.6.2 The warranty should include that the DGE&T web based software designed and developed by the successful bidder under this Contract shall have no defect arising from design or workmanship or from any act or omission of the successful Bidder that may develop under normal use of the supplied Software. The Bidder shall specify normal operating environmental conditions in the Contract.
- 5.6.3 DGE&T shall promptly notify successful Bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the Bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective Systems, without costs to DGE&T and within time specified and acceptable to DGE&T.
- 5.6.4 If the successful Bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, DGE&T may proceed to take such reasonable and remedial action as may be necessary, like imposition of penalties as per SLAs defined in this RFP at the successful bidder’s risk and expense and without prejudice to any other rights which DGE&T may have against the successful bidder under the Contract.
- 5.6.5 During the Warranty period, the successful Bidder will provide all updates, patches/ fixes, version upgrades and new versions if any, within 15 days of their availability and should carry out installation and operationalisation of the same at no additional cost to DGE&T.
- 5.6.6 The successful bidder hereby represents and warrants that the Software as delivered does not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights, or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses and other transfers of Intellectual

Property Rights and the warranties set forth in the Contract, and for DGE&T to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Vendor shall secure all necessary written agreements, consents and transfers of rights from its employees and other persons or entities whose services are used for development of the Software.

5.6.7 The successful bidder warrants to DGE&T that:

1. The system proposed to be developed and maintained by bidder represents a complete, integrated solution meeting DGE&T's requirements and will provide the functionality and performance, as per the terms and conditions and SLAs under the contract.
2. The successful bidder shall accept responsibility for the successful implementation and operation of the proposed System and for the compatibility of the various software, hardware and networking components.
3. The successful bidder will be solely responsible for providing all services under the contract from subcontracted third party producers or licensors of Products included in the Systems.
4. The successful bidder undertakes to ensure the maintenance of the acceptance criterion/standards in respect of the systems

5.7 Failure to agree with the Terms & Conditions of the RFP/Contract

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award, in which event DGE&T may make the award to the next Best Value Bidder or call for new Bids.

6. SERVICE LEVEL AGREEMENT (SLA)

- 6.1 Service Level Agreement (SLA) is the contract between DGE&T and the successful bidder. SLA defines the terms of the selected bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators, which will be considered by DGE&T in the Service Level Agreement with successful bidder.
- 6.2 The successful bidder has to comply with following Six (6) Service Level Agreements (SLAs) to ensure adherence to project timelines, quality and availability of services:
- 1 Timely Delivery
 - 2 Correctness of Delivery
 - 3 Installation of Hardware and Network Equipment
 - 4 Resolution Time
 - 5 Security Management
 - 6 Application Availability
- 6.3 For the SLAs mentioned in 6.2 (4 to 6), the selected bidder would get an initial period of SLA holiday, i.e. a time period for which SLAs will not be applicable. This time should be utilized by the successful bidder to stabilize the system, and to ensure adherence to the performance standards laid down by the SLAs. The SLA holiday period would be defined in the agreement to be signed between DGE&T and the successful bidder.
- 6.4 The selected bidder should provide adequate tools for capturing data required for measuring SLAs at no extra cost to DGE&T.

6.5 The maximum penalty at any point of time and for any period should not exceed 25% of outstanding project cost as per the Commercial Bid submitted by the successful bidder.

6.6 Penalties shall not be levied on the successful bidder in the following cases:

- 1 The non compliance with the SLA has been due to reasons beyond the control of the bidder
- 2 There is a Force Majeure event effecting the SLA which is beyond the control of the successful bidder

6.7 Timely Delivery - SLA

Definition	Timely delivery of deliverables would comprise of software application and all documents that are to be submitted as part of the project deliverables. All the deliverables defined in the contract has to be submitted on or before the stipulated date as defined in the contract or the project plan.
Service Level Requirement	All the deliverables defined in the contract and/or the project plan has to be submitted on or before the date as mentioned in the contract with zero delay.
Measurement of Service Level Parameter	To be measured in Number of Business Days of delay from the date of submission as defined in the project contract.
Penalty for non-achievement of SLA Requirement	Delay of every Business Day would attract a penalty per day as per the following – 1. For Software Application = 2 X Per day Penalty 2. For Documents = 1 X Per day Penalty The total penalty would be generated by the product of the above and the number of Business Days Delay. The Penalty per day is INR 15,000.

6.8 Correctness of Delivery - SLA

Definition	Correctness of deliverables would comprise of software application and all documents that are to be submitted as part of the project deliverables. Any deliverable submitted should not have errors/defects/bugs in them.
Service Level Requirement	All the deliverables defined in the contract have to be submitted First-Time-Right as mentioned in the contract minimum errors/defects/bugs (as defined below). Documents – The documents submitted to DG&T for final approval should have no errors. Application Software – The required service level for the Application software correctness is: 1. No Level 1 errors/defects/bugs in the complete application software. Level 1 errors/ defects/ bugs would be defined as the ones which has the greatest business impact wherein the user is not able to perform his/her regular work, or the output from the system is not as per the requirement. 2. May have a maximum of 5 (Five) Level 2 errors/defects/bugs in the complete application software. Level 2 errors/defects/bugs would be defined as the ones which has medium business impact wherein the user is partially able to perform his/her regular work
Measurement of Service Level Parameter	To be measured in Number of errors/defects/bugs for each of the deliverables as defined in the project contract. The definition of Bug/Error/Defect would be defined in the contract to be signed with the successful bidder.
Penalty for non-achievement of SLA	Occurrence of errors/defects/bugs would attract a penalty per day as per the following – 1. For Software Application = 2 X Per Bug/ Error/

Requirement	Defect Penalty 2. For Documents = 1 X Per Bug/Error/Defect Penalty The total penalty would be generated by the product of the above and the number of Bug/Error/Defect found in the deliverables. The Penalty per Bug/Error/Defect is INR 5,000.
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6.9 Installation of Hardware and Network Equipment - SLA

Definition	Installation of Hardware and Network Equipment would comprise of procurement, pre inspection check, Configuration and Testing by System Integrator and Roll-out approval from DGE&T
Service Level Requirement	Installation of Hardware and Network Equipment should be completed within 7 Business Days after delivering at DC and DR site
Measurement of Service Level Parameter	To be measured in Number of Business Days from the date of Intimation or Request from DGE&T
Penalty for non-achievement of SLA Requirement	Delay of every Business Day in Installation of Hardware and Network Equipment would attract a penalty per day as per the following : – 2 X Per day Penalty The total penalty would be generated by the product of the above and the number of Business Days Delay. The Penalty per day is INR 5,000.

6.10 Resolution Time – SLA

Definition	Time in which a complaint / query is resolved after it has been reported by DGE&T to the Post Go – Live Support team of the successful bidder
Service Level	(A) Any query after being given a response should be

Requirement	classified for resolution in following three categories. - Resolution Level 1 (R1): Queries regarding issues which has the greatest business impact wherein the user is not able to perform his/her regular work. For example, unable to login to the system due to errors in software, online certificate generation module not working etc. - Resolution Level 2 (R2): Queries regarding issues which has medium business impact wherein the user is partially able to perform his/her regular work. For example, user is able to login and perform most of his normal work, but can't approve a certain document. - Resolution Level 3 (R3): Queries regarding issues which have the least/no business impact involving cosmetic changes. For example, change of background colour etc. (B) The selected bidder should provide service as per the following standards – <table border="1"> <thead> <tr> <th>Query Type</th><th>Maximum resolution time allowed</th></tr> </thead> <tbody> <tr> <td>R1</td><td>1 business day</td></tr> <tr> <td>R2</td><td>3 business day</td></tr> <tr> <td>R3</td><td>5 business day</td></tr> </tbody> </table>	Query Type	Maximum resolution time allowed	R1	1 business day	R2	3 business day	R3	5 business day
Query Type	Maximum resolution time allowed								
R1	1 business day								
R2	3 business day								
R3	5 business day								
Measurement of Service Level Parameter	The service level would be defined in the number of business days calculated from the date of logging the call/raising the request with the successful bidder.								
Penalty for non-achievement of SLA Requirement	Delay of every Business Day would attract a penalty per day as per the following – - For R1 = 3 X Per day Penalty - For R2 = 2 X Per day Penalty - For R3 = 1 X Per day Penalty								

	The total penalty would be generated by the product of the above and the number of Business Days Delay. The Penalty per day is INR 10,000.
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6.11 Security Management - SLA

Definition	Security incidents could consist of any of the following but not limited to : (a) Virus Attack – This shall include Malicious code infection of any of the servers in the network. (b) Denial of Service Attack - This shall include non availability of service (c) Data Theft - Compromise of any kind of data through network. (d) Intrusion – Successful / unsuccessful unauthorized access to DGE&T Application/ network resulting in loss of confidentiality/Integrity/availability of data.
Service Level Requirement	The total number of incidents should not be more than 5 per quarter.
Measurement of Service Level Parameter	The network should be monitored for: (a) Virus Attack - Any virus infection and passing of malicious code through DGE&T's proposed network shall be monitored or complaints of virus infection shall be logged at the help desk system and collated every quarter. (b) Denial of Service Attack (DoS) - Non availability of any services shall be analyzed and examined to check whether it was due to external DGE&T attack. (c) Intrusion - Compromise of any kind of sensitive data hosted by DGE&T.

Penalty for non-achievement of SLA Requirement	If the selected bidder is not able to meet the above defined service level requirement, then any deviation from the same would attract a penalty as per the following –			
	Incidents in a quarter	5 < Incidents ≤ 7	7 < Incidents ≤ 9	Incidents ≥ 10
	Penalty (in INR per Quarter)	1,00,000	2,00,000	5,00,000

6.12 Application Availability - SLA

Definition	Application availability refers to the total time when the Application is available to the users for performing all activities and tasks.
Service Level Requirement	The average availability of the application should be at least 99% in a month.
Measurement of Service Level Parameter	$[(\text{Total Uptime of the Application in a month}) / (\text{Total Time in a Month})] * 100$ The above time would be calculated only for Working Hours during Business Days in a month (excluding Holidays). Any planned application downtime should not be included in the calculation of application availability. However, the Successful Bidder should take at least 15 days prior approval from DGE&T in writing for the planned outage.
Penalty for non-achievement of SLA	If the selected bidder is not able to meet the above defined service level requirement, then any deviation from the same would attract a penalty as per the

Requirement	following –			
	Application Availability (Monthly average)	>= 98 % to <99%	>= 95% to <98%	<95%
	Penalty	INR 15,000 per month	INR 25,000 per month	INR 40,000 per month

7. PAYMENT TERMS TO SUCCESSFUL BIDDER

7.1 DGE&T shall pay to the successful bidder the consideration, to be fixed as per terms of the Contract with the successful bidder(s). The broad terms of payment are as follows:

7.2 On award of the project to the successful bidder (issuing of the Letter Of Intent or Work Order), the successful bidder has to provide a Performance Bank Guarantee of 10% of contract value valid for the prescribed period.

7.3 DGE&T would provide a mobilization fee of 10% of the Contract value upon submission of the Performance Bank Guarantee of an equivalent amount.

7.4 Payment Schedule

The total contract value is a Total of Price A + Price B + Price C as provided by the successful bidder in its commercial proposal. *(Form 13: Bill of Material (BOM) for Software, Hardware, Network equipments, Third Party Software, Support etc).*

7.4.1 The Rest 90% of the contract value shall be paid to the successful bidder in the following manner after adjusting any deductions due to non-compliance of SLA etc.

Detailed Requirement Analysis and submission of System Requirement Specification (SRS), High Level Design (HLD) and Low Level Design (LLD) document and Approval of documents (by DGE&T)	10% of the Contract Value
Software Development, Testing (STQC Certification) and User Acceptance Testing (by DGE&T) and Bug Fixes	20% of the Contract Value
Installation of System at Data Centre and test run at Pilot Locations, Acceptance Testing of Data Centre infrastructure and User Training Activities	
Roll-out at all locations (System Go-Live and Test, Install, Configure the Hardware and Network equipments including touch-screen information kiosks at all the locations and User Training Activities	30% of the Contract Value
Support for Software, Hardware & Network Infrastructure and Onsite Support for Three years (Annual Maintenance and Other Costs for Three years) would be paid in the form of Quarterly Guaranteed Revenue (QGR). Every quarter 2.5% of the Contract Value would be paid to the successful bidder as QGR at the end of the quarter during the 3 years of Post Production Support after	30% of the Contract Value

system going live.	
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- 7.5 All payments to the successful bidder shall be made upon submission of invoices and Advance Stamped Receipt along with the related documents thereof after making adjustments (if required) for penalties for non adherence to defined SLAs.
- 7.6 The bidder shall quote an all inclusive fixed price as per the format defined in Annexure 2.

8. GENERAL CONDITIONS OF CONTRACT

8.1 Definitions

In this Contract, the following terms shall be interpreted as indicated:

- a. "The Client" or "The Purchaser" means the Directorate General of Employment & Training, Ministry of Labour & Employment, Government of India New Delhi.
- b. "Purchase Officer" means the officer signing the acceptance of tender and includes any officer who has authority to execute the relevant contract on behalf of the Client.
- c. The "Contract" means the agreement entered into between the Client and the Contractor signed by the Client and the Contractor, including all attachments and annexes thereto and all documents incorporated by reference therein.
- d. The "Contractor" or "Consultant" means the company selected through tendering process and shall be deemed to include the Contractor's successors, representatives (approved by the Client), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.
- e. "The Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations
- f. "Service" means services to be provided by the Contractor as per the requirements specified in this document and any other incidental services, such as setting up of necessary infrastructure, implementation, provision of technical assistance, training and other such obligations of the Contractor covered under the Contract;
- g. "Acceptance of Tender" means the letter/telex/telegram/ fax or any memorandum communicating to the Bidder the acceptance of his tender

8.2 Application

These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

8.3 Standards of Performance

- 8.3.1 The Contractor shall perform the Services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and shall observe sound management practices. The Contractor shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Client and shall, at all times, support and safeguard the Client's legitimate interests in any dealings with Third Parties.

8.4 Use of Contract Documents and Information

- 8.4.1 The Contractor shall not, without the Client's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Client in connection therewith, to any person other than a person employed by the Contractor in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.
- 8.4.2 The Contractor shall not, without the Client's prior written consent, make use of any document or information except for purposes of performing the Contract.
- 8.4.3 Any document, other than the Contract itself, shall remain the property of the Client and shall be returned (in all copies) to the Client on completion of the Contractor's performance under the Contract, if so required by the Client.

8.5 Performance Guarantee

- 8.5.1 Within 7 days after the receipt of notification of award of the Contract from the Client, the successful Bidder shall furnish Performance Guarantee to the Client, which shall be equal to 10% of the total value of the Contract and shall be in the form of a Bank Guarantee from a Nationalised / Scheduled Bank

8.5.2 The performance guarantee shall be deemed to govern the following guarantees from the successful Bidder, in addition to other provisions of the guarantee:

- a. To fulfil the conditions of work contract/purchase order.
- b. The performance guarantee is intended to secure the performance of the entire system. However, it is not to be construed as limiting the damages stipulated in any other clauses.

8.6 Project Scheduling and Monitoring

8.6.1 The Bidder shall plan various activities and submit the execution schedule and bar chart along with signing of the contract. The execution schedule should clearly indicate all activities and the time required for completion of each activity taking the total project time. Parallel and dependent activities for each activity need to be specified in the schedule.

8.6.2 Any suggestions that the bidder has made to improve the Terms Of References, staffing details, activities to be undertaken by the consultants, reporting etc., as also the inputs required from the Client to ensure satisfactory implementation of the assignment will then be discussed with this bidder and finalized.

8.6.3 This will form the basis for Monitoring of execution of the project and any delay/slippage from the schedule will be reviewed by both parties in review meetings from time to time and remedial measures decided to complete the project as per the schedule.

8.7 Currency of Payment

8.7.1 Payment shall be made in Indian Rupees only.

8.8 Payment Schedule & Terms

8.8.1 DGE&T shall pay to the successful bidder the consideration as per following payment schedule.

Detailed Requirement Analysis and submission of System Requirement Specification (SRS), High Level Design (HLD) and Low Level Design (LLD) document and Approval of documents (by DGE&T)	10% of the Contract Value
Software Development, Testing (STQC Certification) and User Acceptance Testing (by DGE&T) and Bug Fixes	20% of the Contract Value
Installation of System at Data Centre and test run at Pilot Locations, Acceptance Testing of Data Centre infrastructure and User Training Activities	
Roll-out at all locations (System Go-Live and Test, Install, Configure the Hardware and Network equipments including touch-screen information kiosks at all the locations and User Training Activities	30% of the Contract Value
Support for Software, Hardware & Network Infrastructure and Onsite Support for Three years (Annual Maintenance and Other Costs for Three years) would be paid in the form of Quarterly Guaranteed Revenue (QGR). Every quarter 2.5% of the Contract Value would be paid to the successful bidder as QGR at the end of the quarter during the 3 years of Post Production Support after system going live.	30% of the Contract Value

8.8.2 All payments to the contractor shall be made upon submission of invoices along with the related documents thereof being in order. All applicable taxes shall be deducted at source by the Client.

8.8.3 Payments shall be subject to any deductions (such as TDS etc.) of any amount, for which the contractor is liable under the agreement against this RFP.

8.9 Delays in the Contractor's Performance

8.9.1 An unexcused delay by the Contractor in the performance of its Contract obligations shall render the Contractor liable to any or all of the following:

1. Forfeiture of its performance security
2. Imposition of Penalties as per SLA
3. Termination of the Contract for default.

8.9.2 If at any time during performance of the Contract, the Contractor should encounter conditions impeding timely completion of the services under the contract and performance of the services, the Contractor shall promptly notify the client in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Bidders's notice, DGE&T shall evaluate the situation and may at its discretion extend the Contract time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

8.10 Termination for Default

8.10.1 The Client may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Contractor, terminate the Contract in whole or in part if:

- a. The Contractor fails to deliver any or all of the obligations within the time period(s) specified in the Contract, or any extension thereof granted by the Client, or
- b. The Contractor fails to perform any other obligation(s) under the contract.

8.11 Termination for Insolvency

The Client may at any time terminate the contract by giving written notice to the contractor, without compensation to the contractor, if the contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Client.

8.12 Force Majeure

8.12.1 The Contractor shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

8.12.2 For Purposes of this Clause, “Force Majeure” means an event beyond the control of the Contractor and not involving the Contractor’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

8.12.3 If a Force Majeure situation arises, the Contractor shall promptly notify the Client in writing of such conditions and the cause thereof. Unless otherwise directed by the Client in writing, the Contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all prevented by the Force Majeure event.

8.13 Resolution of conflicts

8.13.1 The Client and the Contractor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.

8.13.2 If the dispute can’t be resolved amicably by direct informal negotiation between the client and the successful bidder, then the same can be referred to

Project Management Consultant (IL&FS) in writing within 30 calendar days of dispute arise. IL&FS should propose an amicable solution to the dispute within 60 calendar days of receiving the written application (mentioning the dispute).

8.13.3 If the proposed resolution given by IL&FS is not acceptable to any of the parties (DGE&T or the successful bidder), then the objection to the same can be referred to the Monitoring Committee constituted by DGE&T at the start of the project with representatives from Department of Information Technology, GoI and Finance Division in writing within 30 calendar days of dispute arise. The Committee should propose an amicable solution to the dispute within 60 calendar days of receiving the written application (mentioning the dispute).

8.13.4 If the proposed resolution given by the Technical Expert Committee is not acceptable to any of the parties (The Client or the Contractor), then the objection to the same can be referred to the award of arbitrators, which will be appointed in accordance to The Arbitration and Conciliation Act, 1996. The rules there under and any statutory modification or re-enactments thereof made till the date of signing of contract, shall apply to the arbitration proceedings as described in clause 12 above.

8.14 Arbitration

8.14.1 The Client and the Contractor shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the Contract.

8.14.2 If, after Thirty (30) days from the commencement of such direct informal negotiations, the Client and the Contractor have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in Clauses 13.

8.14.3 In the case of a dispute or difference arising between the Client and the Contractor relating to any matter arising out of or connected with this

Contract, such dispute or difference shall be referred to the award of two Arbitrators, one Arbitrator to be nominated by the Client and the other to be nominated by the Contractor or in case of the said Arbitrators not agreeing, then to the award of an Umpire to be appointed by the Arbitrators in writing before proceeding with the reference, and in case the Arbitrators cannot agree to the Umpire, he may be nominated by the Secretary, Indian Council of Arbitration, New Delhi. The award of the Arbitrators, and in the event of their not agreeing, of the Umpire appointed by them or by the Secretary, Indian Council of Arbitration, New Delhi shall be final and binding on the parties.

8.14.4 The Arbitration & Conciliation Act 1996, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings.

8.14.5 The venue of arbitration shall be Delhi.

8.14.6 The Client may terminate this contract, by giving a written notice of termination of minimum 30 days, to the Contractor, if the Contractor fails to comply with any decision reached consequent upon arbitration proceedings pursuant to Clause 8.14.1 to 8.14.5.

8.15 Confidentiality

8.15.1 Contractor understands and agrees that all data, materials and information marked and identified by the Client as 'Confidential' are valuable assets of Client and are to be considered Client's proprietary information and property.

8.15.2 The Contractor will treat all confidential data, materials and information provided by the Client with the highest degree of care necessary to insure that unauthorized disclosure does not occur. Contractor will not use or disclose any data, materials or information provided by the Client without Client's prior written approval. The Contractor shall not be liable for disclosure or use of any materials or information provided by the Client or developed by the Contractor which is:

1. Possessed by the Contractor prior to receipt from Client, other than through prior disclosure by the Client, as documented by Contractor's written records;
2. Published or available to the general public otherwise than through a breach of Confidentiality;
3. Obtained by the Contractor from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to the Client;
4. Developed independently by the Contractor.

8.15.3 In the event that the Contractor is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Contractor shall promptly notify the Client and allow the Client a reasonable time to oppose such process before making disclosure.

8.15.4 Contractor understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause the Client irreparable harm, may leave the Client with no adequate remedy at law and the Client is entitled to seek to injunctive relief.

8.15.5 The Client does not wish to receive any Confidential Information of Contractor, and Contractor agrees that it will first provide or disclose information which is not confidential. Only to the extent that the Client requests Confidential Information from Contractor, will the Contractor furnish or disclose Confidential Information.

8.15.6 Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

8.15.7 The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this contract.

8.15.8 Confidential Information disclosed under this contract shall be subject to confidentiality obligations for a period of 3 years following the initial date of disclosure.

8.15.9 Nothing contained in this contract shall limit the Contractor from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

8.16 Non exclusivity, License fee and IPR

The Intellectual Property Rights of the Application Software developed for the Client shall be vested in the Client who shall have absolute right to use, license or sell the system without any payment to or permission from the Bidder.

8.17 Software ownership rights

The Contractor shall relinquish to the Client the source code along with adequate detailed documents (from the testing phase onwards) and the rights to the systems, programs and software developed at the Client 's expense and subject to negotiated agreements, all ownership right to the application software packages procured for the Client. The source code with version control system should be submitted in a DVD to the Client.

8.18 Patent rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the Contractor shall expeditiously extinguish such claim. If the Contractor fails to comply and the Client is required to pay compensation to a third party resulting from such infringement, the Contractor shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Client will give notice to the Contractor of such claim, if it is made, without delay.

8.19 Governing Language

The Agreement shall be written in English language. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in English language.

8.20 Applicable Law

The contract shall be interpreted in accordance with the Indian laws.

8.21 Notices

8.21.1 Any notice by one party to the other pursuant to the Contract shall be sent in writing or by telegram or by telex and confirmed in writing to the address specified for that purpose in the contract.

8.21.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

8.22 Contract Amendments

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e. the Contractor and the Client.

ANNEXURE 1 – FORMATS FOR TECHNICAL PROPOSAL

Form 1: Technical Proposal Cover Letter

To:

The Deputy Director General (AT),
Directorate General of Employment & Training,
Ministry of Labour & Employment, Government of India,
Shram Shakti Bhawan, 2-4 Rafi Marg,
New Delhi-110001.

Sir,

Having examined the RFP document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the ICT services as required and outlined in the RFP for Design, Development and Management of SDIS Web Based Software for Directorate General of Employment & Training.

1. Each page of the Technical and Financial proposal has been signed by the Authorized Signatory.
2. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the RFP document and that we shall perform all the incidental services.
3. We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Proposals.
4. We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

5. Bid Security for an amount equal to Rs. 10 Lakhs (Rupees Ten Lakhs only) in the form of a Demand Draft is enclosed in a separate sealed Cover details of which are given below:

No.

Date

Bank

Validity

6. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent (LoI) awarding the contract, shall constitute a binding contract between us.
7. The information contained in this proposal or any part thereof, including its exhibits, schedules, and other document(s) delivered or to be delivered to DGE&T, is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead DGE&T as to any material fact.
8. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours sincerely,

Dated this Day of 2009

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Form 2: Organization Details

Bidder to provide the following details:

Name of Organisation		
Details of Primary Contact Person	Name	
	Designation	
	Address	
	Telephone No.	
	Fax No.	
	E-Mail:	
Details of Secondary Contact Person	Name	
	Designation	
	Address	
	Telephone No.	
	Fax No.	
	E-Mail:	
Registered Office		
Details of Offices in India		
Date of Incorporation (Copy of Certificate of Incorporation)		
Address of offices in		

India	
Address of Software Development Centers in India	
Financial Turn over for last three years (Audited Annual Accounts and Annual Reports to be submitted)	
Cumulative Turn over for last three years from Software development services (Audited Annual Accounts and Annual Reports with clear references to be submitted)	
Income Tax and Service Tax Registration Number (Registration Certificates)	
Number of IT resources with the organization as on 31.03.09 (Self Certification from Head of HR)	
Self Declaration by Authorized Signatory that the	

organization is not blacklisted by any government organization in India						
Quality Certification	<u>Sl. No.</u>	<u>Certification</u>	<u>Certified by</u>	<u>Date of getting certification</u>	<u>Certificate Valid upto date</u>	

Form 3: Organisation Project Experience

Bidders to use this format for demonstrating their related experience in carrying out similar assignments. Use separate formats for individual experience.

Assignment Name:	Approx. Value of the Contract:
Location:	Duration of Assignment (months):
Name of the Client:	Total number of staff-months of the Assignment:
Address:	Approx. value of the services provided by your firm under the contract:
Start Date (Month/Year): Completion Date (Month/Year):	No. of professional staff-months provided by associated Consultants:
Name of Consortium Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	

Description of actual services provided by your staff within the assignment:

Form 4: Affirmative Statement for Conflict of Interest

To:

The Deputy Director General (AT)
Directorate General of Employment & Training
Ministry of Labour & Employment, Government of India
Shram Shakti Bhawan, 2-4 Rafi Marg
New Delhi-110001

Sir,

[Bidder shall furnish on its Letterhead an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder due to prior, current, or proposed contracts, engagements, or affiliations with DGE&T.]

[Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.]

Yours sincerely,

Dated this Day of 2009

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Form 5: Team Composition

Name of Staff	Area of Expertise	Position Assigned

Form 6: Format for Curriculum Vitae (CV) of Proposed Staff

(Separate Sheet to be attached for each professional)

1. Proposed Position	
2. Name of Firm	
3. Name of Staff and Nationality	
4. Profession	
5. Date of Birth	
6. Years with Firm/ entity	
7. Key Qualifications & experience	
8. Membership in Professional Societies etc.	
9. Details of task Assigned	

Form 7: Description of the approach and methodology for the project

Bidder to provide its approach and methodology for providing all services under the contract.

Form 8: Detailed Work plan for performing the assignment

Bidder to provide detailed activity and resource schedule for the entire work plan for the project

Form 9: Self Declaration

To:

The Deputy Director General (AT),
Directorate General of Employment & Training,
Ministry of Labour & Employment, Government of India,
Shram Shakti Bhawan, 2-4 Rafi Marg,
New Delhi-110001.

Sir,

In response to the tender Reference No: DGET-6/1/2007-MES/IS-Vol II as an owner/Partner/Director of <<Name of Bidder>>, I/We hereby declare that <<Name of Bidder>>, is having unblemished past record and was not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time by any government organisation in India.

I/We hereby declare that <<Name of Bidder>> does not have any connection with employees at DGE&T, its Consultant and the Committee appointed by DGE&T for guidance relating this project.

Yours sincerely,

Dated this Day of 2009

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Form 10: Unpriced Bill of Material (BOM) for System Software, Third Party Software, hardware and network equipments etc. required as per bidders' proposed solution

S. No.	Item	Make/Model	Technical Specifications	Number and details of Units / Licences
Off the Shelf and Third Party Software				
1	Database Solution Software			
2	Application Server Software			
3	Web Server Software			
4	Directory Server Software			
5	Intrusion Detection System			
6	Backup Software			
7	Antivirus Software			
8	Others... (please specify)			
Hardware				
1	Application Server			
2	Database Server			
3	Web Server			
4	Directory Server			
5	Intrusion Detection Server			
Networking Equipments				
6	Internet Router			

7	Modems			
8	Switches			
9	Firewall			
10	Storage System			
Touch Screen Based Information kiosks				
11	Touch Screen System			
Others (please specify)				

In case bidders wish to provide any additional documentation, brochures etc. of above, they may do so by attaching the same as clearly referenced supplemental information.

ANNEXURE 2 – FORMATS FOR COMMERCIAL PROPOSAL

Form 11: Commercial Proposal Cover Letter

(To be placed in the sealed cover containing commercial proposal)

To:

Directorate General of Employment & Training,
Ministry of Labour & Employment,
Government of India,
Shram Shakti Bhawan, 2-4 Rafi Marg,
New Delhi-110001.

Sir,

1. Having examined the RFP document, the receipt of which is hereby duly acknowledged, I/We, the undersigned, offer to provide the ICT services as required and outlined in the RFP for Design, Development and Management of SDIS Web Based Software for Directorate General of Employment & Training.
2. I/ We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and conditions.
3. We are hereby submitting our complete commercial proposal as per prescribed format.
4. Our attached Commercial Proposal is for the sum of [Amount in words and figures] for the complete contract period. This amount is inclusive of all taxes & levies.

5. Our Commercial Proposal shall be binding upon us subject to the modification resulting from Contract negotiations, made by DGE&T at its discretion.
6. Each page of the commercial proposal has been signed by the Authorized Signatory.
7. We understand and hereby accept that DGE&T will evaluate our proposal on the basis of Total Contract Value quoted by us.
8. I/We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.
9. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours sincerely,

Dated this Day of 2009

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Enclosures:

1. Form 12 - Commercial proposal
2. Form 13 - Bill of Material (BOM) for Third Party Software, Hardware, Network equipments etc.

Form 12 - Commercial proposal

Price Schedule

1. I/We quote below our firm prices for the ICT services as required and outlined in the Request for Proposal (RFP) for Design, Development and Management of SDIS Web Based Software for Directorate General of Employment & Training.
2. The quoted prices include all activities required to perform the services for Design, Development, Procurement, Supply, Test, Implementation and Management of The Hardware & Network Infrastructure for a period of 3 years.
3. Our Total price offer for the entire contract period is INR _____ <<Amount in words>> INR _____ << Amount in figures>> only.
4. The above charges are inclusive of all charges, taxes, duties, levies that may be applicable.

Yours sincerely,

Dated this Day of 2009

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Form 13: Bill of Material (BOM) for Software, Hardware, Network equipments, Third Party Software, Support etc.

A - Software Design, Development and Implementation (Mention individual line item costs excluding Support)

S. No.	Cost Item	Unit Cost (In INR/ Man Month)	No of Units (In Man Months)	Total Amount (In INR)	
				In Figs.	In Words
1	Project Manager/Leader				
2	Business Analyst(s)/ Functional Expert(s)				
3	Technical Experts				
4	Programmers/Developers/Software Testing personnel				
5	Others (Give details of each expense and justification of its applicability for the project like Quality analysis, Data Entry, Training and implementation, royalty, etc costs)				
6	Travel and Miscellaneous expenses (Give details of each expense) *	NA	NA		
7	Total (A)				

* The Travel and Miscellaneous expenses should not exceed more than 10% of Total Price of A.

B - Procure, Supply, Test and Implement the Software, Hardware & Network Infrastructure (All the equipments, software etc installed/deployed would be a property of DGE&T) (Mention the individual line items, excluding the Support Cost. The number of line items can be more/less than the number as mentioned in the template given below)

S. No.	Cost Item	Make/ Model	Technical Specifications	Unit Cost (INR) X	No. of Units Y	Total Amount (In INR) (X*Y)	
						In Figs.	In Words
1	Hardware 1						
2	Hardware 2						
3							
4							
5	Network Equipment 1						
6	Network Equipment 2						
7							
8							
9	Software License 1						
10	Software License 2						
11							

12							
13	Total (B)						

C – Support for Software, Hardware & Network Infrastructure and Onsite Support for Three years (Annual Maintenance and Other Costs for Three years)

S. No.	Cost Item	Description	Unit Cost (INR) X	No. of Units Y	Total Amount (In INR) (X*Y)	
					In Figs.	In Words
1.	AMC Cost 1 (for 3 years)					
2.	AMC Cost 2 (for 3 years)					
3.						
4.						
5.	Warranty Cost					
6.	Insurance Cost					
7.	Support for Year 1					
8.	Support for Year 2					
9.	Support for Year 3					
10.	Onsite Support for Year 1					
11.	Onsite Support for Year 2					
12.	Onsite Support for Year 3					
13.	Others (Give details of each expense and justification of its applicability for the project)					
14.	TOTAL (C)					

Note –

- 1) The Cost in A, B and C above should be inclusive of any applicable relevant tax.
- 2) The Total Price to be considered for Commercial Evaluation is Price A + Price B + Price C

ANNEXURE 3 - REQUEST FOR CLARIFICATION (RFC) FORM

Bidders requiring specific points of clarification may communicate with DGE&T during the specified period using the following format:

Directorate General of Employment & Training, New Delhi			
Bidder's Request for Clarification			
Name of Organization submitting request		Name & position of person submitting request	Full formal address of the organization including phone, fax and email points of contact
			Tel:
			Fax:
			E-mail:
S.No	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification required
1			
2			
3			

ANNEXURE 4 - PERFORMANCE BANK GUARANTEE (PBG)

[Date]

Directorate General of Employment & Training,
Shram Shakti Bhawan, 2-4, Rafi Marg,
New Delhi – 1100001.

Phone:

Fax:

Sir,

PERFORMANCE BANK GUARANTEE for services mentioned under RFP for Design, Development and Management of SDIS Web Based Software Project.

WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a contract dated(Herein after, referred to as “Contract”) with you (Directorate General of Employment & Training – DGE&T) for providing the ICT services for Design, Development, and Management of SDIS Web Based Software Project.

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee in your favour for an amount INR (In words and figures), being equivalent to 10% of the total of the price as quoted in the commercial proposal submitted by the constituent and guarantee the due performance by our constituent as per the contract and do hereby agree and

undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of INR (in words and figures) without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of three (3) months beyond the expiration of contract period i.e. System 'Go-Live' + 39 months, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of three (3) months beyond the expiration of contract period i.e. System 'Go-Live' + 39 months for the total solution as per said Contract.

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights:

- I. Requiring to pursue legal remedies against DGE&T; and
- II. For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the contract and any resentment, demand, protest or any notice of any kind.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any

amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to INR (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- I. Our liability under this Performance Bank Guarantee shall not exceed INR (In words and figure);
- II. This Performance Bank Guarantee shall be valid only up to the completion of 3 months beyond the contract period i.e. 'System Go-Live' + 39 months for complete solution and services; and
- III. We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (Date i.e. completion of the period or 'System Go-Live' + 39 months for the

proposed ICT services for Design, Development, and Management of SDIS Web Based Software Project.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated this day 2009.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note:

1. This guarantee will attract stamp duty as a security bond.
2. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

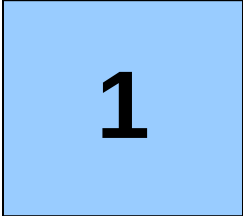
ANNEXURE 5 – LIST OF DGE&T FIELD INSTITUTES WHERE TOUCH SCREEN INFORMATION KIOSKS TO BE SET-UP

S. No.	Name & Address
1.	Regional Directorate of Apprenticeship Training RDAT, M.S.O. Building, E Wing, Ist Floor, D.F. Block, Sector-I, Salt Lake, Kolkata -700064
2.	Regional Directorate of Apprenticeship Training RDAT, Southern Region, Guindy, Chennai -600032
3.	Regional Directorate of Apprenticeship Training RDAT, 3rd Floor, A-Wing, New CGO Building NH-IV , Faridabad -121001
4.	Regional Directorate of Apprenticeship Training RDAT, ATI-EPI Campus, Ramanthapur Hyderabad Hyderabad(Ranga Reddy) -500013
5.	Regional Directorate of Apprenticeship Training RDAT, Udyog Nagar, Kanpur -208022
6.	Regional Directorate of Apprenticeship Training RDAT, V.N. Purav Marg, Sion Trombay Road, Mumbai -400022
7.	Advanced Training Institute Vidyanagar, Hyderabad -500007
8.	Advanced Training Institute Advanced Training Institute, Gill Road, Ludhiana -141003
9.	Advanced Training Institute Dasnagar. Howrah -711005
10.	Advanced Training Institute for Electronics & Process Instrumentation Niranjanpur, Majra, Dehradun -248171
11.	Foremen Training Institute, Adityapur, Jamshedpur Govt.Polytechnic Campus Tata Kandra Main Road Adityapur, Jamshedpur,

	Saraikele Kharsawan -832109
12.	Foremen Training Institute Tumkur Road, Bangalore -560022
13.	Model Industrial Training Institute Godown Complex, Beypore, Calicut, Kozhikode (Calicut) -673015
14.	Model Industrial Training Institute Chowdhar, Cuttack -754025
15.	Model Industrial Training Institute ITI Campus, Shastri Nagar, Jodhpur -342003
16.	Model Industrial Training Institute Nainital Road, Haldwani, Nainital -263126
17.	Central Staff Training & Research Institute EN Block, Sector 5, Salt Lake City, Kolkata -700091
18.	National Vocational Training Institute for Women D-I, Sector -1, NOIDA, Gautam Budha Nagar -201301
19.	Regional Vocational Training Institute for Women ITI Campus Tarasali Road, Vadodara -390009
20.	Regional Vocational Training Institute for Women Thandi Sarak New Subzi Mandi, Hissar -125001
21.	Regional Vocational Training Institute for Women Kazhakuttom, Thiruvananthapuram -695582
22.	Regional Vocational Training Institute for Women Hosur Road, Bangalore -560029
23.	Regional Vocational Training Institute for Women Kashinath Dhru Street Dadar(West), Mumbai -400028
24.	Regional Vocational Training Institute for Women Nanda Nagar ITI Campus, Indore -452003
25.	Regional Vocational Training Institute for Women Jhalana Doongri, Institutional Area, Jaipur -302016
26.	Regional Vocational Training Institute for Women

	Araimile TURA -794001
27.	Regional Vocational Training Institute for Women No. 5, New Katra Road, Allahabad -211002
28.	Regional Vocational Training Institute for Women CP-16 Block, Sector V, Kolkata -700091

ANNEXURE 6 – FUNCTIONAL REQUIREMENTS SPECIFICATION



1

1. Project Information

1.1 Objectives

The functional requirements and specifications in this document are intended to serve as a basis for design and development of the proposed web-based software for Skill Development Initiative Scheme. This software will be called SDIS Web Based Software and is referred to as such throughout this document.

1.2 Purpose of this document

This document sets forth draft baseline functional requirements for the SDIS Web Based software. The software is primarily intended to serve DGE&T as a practical tool in management of both computer-based and paper-based records for SDIS.

The purpose of the new system is to replace the existing paper based and manual processes with a web based, integrated system and centrally managed with access for all stakeholders.

1.3 Scope of this document

The objective of this document is to present to software development team the requirement specifications which will form the basis for the software architecture and design.

1.4 Document Overview

This document is structured in following chapters

Section 1 – Project Information

Section 2 – Present System

Section 3 – Proposed System Architecture

Section 4 – Functional Requirement Specifications

1.5 Related Documents

SDIS implementation manual, DGE&T (Jan 2008)

Guidelines for States for SDIS Implementation, DGE&T (Jan 2008)

Both the above documents are available of DGE&T website <http://dget.gov.in/mes>

1.6 Key Stakeholders

Ministry of Labour & Employment - GoI, DGE&T, State Governments, UT Administrations, Vocational Training Providers, Assessing Bodies, Candidates, NCVT, NIMI, Potential Employers, Citizens and other interest groups.

1.8 Disclaimer

The information contained in this document is the proprietary and exclusive property of DGE&T except as otherwise indicated. No part of this document, in whole or in part, may be reproduced, stored, transmitted, or used for design purposes without the prior written permission of DGE&T. The information in this document is provided for informational purposes only.

1.9 Privacy Information

This document may contain information of a sensitive nature. This information should not be shared with persons other than those authorised by DGE&T.

2

2. Current System

2.1 Organization Profile

The Directorate General of Employment & Training (DGE&T) in Ministry of Labour is the apex organisation for development and coordination at National level for the programmes relating to vocational training including women's vocational training and employment services. Employment service is operated through a countrywide network of Employment Exchanges. Industrial Training Institutes (ITIs) are under the administrative and financial control of State Governments or Union Territory Administrations.

DGE&T also operates Vocational Training Schemes in some of the specialised areas through field institutes under its direct control. Development of these programmes at national level, particularly in the area concerning common policies, common standards and procedures, training of instructors and trade testing is the responsibility of the DGE&T. But, day-to-day administration of employment Exchanges and Industrial Training Institutes rests with the State Governments/ Union Territories Administrations.

2.2 Background

Vocational Training is a concurrent subject under the Constitution and the Central and State Governments share responsibility for effective implementation of vocational training system in the country. At the national level, the Directorate General of Employment and Training (DGE&T), Ministry of Labour & Employment (MoLE), is the nodal body for formulating policies, laying down norms, standards, conducting trade test and certification of vocational training. The State Governments through Industrial Training Institutes/Industrial Training Centres (ITIs/ITCs) impart institutionalised

vocational training under Craftsman Training Scheme, one of the flagship programmes run by the DGE&T.

The skill level and educational attainment of the workforce determines the productivity as well as the ability to adapt to the changing industrial environment. A majority of Indian workforce does not possess marketable skills which is an impediment in getting decent employment and improving their economic condition. While India has large young population, only 5% of the Indian labour force in the age group of 20-24 years has obtained vocational skills through formal means whereas the percentage in industrialized countries varies between 60% and 96%. About 63% of the school students drop out at different stages before reaching Class-X. Only about 2.5 million vocational training seats are available in the country whereas about 12.8 million persons enter the labour market every year. Even out of these training places, very few are available for early school dropouts.

This signifies that a large number of school drop outs do not have access to skill development for improving their employability. The educational entry requirements and long duration of courses of the formal training system are some of the impediments for a person of low educational attainment to acquire skills for his livelihood. Further, the largest share of new jobs in India is likely to come from the unorganized sector that employs up to 93 per cent of the national workforce, but most of the training programmes cater to the needs of the organized sector.

Accordingly, Ministry of Labour & Employment undertook development of a new strategic framework for skill development for early school leavers and existing workers, especially in the un-organised sector in close consultation with industry, micro enterprises in the un-organised sector, State Governments, experts and academia which were essential considering their educational, social and economic background.

The main objective of the scheme is to provide employable skills to school leavers, existing workers, ITI graduates, etc. Existing skills of the persons can also be tested and

certified under this scheme. Priority will be given to covering those above the age of 14 years who have been or withdrawn as child labour to enable them to learn employable skills in order to get gainful employment.

In pursuance of Hon'ble Finance Minister announcement in 2005-06 Budget Speech, Ministry of Labour and Employment undertook development of a new strategic framework for skill development.

The key features of the new framework for skill development are:

- Demand driven short term training courses based on Modular Employable Skills (MES) decided in consultation with Industry.
- Flexible delivery mechanism (part time, weekends, full time, onsite/ offsite)
- Different levels of programmes (Foundation level as well as skill up-gradation) to meet demands of various target groups.
- Training to be provided by Vocational Training Providers under the government, private sector and industrial establishments
- Optimum utilization of existing infrastructure to make training cost effective
- The services of existing or retired faculty or guest faculty to be utilized
- Testing of skills of trainees by an independent assessing body that would not be involved in conduct of the training programme to ensure that it is done impartially

Accordingly, with the assimilation of above features, a new scheme namely “Skill Development Initiative” for imparting vocational training / testing of competencies to 1 million persons over a period of 5 years and thereafter 1 million per year has been taken up. The scheme has been operationalised after the approval of CCEA on 24th May 2007.

2.3 Scheme Objectives

The objectives of the scheme are:

- To provide vocational training to school leavers, existing workers, ITI graduates, etc. to improve their employability by optimally utilizing the infrastructure available in

Govt., private institutions and the Industry. Existing skills of the persons can also be tested and certified under this scheme.

- ⌘ To build capacity in the area of development of competency standards, course curricula, learning material and assessment standards in the country.

2.4 Current Methods and Procedures

The present Implementation Manual for SDI Scheme was designed in January, 2008. The scheme has been put in operation and the targets set for the first year have been satisfactorily achieved. The SDI Scheme Details and Implementation Manual (Jan 2008) and other scheme related information is available on DGE&T website.

Based on the feedback for scheme implementation, DGE&T is in the process of further streamlining the scheme implementation to achieve the objectives and targets of the scheme.

2.5 System Objectives

The proposed system at DGE&T symbolises the growing need for:

- ⌘ Efficient management of the SDI Scheme
- ⌘ Reduction in manual effort
- ⌘ Reduction in time taken for completion of various processes
- ⌘ Improvement in the communication process within the organization and with external entities
- ⌘ Dissemination of the information about the scheme and bring transparency.
- ⌘ Get valuable feedback from stakeholders and public at large.

2.6 System Expectations

The DGE&T web based software is aimed as an Information System for DGE&T for effective implementation, monitoring and evaluation of the SDI Scheme. On a broad level the capabilities that are sought from the system are:

- ⌘ It should be an information system for
 - Operational Information
 - Financial Information
 - Management Information
- ⌘ It should have capabilities to store / modify information from various sources.
- ⌘ It should become an effective tool for improving the efficiency at each level of scheme implementation.
- ⌘ It should be a platform from where the information can be easily disseminated to all stakeholders. It should have searching capabilities.
- ⌘ It should provide necessary tools to enable feedback from various stakeholders. It should act as a platform for exchange of ideas.
- ⌘ It should have capabilities to analyse the data and information stored in the databases. It should have capabilities to present multivariate reports – pre-defined reports and on-need-basis reports.

3

3. System Overview

3.1 Guiding Principle

The SDIS IT system should offer an integrated environment that supports both management and access to information relating to SDI Scheme. The software should offer a capacity for global updating and flexible addition of fields. It should offer the ability to hide fields and records from public view (as defined) and should be managed centrally. It should offer the users consistent information, regardless of the path they take in seeking it. The software should have the ability to store, access, search, and generate reports from the information that it contains.

The proposed SDIS Web based software will be used for implementation, monitoring and evaluation of the scheme. The Web based software has been identified as the potential system to manage the scheme of this nature and scope. It will enable DGE&T to effectively implement, manage and monitor the scheme. It should enable DGE&T in achieving the targets of the scheme within the stipulated period with limited staff available at Central and State levels.

The software developer is expected to perform a detailed analysis of the functional requirements specified in this document and prepare the system design documents and the Software Requirement Specification document.

3.2 System Users

The proposed system will be used by various project stakeholders for efficient implementation, monitoring and evaluation of the scheme. The key user groups have been identified as:

1) DGE&T Officials

- Location - New Delhi
- Approximate No. of users - 20
- Responsibilities:
 - Development of Systems, Norms, Guidelines, etc. and Monitoring, Evaluation and Reporting of scheme
 - Mid-term appraisal and revisions in the scheme
 - Preparation of reports for various authorities like PMO, Cabinet, Planning Commission, Ministry of Finance, M/o Labour & Employment etc.
 - Infrastructure and facilities in NPMC and regional cells

2) RDAT Officials

- Location - Six offices located at Faridabad, Kanpur, Mumbai, Hyderabad, Chennai and Kolkatta.
- Approximate No. of users at each RDAT - 10
- Responsibilities:
 - Scrutiny of applications of the Vocational Training providers and their registration
 - Registration of testing centres
 - Periodic inspections of the assessment done by assessing bodies
 - Monitoring registration of candidates by Assessing bodies and VTPs
 - Verification of results submitted by the assessing bodies
 - Issuing of certificates to the trainees
 - Maintaining records of certificates issued
 - Release of funds to the VTPs based on trainees who passed tests
 - Release of funds to Assessing Bodies based on candidates who passed tests
 - Monitoring proper utilisation funds and reimbursement of funds to candidates by Assessing Bodies and VTPs
 - Coordination with State Governments and Industry etc.

3) Vocational Training Providers (VTPs)

- Location - VTPs are located across the country. It is envisaged that over a period of time there will be about 40,000 registered VTPs under the scheme.
- Approximate No. of users – 1 to 2 at each VTP
- Responsibilities:
 - Provide training under SDI scheme
 - Provide counselling & vocational guidance
 - Provide training facilities as per norms
 - Provide post training support to trainees in getting employment
 - Maintain data base on trainees trained and the outcome of the training
 - Maintain accounts, ensure proper utilisation of funds and submit reports and utilisation certificates as per prescribed schedule.
 - Follow various instructions issued by DGE&T from time to time.

4) Assessing Bodies (ABs) across the country

- Location – Assessing Bodies are located across the country.
- Approximate No. of users - At present there are 10 registered Assessing Bodies. Each AB will have about Ten (10) users. DGE&T is in the process of increasing the number of Assessing Bodies from 10 to 20.
- Responsibilities:
 - Responsible for registration of candidates and collection of assessment fee.
 - Conduct testing in respect of trades / skill areas under Modular Employable Skills (MES) entrusted to it by DGE&T
 - Assessing Body shall be responsible for preparation of test question papers based on the assessment criteria / competency as approved by NCVT.
 - Reimbursement of the assessment fee as per conditions
 - Maintain records of assessment

5) NIMI

- Location - Chennai

- Approximate No. of users - 10
- Responsibilities:
 - Development of Instructional Media
 - Design and Development of Question Banks
 - Design and Development of Course Curriculum

6) State Government / UT Administrations

- Location – Spread across the country.
- Approximate No. of users - State Cells and Officials related to SDIS. There will be about Ten (10) users per State and about Five (5) users per UT Administration
- Responsibilities:
 - Registration of vocational training providers
 - Providing support to the assessing bodies
 - Assessing of labour market demand & curriculum development
 - Giving wide publicity to scheme
 - Implementing MES programme in ITIs/ITCs
 - Providing Post training support
 - Close monitoring & evaluation to ensure quality
 - Setting up of dedicated MES cells

7) Candidates / Students

- Location – Spread across the country.

8) Citizens & Other Interest Groups

- Location – Spread across the country.

3.3 Technical Overview

The SDIS Web Based Software shall be based on robust and scalable 3-tiered architecture that optimally leverages the existing organizational infrastructure and efficiently stores and makes information available on demand. The system should provide scalability and redundancy both at the front-end and the back-end tier of the architecture.

The system should tie the SDIS information structure together and make the entire process of data retrieval much simpler. The system should be accessible in a secured manner via Internet by DGE&T employees and other users. The software should thus be accessible through different types of interfaces. The web tier should include provision for load balancing. The data storage should be on a scalable database platform with provision for high availability.

The number of users accessing the system has been described in section 3.2 above. In addition the portal may be accessed by potential candidates and citizens for seeking information relating to SDIS. The system must remain online, functional and accessible to all users at all times of day and night (24x7) via Internet. The system should have adequate load-balancing features to cater to peak demands of system usage. The software must be cross-browser and cross platform accessible.

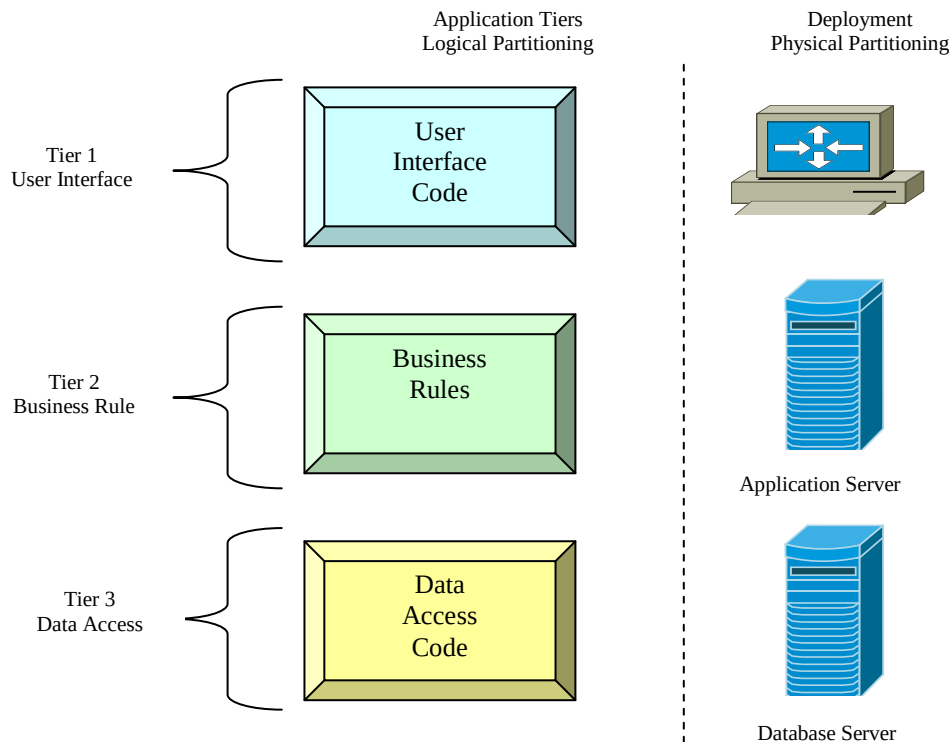
Performance of the system should not be degraded as traffic, number of users, number of content records increase. The software developer should recommend appropriate scalable architecture, suitable storage solution, system software, hardware and infrastructure required to ensure its performance as resource demand increase.

3.4 Indicative Solution Architecture

An indicative 3 tier solution architecture has been given below. This architecture is only indicative and the bidder is welcome to provide any other solution architecture in the technical solution that may be better suited for designing the SDIS Web Based Software

The user interface provides means by which users would interact with the system. The user interface provides means of providing inputs to the system and receiving outputs from the system. The business logic would define functional algorithms which handle information flow between the user interface and the database. Data access would typically refer to software and activities related to storing, retrieving, or acting on data housed in a database or any other repository.

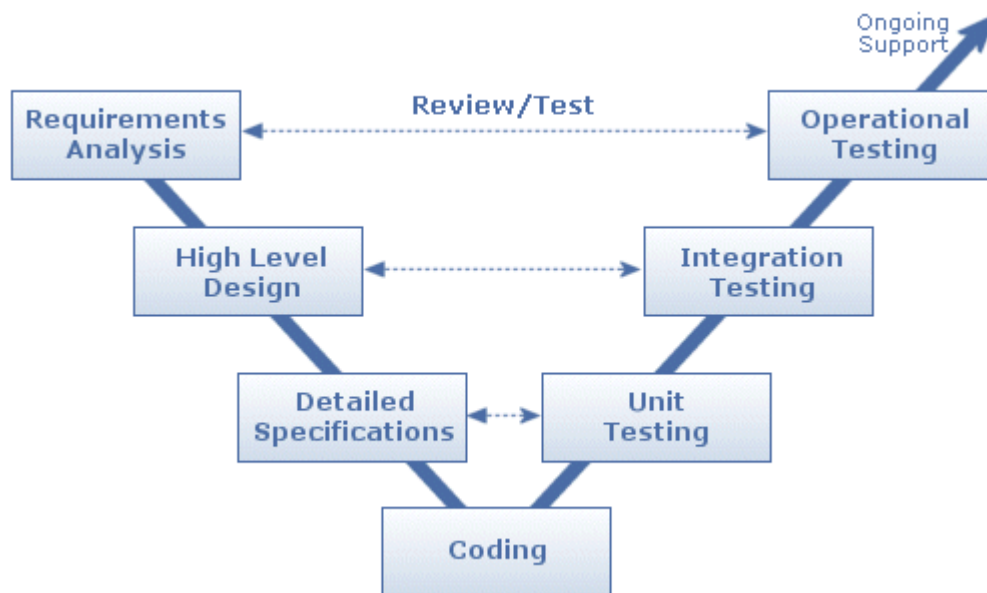
The system Logical and Physical Partitioning of the system is shown below:



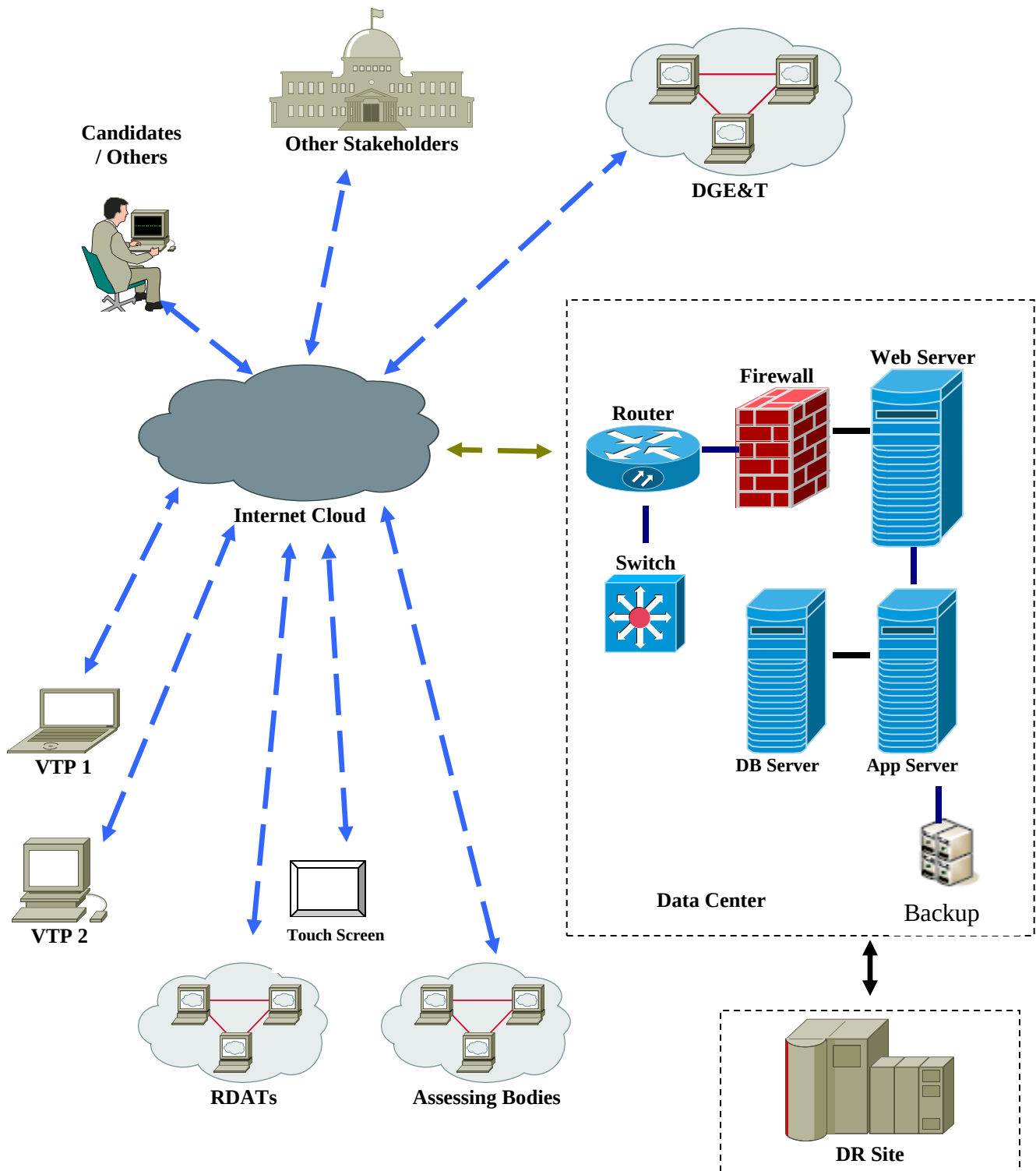
3.5 The software development framework

The software development framework should involve a standard Software Development Life Cycle (SDLC) methodology. Waterfall model of SDLC should be used for design and development of software.

The diagram given below depicts the various phases of SDLC, and the corresponding activities involved. The list of activities given in the diagram below is only an indicative one. The phases and associated activities are iterative: for example, changes in the scope or requirements during the development phase will necessitate repetition of previous phases. Whenever the process returns to a previous phase, it may need to do so under the proper Change Management and Control procedure. The project may cross-over into multiple phases and activities simultaneously.



3.6 System Architecture



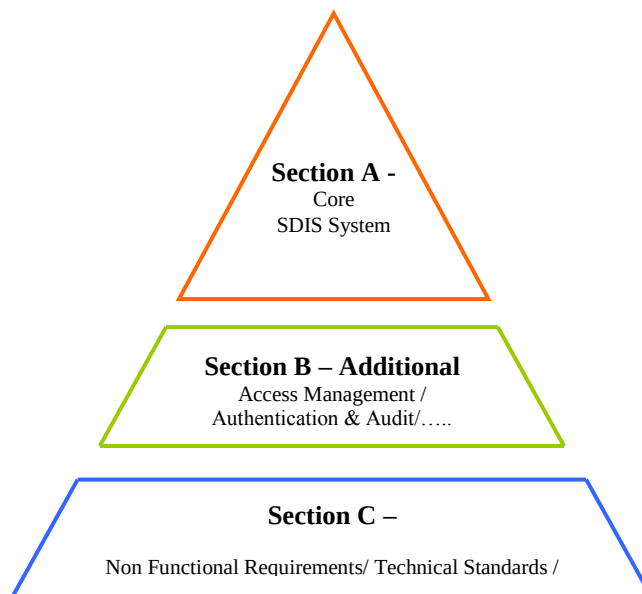
PROPOSED SYSTEM ARCHITECTURE

4

4 Requirements Specification

4.1 Structure of the Requirements

The Requirements are structured in three sections. This structure is designed to highlight the specific features of SDIS software which distinguish it from other applications – the key features which are central and make it different. These key features will need to be supported by additional functionality that is more general. The most pertinent additional functions are in section B. Non-functional and technical requirements are outlined in section C.



Relationship of Sections in the Functional Requirements

For the key system features, the requirements are expressed in a detailed and specific form; for the most general supporting features the requirements are expressed at a higher level. This is not because they are less important from an overall perspective but simply because they are more general; they are already more widely understood and documented.

4.2 Terminology

In the requirements which follow, the following terminological conventions are used:

- The term “must” is used in each minimum requirement, to mean:
The system must comply with all statements which follow use of the term “must” within the same requirement, in order to meet this itemised requirement; and in order to meet the minimum requirements.
- The term “should” is used in each desirable statement, to mean:
A system should desirably comply with all statements which follow use of this term within the same numbered requirement, and must do so to fully meet this itemised requirement.
- The term “should” is occasionally followed by the term “must” to mean:
The System should desirably offer the function or facility described, and where it does it must also fulfil the qualifying criteria defined by use of the term “must” to be compliant with this desirable requirement.
- The term “Where ...” is occasionally used in conjunction with the term “must” in the following format, to mean:
Where the system provides a particular function, or implements a function in a certain defined manner, it must fulfil the criteria defined by use of the term “must” to meet the minimum requirements.

4.3 Reference Documents

This description of Functional Requirements is supported by an accompanying SDIS Implementation Manual (Jan 2008). The Reference Document (as modified) provides formal definitions of terms and concepts which are used in the requirements statement, and should be consulted where any questions of interpretation arise.

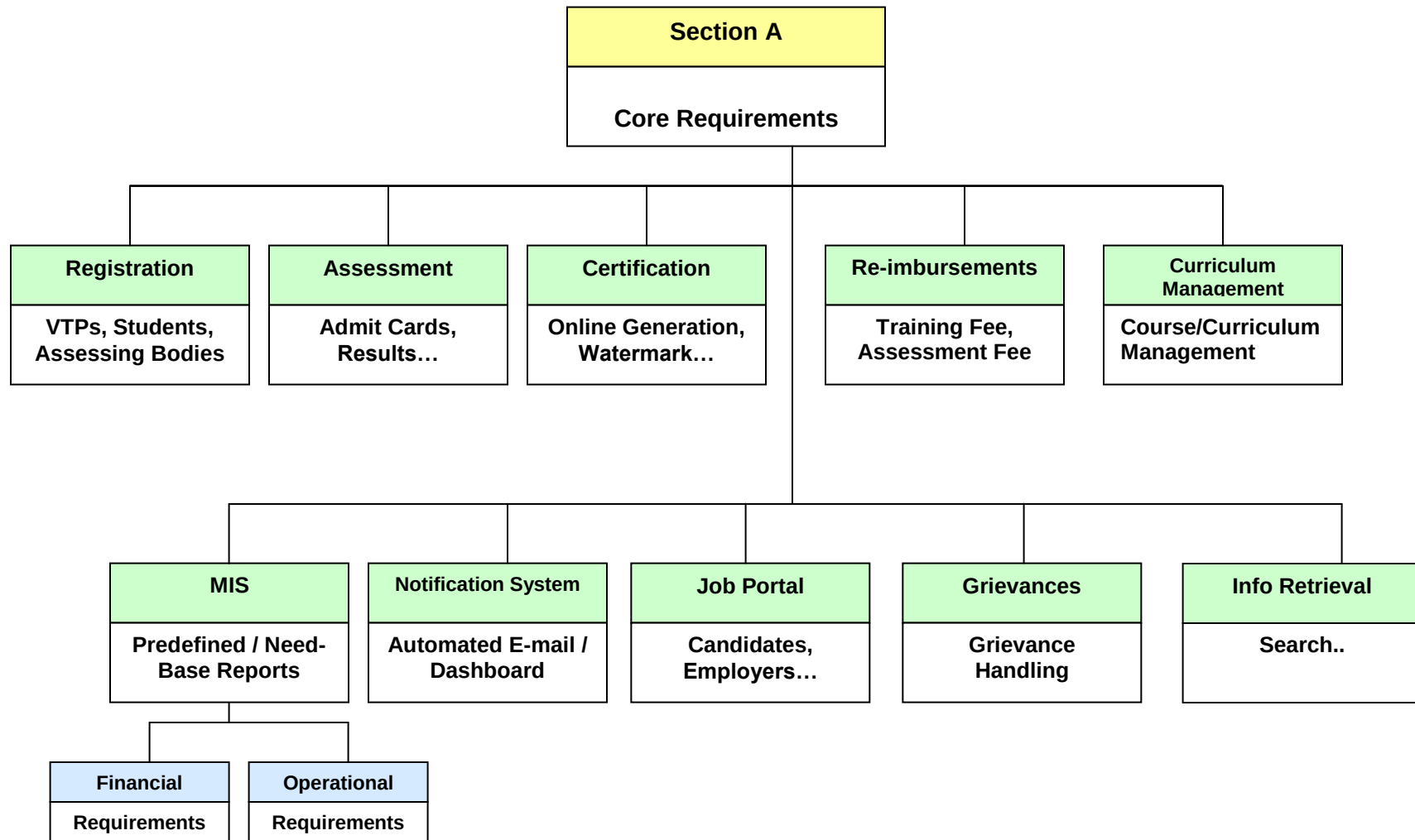
4.4 Section A: Core requirements

This section sets out the core requirements for the SDIS system in detail. The following are main areas of requirement:

- Registration – Assessing Bodies, VTPs and Students
- Examination – Admit Cards and Results
- Certificate Generation
- MIS and Reports – Financial and Operational
- Complaint & Grievance
- E-mail / Notification System

The functionalities mentioned above are the ones to be primarily automated. Apart from these, there may be some manual processes, but the same should be triggered in the system either through the dashboard functionality or through automated email. Once the concerned personnel at respective offices have performed the manual task, there should be a scope in the system to update the status in the system.

Access to information, data or application shall be restricted according to the user's requirement or role in the set-up and on the basis of least privilege to achieve the desired function.



Section A: Structure of Requirements

Registration

- FR 1 During the selection and evaluation process for registering the entities, it is typically necessary for a decentralized group of individuals to coordinate a complex and iterative series of steps. The system should provide support for recording actions at each of these steps and be capable of performing specified actions upon completion of a given task and of sending alerts when anticipated actions do not occur.
- FR 2 The SDIS system shall display all the forms for registration for download as applicable for various entities. The system should provide facility for DGE&T to upload / modify existing forms as required.

Registration – Assessing Bodies

- FR 3 The system should allow DGE&T to enter the details of applications received, applications evaluated, applications rejected and details of Assessing Bodies registered by it. The system should store and display the names and other details of registered Assessing Bodies.
- FR 4 System should offer facility to modify / cancel the registration as required. The system should send out alert to designated persons in the event of cancellation of registration.
- FR 5 The system should provide the facility to Evaluation Committee to view the previous applications and other details made by the applicant under the scheme.

Registration – VTPs

- FR 6 The system should allow respective State Government/ UT Administration & RDAT to enter the details of applications received, applications evaluated,

applications rejected and details of Vocational Training Providers registered under it.

- FR 7 System should offer facility to modify / cancel the VTP registration as required. The system should send out alert to designated persons in the event of cancellation of registration.
- FR 8 The system should provide the facility to VTP Evaluation Committee to view the previous applications and other details made by the applicant under the scheme.
- FR 9 The system must provide facility for accepting VTP registration applications online. The applicant should be able to submit its application through the system. It is proposed that the entire registration process be made online over a period of time. Till such times the system should provide for manual and online receipt of registration applications.

Registration – Candidates for Training

- FR 10 For candidates desirous of registering for training should submit the duly filled in forms to the VTP. The system should provide the facility to the VTP to enter all the details of student, course and fee along with photograph in the system registered by it.
- FR 11 On successful registration for a particular course the system should generate unique registration/ enrolment number to the students. It should act as a unique identifier for that particular student undergoing training in a particular course.
- FR 12 The VTP must have the facility to print this enrolment number with photograph and other details and hand it over to the student.
- FR 13 The system must provide facility for accepting VTP registration applications online. The applicant should be able to submit its application through the system.

It is proposed that the entire registration process be made online over a period of time. Till such times the system should provide for manual and online receipt of registration applications.

FR 14 The online form shall have the functionality of saving part of the work; so that candidates need not fill up the same at one go. The form should also have in-built validation mechanism so that common errors in filling up the form can be avoided.

FR 15 The details so captured should be sent to the VTP through e-mail or dashboard functionality.

Registration – Candidates for Direct Assessment

FR 16 For candidates desirous of registering for direct assessment should submit the duly filled in forms to the Assessing Body along with assessment fee. The system should provide the facility to the Assessing Body to enter all the details of candidate, course and fee details along with photograph in the system registered by it.

FR 17 Candidates desirous of registering for direct assessment shall have a provision of online fill-up of forms. The system should provide the facility to upload scanned photograph along with the application form. The student should be given an acknowledgement receipt along with further procedure to be followed.

FR 18 The online form shall have the functionality of saving part of the work; so that candidates need not fill up the same at one go. The form should also have in-built validation mechanism so that common errors in filling up the form can be avoided.

FR 19 It is proposed that the entire registration process be made online over a period of time. Till such times the system should provide for manual and online receipt of registration applications.

Assessment

FR 20 The Assessing Body should have facility to enter the details of assessment schedules in the system. This information shall be displayed on the website.

FR 21 The Assessing Body should have facility to print letters to be sent to VTPs/ RDATs/ students informing them about the schedule, date and place of assessment. The system should store a predefined format for this letter.

FR 22 The Assessing Body should have facility to inform RDAT in advance about the proposed assessment schedule. The system should store a predefined format for this letter. This information should also be sent through automated e-mail facility.

FR 23 The Assessing Body should have the facility to upload the results for the assessments that it has carried out. These details should be filled in student-wise. The system should display the existing details of the students to Assessment Body.

FR 24 The assessment results should be represented as Pass or Fail. The system must provide the functionality to store assessment marks and access to these details should be restricted. These details will be captured for analysis purposes.

FR 25 The system should send the results to respective RDAT either through automated e-mail or dashboard functionality.

FR 26 RDAT should be able to validate the results student-wise as submitted by Assessing Body. The system should display to RDAT the details of students stored in the database.

FR 27 The system should provide facility to publish the results on the SDIS portal. The system should have a provision of sending this information to concerned VTPs.

Certification

FR 28 The certificate will be awarded to successful candidates under the scheme. Once the results are verified and declared by RDAT, the system should provide the functionality to generate an “Online Certificate” that may be printed by the student on need basis.

FR 29 Once the software is implemented, DGE&T will not issue any physical certificates to successful candidates. These certificates may be generated by the candidate as per his requirements.

FR 30 The system should provide the functionality to print a water-mark when the certificates are printed by the student.

FR 31 The system should store the standard material to be printed on the certificate and should include the variable fields like student name, roll no., course details, name of VTP, name of Assessing Body, date of assessment, etc. from the database.

FR 32 The system should generate and maintain a unique certificate identification number for certificates printed through the system.

FR 33 The system should provide the facility for Potential Employers etc., to verify the authenticity of certificate submitted by candidate. The system should accept key details like certificate number, name, date of birth etc. and should match these details against the details stored in the system. If the certificate is authentic, the system should display a confirmatory message for the same. The user should be able to print this confirmation of authenticity.

Fee Re-imburement Management

FR 34 The system should thus maintain all records of fee submitted by the student. The VTP will enter the details of training fee collected by it. Similarly, Assessing body will enter the details of assessment fee collected by it.

FR 35 The system should provide the automated features for RDAT to generate the details of re-imburements to be made in respect of students and VTPs. These details should be generated student wise and based on the results sent by Assessing bodies.

FR 36 The system should maintain all records for re-imburements made under the scheme.

FR 37 Once the re-imburement has been made to the student by VTP or AB, the system should provide feature for entering this information in the system by VTP/AB.

FR 38 The system should provide for reconciliation of reimbursements at DGE&T, RDAT, AB and VTP level. Based on this reconciliation, system should be able to generate simple reports like fund utilisation details etc.

Course & Curriculum Management

FR 39 The course and curriculum developed for various courses and trades should be stored in the system. The website should provide access to these documents for users.

FR 40 The system should allow the authorised user to upload new course material documents. It should provide him the facility to:

1. Replace existing documents with new documents

2. Remove existing documents

FR 41 The system should allow the users to download the curriculum onto their own systems or take a print of the same.

FR 42 The system should provide the facility to receive feedback on the course material. This is required to welcome views from subject mater experts etc. on the course material.

FR 43 The system should provide the facility to collate all the feedback received on a particular course and allow for it to be sent to concerned course development agency through e-mail.

FR 44 The system should provide the facility through which the registered VTP can enter the details of courses it is offering and location of training centres and its tie-ups for a particular course.

MIS and Reporting

FR 45 The system shall:

- 1 Support generation of reports in formats like PDF, Word, Text, and Excel etc.
- 2 Have a visual report builder/designer
- 3 Support comprehensive set of chart types like pie-charts, bar-charts, line charts etc.
- 4 Be able to retrieve data from multiple data sources in a single report

FR 46 The system is shall be able to provide financial and operational information about the scheme in a timely and useful fashion to

- 1 Support management's decision making
- 2 support the legal, regulatory and other special management requirements
- 3 Support budget formulation

FR 47 The system should be able to generate reports in predefined format and frequency as desired by DGE&T. It should also have the capability to generate reports on need basis for the purpose of evaluation and reporting.

Financial Reporting & Budgeting

FR 48 The term "financial event" means any occurrence having financial consequences for SDI Scheme related to the receipt of funds or other financial resources; Re-imbursements under the scheme, acquisition of goods or services or other reportable financial activities.

FR 49 A Financial information management system is required to be developed for effective and efficient management of financial information and data contained in the system. Its design is proposed to have the following characteristics:

- I. Common Data Elements Standard data classifications (definitions and formats) shall be established and used for recording financial events. Common data elements shall be used to meet reporting requirements and, to the extent possible, used throughout the system for collection, storage and retrieval of financial information.
- II. Common Processes Common processes shall be used for processing similar kinds of transactions throughout the system to enable these transactions to be reported in a consistent manner.
- III. Consistent Internal Control Internal controls over data entry, transaction processing and reporting shall be applied consistently throughout the system to ensure the validity of information.

IV. Efficient Transaction Entry The system shall eliminate unnecessary duplication of transaction entry. Wherever appropriate, data needed by the systems to support financial functions shall be entered only once and other parts of the system shall be updated.

FR 50 The system shall maintain proper records of income and expenditure at DGE&T and RDAT.

FR 51 The system should monitor fund utilisation under different heads by departments.

FR 52 The system shall comply with internal and external reporting requirements, including, as necessary, the requirements for financial statements prepared in accordance with the form and content of reporting requirements prescribed by DGE&T

FR 53 The system shall be able to capture and produce financial information required to measure program performance, financial performance, and financial management performance as needed to support budgeting, program management and financial statement presentation.

FR 54 The system should provide facility for preparation of various budgets for DGE&T, RDAT and State Governments.

Operational Reporting

FR 55 The system shall be able to capture and produce scheme operational information required to measure program performance as needed to support decision making.

FR 56 The data storage system should be designed for analytics and reporting in mind. It should provide support for multiple dimensional to suit all types of application

profiles from simple reporting to OLAP dissemination to advanced statistical / forecasting analysis.

FR 57 The system shall generate reports on multiple parameters with the form and content of reporting requirements prescribed by DGE&T.

FR 58 There should be centralized reporting functionality that gives users a single place for locating the latest reports, spreadsheets, or key performance indicators.

FR 59 Reporting Services should support for remote and non relational data sources.

FR 60 Should Provide for Reporting wherein reports can be published through a variety of mediums like web application, client application, mail, ftp folder, mobile handhelds etc. Should support multiple formats like html, PDF, XML, CSV, EXCEL and other custom formats as out of the box.

FR 61 Reporting services should provide for ad-hoc reporting in web version. It should allow administrators to create reporting boundaries using which ad-hoc reporting can be done by end users.

FR 62 Reporting Services should support Visualization tools such as various types of charts etc.

FR 63 Should allow Conditional highlighting to provide visual highlight information inside tables and graphs depending on conditions defined

FR 64 Should provide customization features for reporting where user can filter on various parameters to be reported on the screen.

FR 65 Should provide Integration with Microsoft Word, Microsoft Excel, Microsoft PowerPoint with facility to directly transfer reports from MS Excel to MS word and to MS PowerPoint. Should be able to Use all the capabilities of Excel on the data displayed.

FR 66 Should provide “refresh data” option of the data from database and refresh tables and charts automatically to get the latest version of data.

FR 67 Should provide for Data Mining capabilities through the use of “wizard facility” that can help create complex data mining models quickly.

E-mail System

FR 68 The system should support an automated notification mechanism, which automatically notifies its users of events of concern. For instance, users may be automatically notified when new information is made available on the website.

FR 69 The system should allow sending mails within and outside the organization.

FR 70 Should be capable of scheduling message delivery date and time both by end-user and administratively. The mail server mailboxes should be fully indexed, allowing users to quickly search for information.

FR 71 There should be feature for Sent messages to be recalled by the sender: Any unread messages in the recipient's mailbox should be automatically deleted and replaced with another message, and an acknowledgement of recall success or failure is returned to the sender.

FR 72 User should be able to access the mailbox through a browser & should be supported in hardware clustered environment.

- FR 73 User should be able to select the priority of the follow-up (low, normal, urgent), indicated by a flag in the inbox. Additionally, user should be capable of setting an alarm as a reminder of a follow-up action, like marking an e-mail for follow-up.
- FR 74 Users should be provided with a similar look & feel of the Email Web Interface to reduce the learning curve.
- FR 75 The system should provide capability for viewing of file attachments from within message in mail client
- FR 76 The browser email software should provide caching of certain static data, like an e-mail form, so that the browser needs to bring down data only once, instead of requesting the same data from the server each time.
- FR 77 Browser based software should use compression techniques in order to reduce the network bandwidth consumption and thus improve client performance on various types of access connections.
- FR 78 Software should provide archiving based on enterprise policies and requirements — and thereby make administration more manageable.
- FR 79 The system should provide features to monitor all the messaging servers in the enterprise. The monitoring tool should provide suggestive measures in case of problems found by the monitoring tool. This way the administrator can take proactive measures on the applications deployed on the messaging.
- FR 80 The system should support following Compliance Mechanism:
1. Messaging system should be able to establish and enforce the regulatory or corporate policies on internal or outbound e-mail, voice mail, or fax

2. Messaging system should have automated process for retention of emails, expire, or journal communications based on compliance requirements.
3. Messaging solution should be able to provide customizable message classification like confidential, personal, company/department confidential, do not forward etc.
4. Compliance engine should be able to create rules based on the message classifications and other message parameters
5. Administrators should be able to perform fast, full-text search across all mailboxes if required for legal or other purposes.
6. Should provide Information Rights Management by encrypting and right protecting the email messages and attachments. Should give an option of setting features like don't forward, don't print etc.
7. Messaging server should be able to restrict distribution list to authenticated users
8. Messaging server should provide capabilities to be able to prevent copy, forward, save, print & print screen specially marked email and attachment documents

Job Portal

FR 81 The system should provide the facility for the persons certified under the scheme to place their Curriculum Vitae on the SDIS website for seeking employment.

FR 82 The system should provide facility for candidates to register by providing personal information and information relating to certification.

FR 83 The system must check the details provided by job seeker against the records already available in the system. The certificate number entered should be matched against the student details existing in the system.

FR 84 The system should not allow the person to place their CV unless the records entered by him are validated by the system.

FR 85 The system should provide facility for potential employers to register in the system.

FR 86 The system should provide the facility for employers to place their requirements for skilled persons.

FR 87 The employers shall have the facility to enter the job requirements in a pre-defined template. This information should be displayed in the web portal.

Complains & Grievances

Complains/ Grievances may be received in writing from external / internal entities regarding the SDIS scheme. The complaints can be categorised under (but not restricted to)–

1. Irregularities
2. Bias
3. Procedures not being followed

FR 88 On receiving the complaint letter, the relevant data is entered into the system by the RDAT. The system should have a standard template for recording the grievance. Also, the scanned complaint letter is uploaded into the system by RDAT.

FR 89 Alternatively, a provision will be maintained in the Website to raise complaints through it. The form would reach the concerned official by means of automated e-mail. Also the database in the system will be updated accordingly.

FR 90 If the complain is found to be true, then necessary action is taken and the same will be recorded in the system through a template. The action may result in cancellation of registration etc. and system should provide for facility to make necessary updates with due authorisation.

FR 91 If the complain is not found to be true, then letters/e-mails are sent by the concerned RDAT to the initiator to inform him/her of the same.

FR 92 A pre-defined and approved format for the letter should be maintained in the system.

Information Retrieval & Rendering

FR 93 Accessing files and records, and then viewing records will require a flexible and broad range of searching, retrieval and rendering functions to meet the demands of the different types of user.

FR 94 Searching is the process of identification of records or files through user-defined parameters for the purpose of confirming, locating, accessing and retrieving records, files and/or their metadata. The search and navigation tools require a range of searching techniques for the sophisticated “research” user and support for the casual and less “computer literate” operator. Rendering is producing a representation on-screen (“displaying”) or printing;

FR 95 The system must ensure that all retrieval operations are consistent with all access control restrictions, so that an unauthorized user cannot access records by use of an advanced search and retrieval mechanism.

FR 96 The system must allow the text contents of records to be searchable.

- FR 97 Solution should include popular algorithms and provide facility for searching document content and application data in addition to web content and should produce high-relevance search results.
- FR 98 The system should render records that the search request has retrieved without loading the associated application software. This is typically provided by integrating in the system a viewer software package. This is desirable to increase speed of rendering and will depend on the type of records displayed.
- FR 99 The system must provide a browsing mechanism that provides graphical or other display browsing techniques.
- FR 100 The system must display the total number of hits from a search on the user's screen and must allow the user to then display the search results (the "hit list"), or refine his search criteria and issue another request.
- FR 101 The system must allow records, files etc. listed in a hit list to be selected then opened (subject to access controls) by a single click or keystroke.
- FR 102 No system search or retrieval function must ever reveal to a user any information (metadata or record content) which the access and security controls are intended to hide from that user.
- FR 103 The system must provide printing facilities, to allow all users to obtain printed copies of records and their metadata, and of other information. In all cases, "printing" is understood to be at the application level, with all the controls and features usually provided (such as multi-page reports, headings, use of any suitable configured printer). Sending screen image dumps to a printer is not acceptable for this requirement.
- FR 104 The system must allow the Administrator to print any and all administrative parameters.

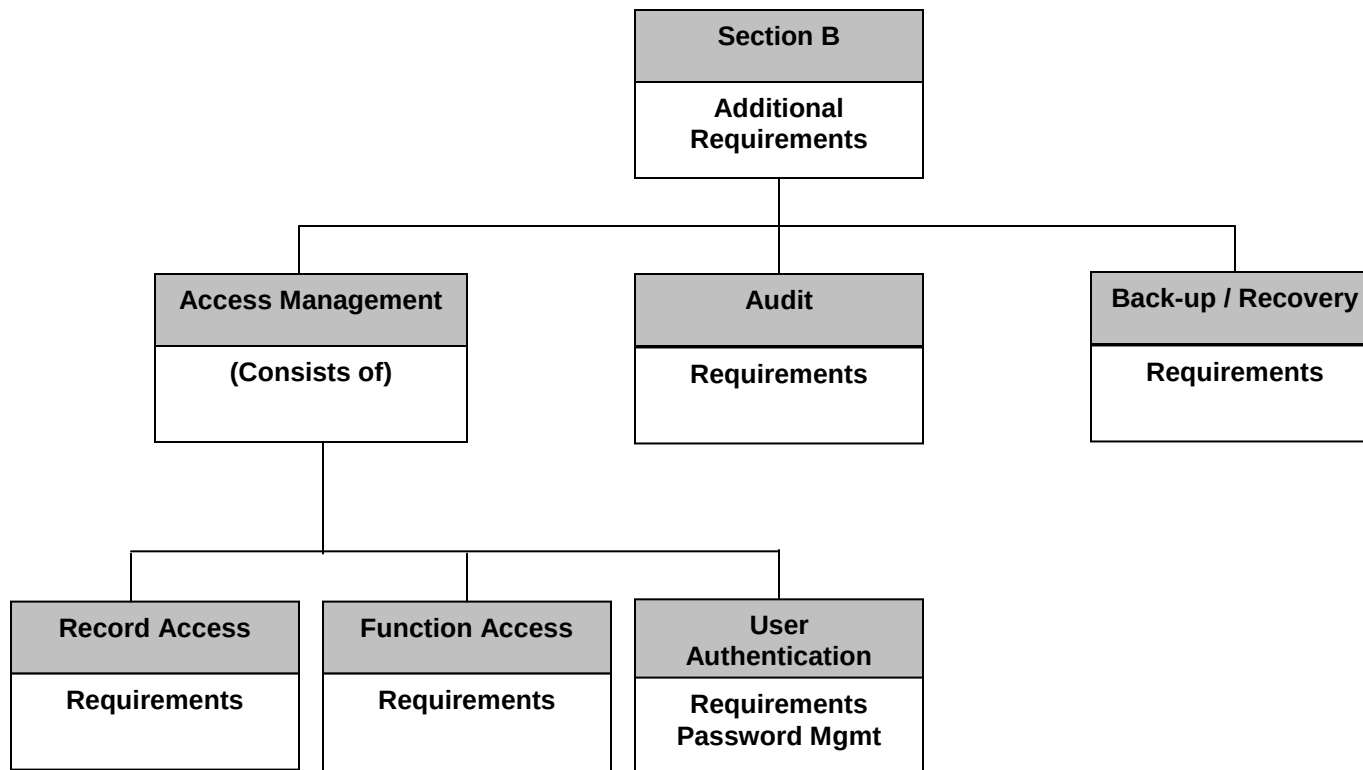
4.5 Section B – Additional Requirements

This section sets out additional requirements of the SDIS system. These functions will be required to maintain the integrity of electronic records, and to ensure appropriate access and use by various users.

Electronic records contain evidence of transactions and activities and may also possess personal, commercial or other sensitive information. It will be necessary to manage access to these records to ensure compliance with the regulatory environment and security policy. It will be necessary to ensure that rights of access to records and to functions are granted to authorised individuals and groups, and withheld from unauthorised individuals and groups.

An audit trail is a record of actions taken which involve the system. This includes actions taken by users or Administrators, or actions initiated automatically by the system as a result of system parameters.

The volume of audit trail information can become large if all actions are audited. Consequently, DGE&T may decide that the selected actions need not be audited. These are matters of management policy and/or legal/regulatory requirements; thus this specification includes system requirements to allow these actions, but does not establish the extent to which they are used.



Structure of Section B

Access management

- FR 105 Access management aims to strengthen privacy and security and requires that specific records can be protectively marked in order to limit user access to individuals or specified groups. The need to retain integrity and authenticity in electronic records will require restriction of access to system functions according to user role.
- FR 106 Each user in the system will be commonly associated with a certain role, permitting the system to be aware of what data the user may access and what activities the user may perform within its context. User authorization can be performed only after a user is authenticated by the system, i.e. the system is aware who the user is.
- FR 107 It will be necessary to ensure that rights of access to information and to functions are granted to authorised individuals and groups, and withheld from unauthorised individuals and groups.
- FR 108 The system must allow the Administrator to limit access to records, files and metadata to specified users or user groups.
- FR 109 The system must allow the Administrator to attach to the user profile attributes which determine the features, metadata fields, records or files to which the user has access. The attributes of the profile will:
- prohibit access to the system without an accepted authentication mechanism attributed to the user profile;
 - restrict user access to specific files or records;
 - restrict users access to particular features (e.g. read, up-date and/or delete specific fields);
 - deny access after a specified date;

Control of access to records

- FR 110 The system must support an access marking scheme, which allocates security categories to records, folders and users as a means of controlling access.
- FR 111 The system must support the allocation of users to one or more user roles, which determine allowable user access to system functions and facilities available in the system.
- FR 112 The system must allow all users (unless otherwise restricted by functional role) access to all electronic folders and electronic records which are not allocated an access marking.
- FR 113 Where full-text retrieval of record content is available, the system must ensure that a user who is not allowed access to the record cannot receive any information about the record or folder as a result of a full-text search.
- FR 114 The system should provide centralized and global rights management on document libraries based on standards like XRML.org
- FR 115 Records management solution should support archival, retention and regulatory compliance

Control of access to system functions and facilities

- FR 116 The system must enable a systems administrator to define a set of user roles, and to assign specific functions or groups of functions to each user role.
- FR 117 The system must ensure that all users are allocated to one or more user role(s).

FR 118 The system must be able to limit access to system functions and facilities, so that all users will only be able to carry out functions which are assigned to the user role(s) of which they are member(s).

User Authentication

FR 119 The system should authenticate the users allowing them to perform activities in the system. This involves:

1. User registration process, during which users provide personal details
2. User profiling, during which users acquire specific roles in the system
3. User authentication which validates the authenticity of users when accessing the system, and
4. User authorization during which users are provided with specific access rights in the system, depending on their specific roles.

FR 120 The system must perform user authentication every time a user accesses the system. All functional requirements for this facilitate the necessary functions the system must feature in order to appropriately recognize its users.

FR 121 User Management should be a directory services solution based on open industry standards such as LDAP.

FR 122 The system should have capability to register users as described in functional requirements for registration requirements mentioned in this document.

FR 123 The system should have capacity to store personal information of registered users. Users may be able to update their personal information if required. This personal information may be used for several functionalities of the system, including reporting, automated notifications etc.

FR 124 In addition, each user can be associated to a unique identifier, which can be used by the audit trailing facility of the system, in order to record all user

activities, and to identify the initiator/actor of each activity. *(This requirement is described in detail under Audit Requirements below)*

Password Management

- FR 125 User Administration activities should be carried over a secured and encrypted connection i.e. using SSL etc.
- FR 126 The Passwords and other confidential information related to the users should be stored and transmitted in a secured and encrypted manner.
- FR 127 Password Management services must enforce password restrictions, which include the criteria and limitations that can be placed on passwords to increase security.
- FR 128 It should provide features such as periodic forced changes, not reusable, hard to guess, mixed characters, etc.
- FR 129 Successful user login requests should be logged for investigative purposes in case of a security breach

Audit

- FR 130 The system must be capable of management and control of electronic records to the standards necessary for compliance with requirements for legal admissibility, and be capable of demonstrating this compliance.
- FR 131 The system must keep an unalterable audit trail capable of recording all the actions that are taken upon an electronic record (s); the user initiating the action; and the date and time of the event.
- FR 132 The system must be able to record an audit trail of events within the system, that record:
1. the function which is being applied

2. the object(s) to which the function is being applied
3. the user applying the function
4. the date and time of application

FR 133 The system must track and record events automatically without manual intervention, once the audit trail facility has been activated.

FR 134 The system must ensure that audit trail data cannot be modified in any way or deleted by any user.

FR 135 The system must maintain the audit trail for as long as required, for which the period shall be defined from time to time.

FR 136 The system must ensure that audit trail data is available for inspection on request, so that a specific event can be identified and all related data made accessible, and that this can be achieved by authorized external personnel who have little or no familiarity with the system.

FR 137 The system must be able to record violations, and attempted violations, of access control mechanisms.

FR 138 The system should allow the extent of audit trail tracking and recording to be user-configurable, so that a systems administrator can select the functions which are automatically recorded; the system must then ensure that this selection itself is recorded and that all changes are recorded.

Backup and Recovery

FR 139 The system must have comprehensive controls to provide regular backup of the records and metadata; and to be able to recover rapidly records if any are lost because of system failure, accident, security breach etc.

FR 140 Regular automated backup and recovery can be provided by the by a Database Management System operating with the system.

- FR 141 The system must provide automated backup and recovery procedures that allow for regular backup of all or selected attributes of the data repository.
- FR 142 The system must allow the Administrator to schedule backup routines by:
1. specifying the frequency of backup;
 2. selecting all or part of database to be backed up;
 3. allocating storage media, system or location for the backup (e.g. off line storage, separate system, remote site)
- FR 143 The system must allow only the Administrator to restore from backups. Full integrity of the data must be maintained after the restore.
- FR 144 The system must allow only the Administrator to roll-forward the system from a backup to a more recent state, maintaining full integrity of the data.

4.6 Section C – Non Functional Requirements and Technical Standards

FR 145 The Application should be 3-tier, web-based solution (having Web-based front-end for users as well as for system administrative functions) having centralized database, web and application server.

FR 146 For the software supplied by the software developer as part of system, the following shall apply:

- a. The products proposed in the solution must have clear roadmap for next 5 years and must be based on open standards.
- b. The system software must be licensed to the DGE&T and System Integrator /OEM must stand by their products through indemnification.
- c. Indemnification must cover Patent Claims, Copyright claims and Legal Fees and Damages Claim. System Integrator/OEM must protect DGE&T from all such legal costs that may arise out of any claim by a third party alleging Intellectual Property infringement that is related to OEM's software.
- d. Patches and Updates of proposed software must be provided for the duration of the project.

FR 147 The Application should be W3C compliant

FR 148 Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols. The proposed solution shall be architected and designed using the principles of Service-Oriented Architecture (SOA).

FR 149 In order to support the functional requirements, the Application requires a scalable architecture that will achieve growth in record and transaction volumes.

- FR 150 Should be accessible from any of the Microsoft and Unix based operating systems.
- FR 151 Should be compatible with all leading Web Browsers in India, especially with Microsoft Internet Explorer 6.0 or above and/or Mozilla Firefox 2 etc.
- FR 152 The system's development environment and databases should be from an OEM with presence in India (and easy availability of skilled resources for the product in India) and should not restrict DGE&T from using the application or data or database structure in any future requirement
- FR 153 The system software must provide high availability using the clustering technologies
- FR 154 The application & system software must provide interface & data input in Unicode format especially in English & Hindi.
- FR 155 Portal interface design must answer the needs of its users. Stakeholders and citizens will approach the Portal from a number of different perspectives. The Portal design must enable a variety of approaches and respond with a number of methods for searching and linking information and services, through categorization and indexing.
- FR 156 The Portal shall provide metadata directories or indexes for data about the data. Metadata directories should be implemented by creating indexes and "cross-references" of the pieces of data (also referred to as data assets) contained in each of the various databases/content stores associated with the portal.
- FR 157 The Portal shall provide caching at multiple levels including page/sections in the page, which improves the performance of the portal, in terms of the speed at which content is delivered to users, by caching frequently accessed information.

- FR 158 The System must not require the installation of Software on User's personal computers other than software normally associated with web browser operation. All functional areas must employ a consistent look and feel across all functions.
- FR 159 The system should have "Pull down menus", "command buttons", "short-cut keys", "and pop-up windows" and use other navigation aids wherever possible to make the system efficient and easy to use.
- FR 160 The system should use standard drop-down lists wherever possible for standard values to be selected by the User.
- FR 161 The system's user interface should make use of horizontal and vertical scroll bar feature wherever needed, depending on the layout of the window.
- FR 162 The system should include a calendar tool which can be used to graphically select a date when a date field is to be used.
- FR 163 The system should have the functionality to:
- a. Define user groups
 - b. Define users
 - c. Map users to groups
 - d. Assign the users a role and privileges in the applications
 - e. Assign the menus/ forms/ functionalities in the system to the users / groups
 - f. Grant / impose data-based access / restrictions to the users
 - g. Define menus and attach such menus to users/ groups
 - h. Disable/re-enable users / groups from the system
 - i. Disable / re-enable modules within application
- FR 164 The system should enable password based authentication for users
- FR 165 The system should store all authentication credentials of users in an encrypted format.

- FR 166 The system should suspend the user in case of a specified number of unsuccessfully attempts to logon to the system and these suspended user IDs should only be reactivated by system administrator.
- FR 167 The system should allow administrator to ‘forcibly’ log out users, in case needed.
- FR 168 System should maintain following categories of logs:
1. System access logs
 2. System health logs
 3. System error logs
- FR 169 The system should have an integrated audit log capable of recording, displaying and reporting all transactions occurring in the system.
- FR 170 The system should time-out after a stipulated period of idle time.
- FR 171 The system should provide context based help feature as part of application.
- FR 172 The system software for RDBMS must provide all the administration tools, notification, Enterprise reporting services, business intelligence, analysis services & high availability management tools
- FR 173 The system software must provide perpetual & full use licenses.
- FR 174 The system Database should support clustering features exploiting rapidly emerging disk storage and interconnect technologies.
- FR 175 The system database should be at least ODBC compliant
- FR 176 The system Database must be capable of storing Unicode data formats, for multi-lingual language support. It should allow for server-enforced, fine-grained access controls and also for row level security (in conjunction with

application contexts). The database solution deployed for the solution should also address the storage requirements of other services such as content, transaction and activity logging, etc.

FR 177 The solution should provide following capabilities:

- Data Analysis Services.
- Reporting
- Business Intelligence
- Notifications

FR 178 All the above functionalities should support scalable and high available functionality.

FR 179 The data storage system should be designed for analytics and reporting in mind. It should provide support for multiple dimensional to suit all types of application profiles from simple reporting to OLAP dissemination to statistical analysis.

FR 180 The system should be architected as a combination of content management software (CMS) and web application software, taking advantage of the benefits of each technology while providing the user with a single homogeneous application view.

FR 181 The CMS shall have image management capabilities with ability to capture, index, manage and store paper and image documents, with the following requirements. It should support the importing and exporting of images in formats such as XML, TIFF and PDF.

FR 182 The CMS shall provide workflow capabilities with document routing and e-mail notification. The workflow may include the assembly, assignment and tracking of tasks to completion.

- FR 183 The CMS shall provide document management capabilities for library services (check-in/check-out, version control and document-level security), cross-repository searching and common system administration.
- FR 184 The CMS shall provide web content management capabilities for content creation, review and approval, and publishing processes for web sites. Requirements include:
- a. Templates the presentation and publication of content
 - b. Content categorization capabilities
 - c. XML support
 - d. Analytic and reporting functionality
 - e. Support of multi-channel output and dynamic content
- FR 185 The CMS shall be compliant to industry standards such as XML, WebDAV, SOAP, etc.
- FR 186 The CMS shall have the capability for implementing document with security levels of permission needed for security access, capabilities for group creation and rights assignment, if any, for individual roles and the entire organization, and audit and audit-trail capture capabilities supported for tracking document management and workflow management
- FR 187 Shall support market leading database solution as the content repository. The content management solution should be able to get the content from multiple market leading databases or database engines at the backend.
- FR 188 The server should be able to provide wizard to add a content source, administrators should have control of how content is indexed, can identify the location of the content that should be made available for searching, and can link that content to the portal site. The server should be able to index information from each content source for quick searches from the portal site.
- FR 189 The system should provide non-IT functional users with easy-to-use tools, helping them to create and publish rich and personalized content directly to

Web sites from their browser; This role-based, distributed publishing model should also incorporate multi-level workflow approval, automatic content scheduling and archiving, and content meta-tagging.

- FR 190 The solution should provide Records management solution and support archival, retention and regulatory compliance
- FR 191 The solution should provide capability to recover a document even after it has been deleted by the user through a recycle bin kind of functionality
- FR 192 The solution should have support for marking E-mail content as records. Should also enable drag and drop of e-mails from mail client directly into the Records Repository
- FR 193 The solution must have WYSIWYG Web Content Editor which is accessible through Web Browser.
- FR 194 The application should have detailed 'help' menu for the entire application as well as for each facility in the application such that an user can browse through the help menu in order to get the necessary guidance to use various facilities in the application.
- FR 195 The user should require nothing more than a browser to work on the application. The user should enter the URL of the application in their browser and get to the application Home Page, log in using user id and password and get access to those privileges that are assigned to them in the application. The home page should have the various menu/links to various works/facilities of the application.
- FR 196 The solution provider shall design and implement appropriate ISMS (Information Security Management System) for the entire system and should be guided by the best industry practices.

FR 197 The ISMS shall include appropriate security architecture for the system to protect the confidentiality and integrity of information held on or passing through the gateway, and to protect the gateway and systems connected to it from accidental or deliberate denial of service attacks

FR 198 Security Requirements

1. The DGE&T system should be protected, without any impact on the system, from the following security incidents:
 - a. Virus Attack – This shall include malicious code infection of any of the desktops/servers in the network.
 - b. Denial of Service Attack - This shall include non availability of service
 - c. Data Theft - Compromise of any kind of data through network.
 - d. Intrusion – Successful / unsuccessful unauthorized access to DGE&T Application/network resulting in loss of confidentiality/ Integrity/ availability of data.
2. In case of an impact, the data, database and database structure should not be compromised. Recovery time should not be more than one hour from the time the impact affects the system. The tolerance for compromise of confidential data is zero.

FR 199 Antivirus System should integrate with the proposed Portal Solution and check for Virus etc when the document is uploaded or accessed.

FR 200 Backup Schedule – The bidder should provide for Replication of SDIS System, and Email Server data at a latency of maximum 1 day. This means that at any point of time, maximum data loss DGE&T can face is last 1- day data. To avoid performance degradation of system, such backup should be schedule out of working hours daily. Incremental backups should be taken. Apart from backing up data at the DC, backups should be taken on external media (tapes etc).

FR 201 DGE&T plans to procure and install touch-screen based system at selected office/institute locations during the pilot phase. The bidder shall suggest

such suitable touch-screen based system in its proposal. The students, citizens etc. should be able to access the SDIS website and seek information about the scheme. The base application should have a user friendly GUI which should be easily adaptable for use of touch screens for given functions.

ANNEXURE 7 - ABBREVIATIONS & ACRONYMS

AB	Assessing Body
AG	Accountant General in States
AHI	Apex Hi-Tech Institute, Bangalore
ASSOCHAM	Associated Chambers of Commerce and Industry of India
ATI	Advanced Training Institute
ATI-EPI	Advanced Training Institute for Electronic and Process Instrumentation
C&AG	Comptroller and Auditor General of India
CII	Confederation of Indian Industry
CSS	Centrally Sponsored Scheme
CSTARI	Central Staff Training and Research Institute
CTI	Central Training Institute
CTS	Craftsmen Training Scheme
DDO	Drawing and Disbursing Officer
DEA	Department of Economic Affairs
DGE&T	Directorate General of Employment & Training
DVT	Directorate for Vocational Training
EA	Environment Assessment
EMF	Environment Management Framework
FICCI	Federation of Indian Chamber of Commerce and Industry
FTI	Foremen Training Institute
GFR	General Financial Rules
GoI	Government of India
IDP	Institutional Development Plan
IFD	Integrated Finance Division of MoLE
IMC	Institute Management Committee
IMP	Instructional Media Package
ITC	Industrial Training Center
ITI	Industrial Training Institute
M&E	Monitoring and Evaluation

MES	Modular Employable Skills program of the Government of India
MIS	Management Information System
MHRD	Ministry of Human Resources Development
MoLE	Ministry of Labour & Employment
MoF	Ministry of Finance
MoU	Memorandum of Understanding
NCVT	National Council for Vocational Training
NIMI	National Instructional Media Institute at Chennai
NIOS	National Institute of Open Schooling
NLI	VV Giri National Labour Institute at Noida
NPC	National Project Coordinator
NPD	National Project Director
NPMC	National Project Management Cell
NVTI	National Vocational Training Institute for Women
NVQF	National Vocational Qualifications Framework
OBC	Other Backward Classes
PAO	Principal Accounts Office, MoLE
PLA	Public Ledger Account
PIP	Project Implementation Plan
RBI (CAS)	Reserve Bank of India (Central Accounting Section)
RVTI	Regional Vocational Training Institute for Women
SC	Scheduled Caste
SCVT	State Council for Vocational Training
SPD	State Project Director
ST	Scheduled Tribe
TC	Testing Centre
TCPC	Training, Counselling and Placement Cell
TCPO	Training, Counselling and Placement Officer
TOR	Terms of Reference
UC	Utilization Certificate
UT	Union Territory
VTP	Vocational Training Provider