

**Request for Proposal
for
Selection of Implementing
Agency
for
Maintenance & Enhancement of
e-PunjabSchool Web Portal
[MIS & GIS]**

RFP Number:- SSA/ePunjabPortal/2015-16/1

Issuer:-

Director General School Education, Punjab
Vidya Bhawan (Punjab School Education Board), Block E, 5th Floor, Phase-
VIII, SAS Nagar (Mohali) - PUNJAB (INDIA), Pin Code-160062
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Abbreviation

GIS	Geographical Information System
DGSE	Director General School Education
EMD	Earnest Money Deposit
FRS	Functional Requirements Specifications
GUI	Graphical User Interface
HLD	High Level Design
IT	Information technology
IA	Implementation Agency
LLD	Low Level Design
MIS	Management Information System
PBG	Performance Bank Guarantee
PMIS	Project management information system
RFP	Request For Proposal
SLA	Service Level Agreement
TCV	Total Contract Value
UAT	User Acceptance Testing

1.0 DOCUMENT CONTROL SHEET

S.No.	Particular	Details
	Document Reference Number	SSA/ePunjabPortal/2015-16/1
	Start date & time of sale of tender (Only available in downloadable form at website mentioned)	23 rd July 2015 09:00 Hrs
	Last Date and Time for submission of Queries	28 th July 2015 17:00 Hrs
	Date and Time for Pre-Bid Meeting	29 th July 2015 11:00 Hrs
	Last date & time of sale of tender	13 th August 2015 17:00 Hrs
	Last date and time for submission of bids	13 th August 2015 23:59 Hrs
	Date and time of opening of Pre-Qualification	14 th August 2015 15:00 Hrs
	Date of Opening of Technical Bid & Presentation	17 th August 2015 11.00 Hrs
	Date of Opening of Commercial bids	To be Intimated Later
	Address for Communication	Director General of School Education 5th Floor, VidyaBhawan,E-Block Phase-8, S.A.S. Nagar (Mohali) Contact No. – 0172-5212328, 5212318 Email: hoicttech@gmail.com
	Location of tender document	Tender document can be downloaded from the website etender.punjabgovt.gov.in
	Cost of RFP document & Mode of Payment	Rs. 1,000/- (Rs. One Thousand Only) through online mode.
	Earnest Money Deposit (EMD) through online mode	Rs. 5,00,000/- (Rs. Five Lakh Only)
	Website for RFP Reference	etender.punjabgovt.gov.in and www.ssapunjab.org

For participating in the above e-tendering process, the Vendors shall have to get themselves registered with etender.punjabgovt.gov.in and get user ID and Password. Class-3 Digital Signature is mandatory to participate in the e-tendering process. For any clarification/difficulty regarding e-tendering process please contact on 9257209340/8045628821/0172-3934667.

CONDITIONS:

1. Interested bidders can purchase the tender document online from website.
2. Tender processing fee to ITI shall be strictly paid through online mode (IPG/ Net Banking). Other mode of payment will not be considered.
3. Bidders/ Contractors, who wish to submit online tender can access tender document from the website, fill them and submit the completed tender document into Electronic Tender on the website itself. Bidders / Contractors shall attach scanned copies of all the paper, i.e. Earnest Money deposited, Tender Form Cost, Processing Fee & the certificates as required in Eligibility criteria.

4. Corrigendum / Addendum / Corrections, if any will be published on the website only.
5. If the date of opening of tender happens to be a holiday then the tender will be opened on the next working day.

Note: -

The prospective bidders have the option to download the tender document from www.etender.punjabgovt.gov.in. They have to pay non-refundable fee of Rs.1000/- (One Thousand only) and Processing Fees through online mode only (IPG/ Net Banking). The payments of Tender form fee and EMD through online mode should be submitted before 3rd Aug 2015 till 2359hrs, failing to which bid of respective bidders would not be opened.

If cost of the Tender Document & EMD are not paid as per above, the bid will be rejected out rightly.

Aspiring bidders who have not obtained the User ID and Password for participating in e-tendering may obtain the same by registering in e-procurement portal (<http://etender.punjabgovt.gov.in>).

Authorized Signatory

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1 Invitation for Proposal

This RFP document is being issued by Director General School Education, Punjab (herein after referred to as "Tendering Authority") for Maintenance & Enhancement of existing MIS & GIS based application software called e-PunjabSchool which is successfully rolled in all upper primary schools in Punjab.

The sole objective of this document is to solicit RFP from eligible agencies. Tendering Authority reserves the right to reject any or all the applications without assigning any reasons and may go for rebid.

This document has been prepared on the basis of information that is available with Tendering Authority and that which is publicly available.

While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by Tendering Authority or any of its employees, advisors or agents appointed by Tendering Authority as to or in relation to the accuracy or completeness of this document - any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting the response.

The technical/ implementation solution/ functional requirements provided in this notice for RFP is only indicative in all respects. The agencies shall provide details of all such information in their technical proposal. This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

The RFP document is available at cost of Rs. 1,000/- in the form of a bank draft from any scheduled bank, payable at Punjab in favor of Director General School Education, Punjab. The soft copy may be downloaded from the Tendering Authority website: www.ssapunjab.org. In case of downloading from the web site, agencies are required to submit the RFP cost in the form of a demand draft of Rs. 1,000/- in the form of a bank draft from any scheduled bank along with the RFP response.

Tendering Authority hereby invites proposals for maintenance & enhancement of e-PunjabSchool as per the scope of work defined in this document. Bidder/Agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. The complete RFP document can be downloaded from Tendering Authority website: www.ssapunjab.org. Bidder (authorized signatory) shall submit their offer in hard copy formats. Tendering Authority will not be responsible for delay in submission due to any reason. For this, bidders are requested to submit the complete bid proposal well advance in time so as to avoid any unforeseen problems.

2 Schedule of RFP

As per Above Document Control Sheet

3 Request for Proposal

3.1 Consortium Conditions

The bidders are not allowed to bid in Consortium. Sub-contracting of activities may be allowed other than the core activity of e-PunjabSchool with prior approval of the tendering authority.

3.2 RFP Document Fees

Bidders are requested to submit the RFP document fees of Rs. 1,000/- in the form of a bank draft from any scheduled bank, payable at Punjab in favor of Director General School Education, Punjab. RFP fee is non-refundable.

3.3 Earnest Money Deposit

Bidders are requested to submit the bank guarantee / bank draft in favor of Director General School Education, Punjab.

- (a) The EMD Rs 5 Lac shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- (b) Bids submitted without adequate EMD will be liable for rejection.
- (c) Unsuccessful bidder's EMD shall be returned to the unsuccessful bidder within 120 days from the date of opening of the financial bid.
- (d) EMD of successful bidder will be returned after the award of contract and furnishing of PBG.
- (e) EMD shall be non-transferable
- (f) The EMD may be forfeited:
 - If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
 - If successful bidder fails to sign the contract within specified time line
 - If during the bid process, a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. The decision of the Tendering Authority regarding forfeiture of the EMD shall be final and binding upon bidders.
 - If during the bid process, any information is found false/fraudulent/ malafide, then Tendering Authority shall reject the bid and, if necessary, initiate action.

3.4 Contact Details

For any clarifications & communication with reference to the RFP documents, the Bidders are expected to communicate at the contact information provided in document control sheet.

3.5 Pre-Bid queries on RFP

Bidder shall send in their pre-bid queries as prescribed in the format specified in [Annexure-1](#) of the RFP to the contact address at which the bids are to be submitted as well as the email. The response to the queries will be published on tendering authority website. No telephonic

queries will be entertained. This response of Tendering Authority shall become integral part of RFP document.

3.6 Supplementary Information/Corrigendum/Amendment to the RFP

At any time prior to the deadline (or as extended by Tendering Authority) for submission of bids, Tendering Authority for any reason, whether at its own initiative or in response to clarifications requested by the Bidder may modify the RFP document by issuing amendment(s) or issue additional data to clarify an interpretation of the provisions of this RFP. Such supplements / corrigendum to the RFP issued by Tendering Authority would be displayed on Tendering Authority web site and may additionally also be communicated by e-mail to the bidders who have taken the RFP from Tendering Authority in hard copy. Any such supplement / corrigendum / amendment shall be deemed to be incorporated by this reference into this RFP.

Any such supplement / corrigendum / amendment will be binding on all the bidders. Tendering Authority will not be responsible for any misinterpretation of the provisions of this Tender document on account of the bidders' failure to update the bid documents based on changes announced through the website.

In order to allow bidders a reasonable time to take the supplement / corrigendum / amendment(s) into account in preparing their bids, Tendering Authority, at its discretion, may extend the deadline for the submission of bids.

3.7 Completeness of Response

- (a) Bidders are advised to study all instructions, forms, terms, 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.
- (b) The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its proposal and forfeiture of the Bid EMD.

3.8 Proposal Preparation Cost

The bidder shall be responsible for all costs incurred in connection with participation in the RFP 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 Tendering Authority to facilitate the evaluation process, and in negotiating a definitive Agreement and all such activities related to the bid process. This RFP does not commit Tendering Authority to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the Contract for implementation of the Project.

3.9 Right to Termination

Tendering Authority may terminate the RFP process at any time and without assigning any reason. Tendering Authority makes no commitments, express or implied, that this process

will result in a business transaction with anyone. This RFP does not constitute an offer by Tendering Authority. The bidder's participation in this process may result in Tendering Authority selecting the bidder to engage towards execution of the contract.

3.10 Authentication of Bids

The original bid will be signed by a Bidder's person duly authorized to bind the bidder to the Contract. A letter of authorization in the name of the person signing the Bid shall be supported by a written Power-of-Attorney accompanying the Bid. All pages of the Bid including the duplicate copies, except for un-amended printed literature, shall be initialed and stamped by the person / persons sign the Bid on bidder's letterhead.

3.11 Interlineations of bids

The Bid shall contain no interlineations or erasures. In case of any overwriting, the place needs to be signed by the authorized signatory.

3.12 Late Bids

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

3.13 Claim

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 bidder shall expeditiously extinguish such claim. If the bidder fails to comply and Tendering Authority is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for such compensation, including all expenses, court costs and lawyer fees. Tendering Authority shall give notice to the successful bidder of any such claim and recover it from the bidder if required.

4 Scope of Work for Implementation Agency

Following is an illustrative list of activities which are proposed to be carried out during the maintenance, customization & enhancement of e-PunjabSchool for Tendering Authority and operational support & managing the same for a period of three years, the tentative list of expected features / functionalities. The portal users include 30000 schools, 216 Educational Block, 64 District Offices. The huge data of 50 lac students and 2.5 lac staff members are updated on the portal time to time by the concerned users.

- (a) The system integrator will **maintain, manage & enhance the existing software** modules which are already in place and used by the Schools for last three years.
- (b) The system integrator will **study, develop, implement, hand-hold, maintain the new modules** which are identified for better management of schools & MIS/GIS system.
- (c) Integration of existing and new modules with other digitized systems.

- (d) The system integrator will provide the **facility management of the I.T. infrastructure** available in the PAWAN data center where the project e-PunjabSchool is hosted.
- (e) The system integrator will also **supply, install & configure new computing infrastructure & system software** in the data center as and when it is required for effective use of application services.
- (f) The system integrator will also give **Technical assistance in different I.T development work** in both software & infrastructure work in this department.
- (g) The contract period will be **initially three years** from the date of letter of intent (LoI) which may be extended depending upon the further requirement and mutually agreed by SSA, Punjab and system integrator.

4.1 Standard Enhancement Scope of Existing Sub-Modules

- (a) Configuration of the approval process / approving authority
- (b) Configuration of escalation process with level and escalation period.
- (c) Provision of job handover process when someone transfer/retire from his/her existing job post.
- (d) Action details logging mechanism and generation of application history with time and remarks.
- (e) Generation of pendency report at every level.
- (f) Provision of alternative data collection mechanism such as SMS based and Mobile apps for teacher leave application, student attendance, MDM daily status update.
- (g) Development of additional reports in the existing portal with value added functionalities such as export to PDF, share through e-Mail etc.
- (h) Responsive design for existing portal and website so that it is compatible across browser and devices.

4.2 Operation & Maintenance Phase

The IA is responsible for the day to day Operation and Maintenance of the e-PunjabSchool which includes Frontend Modification (if any), database related queries (scheduling, backup), maintenance of the database, and the customization of report's format (if required) of the existing application modules for the period of three years of onsite warranty from the date of contract signed / LoI issued covering the following:

4.2.1 Maintenance & Support of the Existing Modules

There should be a dedicated technical team identified by the IA which will immediately take up the maintenance & support work of the existing modules which are live and used by the all schools in the State of Punjab.

4.2.2 Onsite Warranty Support

Onsite periodic support for patch management of application and the related database of the all the existing application modules given in the RFP from the date of contract signed / LoI issued and also the new modules as per the functional scope. The IA will deploy required technical resources at onsite in the Tendering Authority office with own computers & software licenses. The Tendering Authority will provide necessary civil infrastructure & internet for this purpose.

4.2.3 Help Desk

- (a) IA as part of provisioning support to Tendering Authority, will setup centralized helpdesk and coordinate with the respective stakeholders in the Chandigarh city.
- (b) IA will provide help desk services to track and route requests for service and to assist users in answering questions and resolving problems related to the portal and modules.
- (c) Help desk will become the central collection point for contact and control of the problem, change, and service management processes (This includes both incident management and service request management).
- (d) Shall provide a first level of support for software and technical support at implementation locations across the State.
- (e) This shall be an online system deployed centrally and shall be used by the IA extensively for management of support activity and handling calls from citizen, Temple staff, DC office Staff, any other stakeholders. Service desk facilitates the end-to-end service support.

Tasks Expected

- (a) Ticket mapping and allocation through an online system which will be developed by IA.
- (b) Update the status of ticket.
- (c) It should be able to log and escalate user interactions and requests.
- (d) It should have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues.
- (e) Status of registered calls with interface for Call center, using which call center can inform the status to users over phone.
- (f) Historical report indicating number of calls, time to resolve, status etc. for a specified period of time.

All relevant infrastructure and supporting system software required for the deployment and operation of the help desk is to be provided by the IA. The system deployed by the IA shall be complied with ITIL and ISO 20000 service specifications.

4.3 Implementation Scope of New Modules

The implementation scope of the new modules proposed here in the tender document & required during the contract period shall go through the following steps.

4.3.1 Project Planning & Management

Project is a geographically spread initiative involving multiple stakeholders. Successful implementation ultimately depends on all its stakeholders, the role of IA is very critical. Hence IA is required to design and implement a comprehensive and effective project planning and management methodology together with efficient and reliable tools.

Project planning exercise shall essentially commence with the start of the project, however, project management exercise shall commence at the start of the project and shall continue till the O&M phase of the project. During the project implementation, the IA shall report to the Tendering Authority, on following items:

- (a) Results accomplished during the period
- (b) Cumulative deviations to date from schedule of progress on milestones as specified in this RFP read with the agreed and finalized Project Plan
- (c) Corrective actions to be taken to return to planned schedule of progress
- (d) Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of the Implementation Agency
- (e) Other issues and outstanding problems, and actions proposed to be taken
- (f) Interventions which the IA expects to be made by the Tendering Authority and / or actions to be taken by the Tendering Authority before the next reporting period
- (g) Progress reports would be prepared by IA on a monthly basis. These reports may be required to be shared with Tendering Authority
- (h) Change Control mechanism
- (i) Issue management to help identify and track the issues that need attention and resolution from the State
- (j) Scope management to manage the scope and changes through a formal management and approval process
- (k) Risk management to identify and manage the risks that can hinder the project progress.

Sign off Deliverable/ Exit Criteria

Project Plan

Periodic Reports on on-going basis

4.3.2 System Study & Design

The IA shall carry out a detailed systems study to prepare/refine the Functional Requirements Specifications and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards provided by the Tendering Authority.

The IA should prepare a detailed document on the implementation of project with respect to configuration, customization, extension and integration as per the requirement of State.

As part of the System Study, the IA shall be responsible for preparation of a comprehensive System Study document by studying the legislation, business processes and organization design of the State.

The IA shall perform the detailed assessment of the functional requirements, MIS requirements and prepare FRS report, as part of the System Study document incorporating list of additional features that shall result in further improvement in the overall application performance for consideration of the Tendering Authority.

Project documents include but are not limited to the following:

- (a) Detailed Project Plan
- (b) Detailed System Study Report
- (c) FRS document (As per RFP)
- (d) SRS document
- (e) HLD documents
- (f) Logical and physical database design
- (g) LLD documents

- (h) Application flows and logic.
- (i) All Test Plans
- (j) Change Management and Capacity Building Plans
- (k) Training and Knowledge Transfer Plans
- (l) Issue Logs

The IA shall submit a list of deliverables that they shall submit based on the methodology they propose. The IA shall prepare the formats/templates for each of the deliverables upfront based upon industry standards and the same will be approved by Tendering Authority prior to its use for deliverables.

All project documents are to be kept up-to-date during the course of the project. The IA shall maintain a log of the internal review of all the deliverables submitted. Soft copy of logs shall be submitted to Tendering Authority on regular basis.

Preparation of Application Design

IA shall prepare Detailed Design documents which will include:

- (a) Technical Architecture Document (Application, Network, and Security)
- (b) The available IT infrastructure available at state shall be a part of the document
- (c) Gap infrastructure
- (d) High Level and Low Level Design
- (e) Database architecture, including defining data structure, data dictionary as per requirements of data storage.

Sign off Deliverable/ Exit Criteria

All documents mentioned under this section

4.3.3 Development & Customization

IA shall design and develop the application as per the FRS and SRS (finalized by Tendering Authority).

Development of role based, workflow driven Web based IT Application customized as per the requirement of Tendering Authority and other stakeholders.

4.3.3.1 Single-Sign On

The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session.

4.3.3.2 Scalability

One of the fundamental requirements of the proposed application is its scalability. The architecture should be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers and all other solution components.

4.3.3.3 Security

- (a) The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the state. The overarching security considerations are described below.
- (b) The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
- (c) Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
- (d) The overarching requirement is the need to comply with ISO 27001 standards of security
- (e) The application design and development should comply with OWASP top 10 principles

4.3.3.4 High Level Design (HLD)

Once the SRS are approved, the IA shall complete the High Level Designing and all HLD documents of all the functionalities, integration with existing application and external application. The IA shall prepare the HLD and have it reviewed and approved by the Tendering Authority. Tendering Authority will sign off on the HLD documents.

4.3.3.5 Detailed (Low Level) Design (LLD)

The LLD shall interpret the approved HLD to help application development and shall include detailed service descriptions and specifications, application logic (including "pseudo code") and UI design (screen design and navigation). The preparation of test cases will also be completed during this stage. The IA shall have the design documents reviewed and approved by the Tendering Authority. Tendering Authority will sign off on the LLD documents.

4.3.3.6 Test Plan

Once the SRS is approved and design is started, the IA shall prepare all necessary Test Plans (including test cases), i.e., plans for Acceptance Testing. Test cases for Initial and Final User Acceptance Testing shall be developed in collaboration with domain experts identified at the Tendering Authority. Initial and Final User Acceptance Testing shall involve Test Case Development, Unit Testing, Integration and System Testing, Functional testing of Application, Performance testing of the Application including measurement of all Service Levels as mentioned in this contract and finally IA shall also carryout Load/ Stress testing. The IA will submit the test plans and test result reports to the Tendering Authority for comprehensive verification and approval.

Transaction mechanism

The overall workflow for provisioning transaction to the stakeholders will be based on the process identified by this RFP and subsequent documents submitted by the Implementation Agency.

Sign-off Deliverables / Exit Criteria

- (a) Fully functional of new modules
- (b) Functional and non-functional testing
- (c) User and Operational Manual for the new modules

4.3.3.7 Deployment & Commissioning

The existing application (epunjabschool.gov.in) is currently hosted in PAWAN Mini data center. The new modules need to be hosted in the same infrastructure.

Sign off Deliverables / Exit Criteria

- (a) Data Migration Strategy Document
- (b) Approval by Tendering Authority on successful deployment

4.3.3.8 Training/Capacity Building

Capacity building will include the following:

- (a) Imparting training in Information Technology (IT) and Change Management.
- (b) Such trainings and skills will be imparted to the officials at state HQ.
- (c) These would range from senior officers such as Secretaries up to the school level users.
- (d) Prepare and organize training programs to facilitate the user in the efficient usage of the new system training will be provided to employees who will use the application and its services.
- (e) The IA would be required to prepare a detailed training plan covering at least the trainings to be conducted, targeted audience, location, dates for training, duration and training content.
- (f) It is important to ensure that the training provided is effective. IA shall devise mechanisms to ensure the training effectiveness. IA would also be required to develop user manuals.
- (g) Tendering authority will provide the infrastructure (Projector, Computers for user training, Stationary, Printer, Scanner, Consumable, UPS etc.) at training centers to conduct the trainings as per approved training Plan.
- (h) The training would be required to be provided again to ensure that personnel are ready to use the application whenever it is ready. It is important to ensure that the training provided is effective.

Sign off Deliverables / Exit Criteria

- (a) Training Plan
- (b) Capacity Building Plan
- (c) Completion of training and attendance sheet

4.3.3.9 UAT and Go Live

IA will assist in successful completion of User Acceptance Testing (UAT) and audit of the system on the completion of the go live criteria for each additional module.

Sign-off Deliverables / Exit Criteria

- (a) Go-Live report
- (b) UAT Report signed off

4.3.3.10 Knowledge Transfer

At the end of the contract period, the IA will be required to provide necessary handholding and transition support to designated staff or any other agency that is selected for maintaining the system post the contract with the IA. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT

Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working/ performance levels of the infrastructure, conducting training sessions etc.

Knowledge Transfer is an integral part of the scope of work of the IA. This will have to be done even in case the Contract with the IA ends or is terminated before the planned timelines.

Please note that this is only an indicative list. Any other activity, over and above these, as may be deemed necessary by the IA to meet the requirements at no additional cost.

4.3.3.11 Information Security Management

Security of application and the data contained therein is paramount for the success of this Project. Hence, the IA should take adequate security measures to ensure confidentiality, integrity and availability of the information.

4.4 Development & Implementation of New Modules

4.4.1 Application Module Matrix

The entire e-PunjabSchool application software is categorized by four modules namely (a) Infrastructure Management System (b) Student Management System (c) Faculty Management System (d) General Administration. The already developed & proposed to be developed sub-modules are mapped under these four modules as per the following table matrix.

4.4.1.1 Infrastructure Management System

Existing Sub-Modules	New Sub-Modules
- School Infrastructure	- School Inspection Module
- Building & Campus	
- Facility Information	
- Civil Work Grants	

4.4.1.2 Student Management System

Existing Sub-Modules	New Sub-Modules
- Personal & Enrolment	- Incentives & Facilities
- Examination Detail and Analysis	- SMS Attendance
- Text Books	- Children with Special Needs
- Academic Performance	- Continuous & Comprehensive Evaluation
- Student Attendance	- Teacher Training Management
- Scholarship	

4.4.1.3 Faculty Management System

Existing Sub-Modules	New Sub-Modules
Personal record of Staff	- Legal Case Management System

Existing Sub-Modules	New Sub-Modules
Promotion & Increment of teacher	- Faculty Rationalization
Transfer , Attendance and Leave record	- End of Service
Sanctioned Post	- Service Book Management
Posting Status	- Annual Character Report
Staff Duty Schedule	

4.4.1.4 General Administration

Existing Sub-Modules	New Sub-Modules
- Grievance Monitoring System	- Inspection Reports and Analysis
- HW Complaint Lodging System	- Community Contributions

4.4.2 Functional Scope of New Sub-Modules

4.4.2.1 School Inspection

- (a) System should be able to schedule a School Inspection
- (b) System should have rules for the scheduling the Inspection of a particular school.
- (c) System should send the invitation for the inspection team.
- (d) Invitee should be able to either accept or decline the invitation or apply for leave of absence before the due date
- (e) System should have assist to the originator in preparation of proceeding of Inception details
- (f) System should generate the following reports/templates:
 - Invitation Template
 - Proceeding Template of Inception

4.4.2.2 SMS Attendance

- (a) System should have provision of creation, edit and update the Mobile No of all employee /Staff / Faculty.
- (b) System should provision to accept the SMS to update the database.
- (c) To way Communication with concern official in case of failure SMS.
- (d) System should have which provides the following MIS report:
 - Day wise attendance report
 - Day wise not sending SMS Report
 - Failure SMS Report

4.4.2.3 Children with Special Needs

- (a) System should have a provision for a separate module for children with special needs.
- (b) The module should contain audio visual option and workbooks for differently abled children.
- (c) The module should contain option for submitting the workbook to the concerned faculties for subsequent evaluation of the same.
- (d) The system should have additional features like communication and other learning platform.

4.4.2.4 Continuous & Comprehensive Evaluation

- (a) The system should have the provision to Manage Student Tracking like student academic progress, retention and other progress indicators.
- (b) The system should have the provision to capture learning progress of students at regular time intervals which would ultimately help the faculties to evaluate the integral learning progress of the students.
- (c) The system should have the capacity to capture variety of remedial measures like weekly test, providing learning materials, monthly task, etc so as to evaluate the student performance.
- (d) The system should have the provision for integrating various modern learning techniques and Learning kit.
- (e) The system should be able to capture the details of recognizing and encouraging specific abilities of students, who do not excel in academics but perform well in other co-curricular areas

4.4.2.5 Legal Case Management System

- (a) System should have the provision of providing case details like:
 - **Case Registry:** Where the advocate can store the particulars of the client information and details on correspondence and permanent address.
 - **Case Diary:** It enables the advocate to enter the date of hearing of the case, name of the court where the case has been filed and the date when the case has been filed.
 - **Case History:** Entry of the case number, year of filing, details of the case and history with relevant evidence documents
- (b) System should have the provision for the various Utilities having features like:
 - Contacts
 - Appointment
 - Calendar
 - Diary
 - Bulk mail
 - Greetings
- (c) System should have the feature for Professional reminder and other reminders

4.4.2.6 Faculty Rationalization

- (a) System should have the provision of maintaining details such as-
 - Teachers Sanction Post
 - School with surplus teachers
 - Schools having requirement of teachers
- (b) The system should have the provision for providing updated details of available teachers for smooth rationalization of concerned teachers to be mapped with the required schools.

4.4.2.7 Service Book Management

- (a) The system should have the provision for managing the service book details of all the staff.
- (b) The Service Book details should have the option to be linked with the payroll system.
- (c) There should be option for all the staff to get relevant information details as mentioned in the service book.

- (d) There should be option for identifying attributes like date of joining, promotion, transfer dates etc. and all the data would be stored centrally for timely fetching.
- (e) The administrator should have the provision for finding each detail as required for any staff.
- (f) Generation of track record report of employees

4.4.2.8 Annual Character Report

- (a) The system should have the provision for filling up self-appraisal form for all the staff.
- (b) The filled Self-appraisal form should be processed to the higher authorities for evaluation and adding remarks.
- (c) The system should be able to generate ACRs of the eligible staff.
- (d) The system should have the option to make the ACR confidential as per the authorization level.
- (e) On-line apply approval of character report.

4.4.2.9 Community Contribution

- (a) Record donor information on-line
- (b) Record on-line and off-line contribution through System
- (c) School /Department staff should be able to view the details of contribution
- (d) Complimentary communication to donors
- (e) Publish MIS report on donation information

4.4.2.10 HW Complaint Lodging System

System should have the provision for lodging IT related complaint in the portal which should carry functions like:

- (a) A unique call id/ticket to be issued for the complaint.
- (b) Call to be registered in the centralized complaint logging and management system for review of all stakeholders
- (c) The complaints forwarded to Concerned District/ State coordinator for resolution
- (d) After resolution of complaints, the complaint should get closed by coordinating with the complainant and obtaining his/her feedback on the resolution.
- (e) System should have the provision for reopening of case if it not solved properly.
- (f) Centralized register to maintain the logged call history.

4.4.2.11 Grievance Management System

- (a) System should have options for registering grievance online.
- (b) System shall provide drop down menu:
 - for selecting category of Grievance
 - Various possible nature of Grievance under each category
- (c) System should give the citizen/employee/other stakeholder, the Grievance number upon registering the Grievance.
- (d) System should allow administrator to divert the Grievance to concerned officers.
- (e) System should have Masters & Initial Setup:
- (f) Grievance Type Sub-types.
- (g) System should have Mapping of Designation / Roles to Grievance Sub-type.
- (h) System should allow Grievance the status of action on his/her Grievance
- (i) System should have SMS alert to applicant upon Action Taken Report

- (j) System should have which provides the following MIS report:
- Grievance Pending Status Report

4.4.2.12 User Management & Monitoring

- (a) System should allow Application administrator to create and assign users to groups; group memberships would in turn define the content and layout of the Application.
- (b) System should allow users to customize their Application page layout and the process shall be simple and user-friendly. This includes, but not limited to, manipulation of Applications layout, add and remove, change Application themes and skins.
- (c) System should provide a facility to authenticate the users.
- (d) System Should provide for add/edit/delete the school details
- (e) System should allow administrator to track the approval/dis-approval of school data.
- (f) System Should provide for add/edit/delete the Demography details
- (g) System should have which provides the following MIS report:
- Last Login Report
 - Approval Report
 - Monitoring Report(Day Wise)
 - School Pending Data Report
 - Student Attendance Report
 - Attendance Monitoring Report
 - Master Entries Report
 - Student Attendance (Day Wise)
 - Staff Attendance (Day Wise)
 - Contact Info.
 - School Grade Report
 - Report on Staff Retirement
 - Report on Staff Posting Status

4.4.3 Non Functional Scope

4.4.3.1 Application Integration

- (a) The proposed application system will be integrated with leading I.T. applications which are running in SSA, Punjab. The system integrator will study the system and submits feasibility report to the authority for its approval before integration.
- (b) The system integrator should explore all the possible options to link UID to various data sets available with e-PunjabSchool application and integrate.
- (c) E-PunjabSchool should route through MSDG/SSDG.
- (d) The system integrator will coordinate with the state level SSDG and UID team to facilitate necessary linkages and transfer of information between e-PunjabSchool and other information units.

4.4.3.2 Security

- (e) The system integrator should support the department in obtaining the security certificate from Cert-in.
- (f) The security audit & certification will be in phased manner i.e. module wise and certificate will be yearly renewed.
- (g) The system integrator comply the security audit compliance & make necessary changes in the existing / new application as per the suggestion by Cert-in certified audit agency.

4.4.4 Help Desk

- (f) IA as part of provisioning support to Tendering Authority, will setup centralized helpdesk and coordinate with the respective stakeholders in the Chandigarh city.
- (g) IA will provide help desk services to track and route requests for service and to assist users in answering questions and resolving problems related to the portal and modules.
- (h) Help desk will become the central collection point for contact and control of the problem, change, and service management processes (This includes both incident management and service request management).
- (i) Shall provide a first level of support for software and technical support at implementation locations across the State.

Tasks Expected

- (g) Ticket mapping and allocation through an online system which will be developed by IA.
- (h) Update the status of ticket.
- (i) It should be able to log and escalate user interactions and requests.
- (j) It should have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues.
- (k) Status of registered calls with interface for Call center, using which call center can inform the status to users over phone.
- (l) Historical report indicating number of calls, time to resolve, status etc. for a specified period of time.

4.4.4.1 Data Center Management

- (a) The system integrator will manage the server & network install in the data center (PAWAN).
- (b) Server can be managed remotely following the all information security protocols
- (c) If required, the experts should attend the calls physically in the data center and fix the problems.
- (d) Following table shows the infrastructure currently available in the PAWAN data center exclusively for e-PunjabSchool project.

Item	Make & Model	Quantity
Rack Server	HP DL580R07 CTO Server	1
Rack Server	HP DL580R07 CTO Server	1
Rack Server	HP DL180 G6 CTO Server	1
Rack Server	HP DL180 G6 CTO Server	1
Rack Server	HP DL180 G6 CTO Server	1
Rack Server	HP DL180 G6 CTO Server	1
Storage	HP EVA4400 Starter 300GB 15K Field Kit	1
Storage SW	HP EVA4400 Dual Controller Array	1
UPS	6 KVA UPS with Battery	1
Network Switch	Dell Managed 24 port	1
KVM	8 Port KVM	1
Monitor	Lenovo Monitor	1
Server Rack	APW President Cyber 42U Server Rack	1

Backup Device	HP LTO Ultrium4 800/1600	1
Operating System	Server 2003	4
RDBMS	SQL Server	2

- (e) The IA will replace the batteries of UPS (5 KVA) within two month from the date of award of contract and will replace them as and when required.
- (f) Insurance of all hardware (for theft or any other natural calamities) installed at datacenter will be the responsibility of IA
- (g) The Hardware Up gradation if required time to time will be suggested /recommended by the IA & Cost of the Hardware will be borne by Department.

5 Timelines

5.1 New Modules

T0= Date of award of contract.

SI#	Item	Target (In Months)
(a)	Project Plan	T0+ 0.25
(b)	System Study & Design	T0+1
(c)	Development, Customization and Configuration of Application	T0+3
(d)	Deployment and Commissioning of Software solution in SDC	T0+4
(e)	Training/Capacity Building	T0+5
(f)	Go-Live User Acceptance	T0+6

5.2 Operation & Maintenance

T0= Date of award of Contract

SI#	Item	Target (In Days)
(a)	Identification & deployment of dedicated team for maintenance & support for existing modules	T0+7
(b)	Deployment of Technical Consultants	T0+3
(c)	Setting up of Centralize Helpdesk along with all requisites mentioned under help desk clause of this RFP	T0+30

6 Bid Submission Instructions

6.1 Bid Submission

Bids are to be submitted online and in three parts:

- Pre-qualification documents.
- Technical Bid.
- Commercial Bid.

- 1.1 The Bidder shall have to qualify the pre-qualification Bid.
- 1.2 Pre-Qualification Bids will be opened on the prescribed date and time.
- 1.3 Technical Bids of only those Bidders will be opened who qualify the Pre-Qualification round after the initial processing of pre-qualification bid on the same day or at a date and time to be notified on the same day.
- 1.4 Please note that commercial aspects (prices, cost, charges, etc.) should not be indicated in the Pre-qualification Bid or the Technical Bid and should be quoted only in the Commercial Bid. If quoted these bids shall be declared rejected.
- 1.5 Commercial Bid should only indicate prices in the prescribed format.
- 1.6 The bids cannot be uploaded after the last date of submission of bid.
- 1.7 Each copy of the bid should be a complete document with Index & page numbering.

The bidder should ensure that all the required documents, as mentioned in this RFP/ bidding document, are submitted along with the bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the bid proposal submitted by the bidder.

Tendering Authority will not accept delivery of Proposal in any manner other than that specified in this RFP. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

It is required that all the Bids submitted in response to this RFP should be unconditional in all respects, failing which Tendering Authority reserves the right to reject the Bid.

6.2 Pre-Qualification

The minimum eligibility criteria that should be satisfied by the Bidders are mentioned below.

SI#	Prequalification Criteria	Compliance Document
(a)	The bidder should be registered in India under the Companies Act, 1956 and should be in existence in India for at least 3 years, as on 31 st March 2014.	Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder
(b)	The bidder should have an average turnover of Rs. 15 crore and positive net worth (measured as paid-up capital plus free reserves) in the last three audited financial years (FY 11-12, FY 12-13 & FY 13-14)	Certificate duly signed by Statutory Auditor/ practicing CA of the Bidder confirming the net worth for each of the specified period.

Sl#	Prequalification Criteria	Compliance Document
(c)	The bidder should have CMMI Level 3 Certificate which shall be valid till the date of publication of this RFP	Copy of the valid CMMI Level 3 Certificate
(d)	The bidder should be registered with Service Tax & Employee Provident Fund (EPF) Authorities	Up-to-date deposit challans shall be submitted
(e)	The bidder should have an experience of implementing one (1) similar assignments of value not less than one (1) crore for any government/ PSU with at-least 2 years' of Operation & maintenance (O&M) support.	Copy of the work order + completion / continuance certificate from the client / user.
(f)	The bidder should have 50 technical resources in its payroll having knowledge of development of application software along with operational support.	Self-declaration certificate by the Director to that effect.
(g)	The bidder should not be convicted, blacklisted, or prosecuted on any ground by the central government/ State Government or any Government undertaking/ Institutions under their control.	Notarized affidavit by authorized signatory to this effect (format is enclosed in Annexure-9).

Note: Bidder has to submit the board resolution/ Certification of authorization for authorized signatory.

6.3 Technical Proposal

Bidders should necessarily furnish the technical proposal in the formats given in [Annexure-2](#) of the RFP. It may be noted that the end to end responsibility to make the solution perform is that of the Bidder (hence the Bidder is expected to understand the RFP in all respects).

6.4 Technical Qualification

Bidders who meet responsiveness and hurdle requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations.

6.5 Commercial Proposal

Bidders should necessarily give the financial details in the formats given in [Annexure-7 & Annexure-8](#) of the RFP. All the financial details should be given in the prescribed format only and in accordance to the details and terms and conditions as mentioned in the RFP. It may be noted that the responsibility to make the solution perform, is that of the Bidder (hence the Bidder is expected to understand the RFP in all respects). In case the selected bidder does not quote for or provision for any software / any other expenses required to meet the requirements of the RFP, he shall be solely responsible for those and would be required to provide them, without any additional cost to the Tendering Authority.

The Bidder is expected to price all the items and services sought in the RFP and proposed in the Technical Proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.

Tendering Authority may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the Technical Proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the Technical Proposal and should incorporate all the clarifications provided by the Bidder on the Technical Proposal during the evaluation of the technical offer.

Commercial Proposal shall not contain any technical information.

6.6 Validity of Proposal

The proposals shall be valid for a period of six months from the date of opening of Financial Bid. A Proposal valid for a shorter period may be rejected as non-responsive. In exceptional circumstances, at its discretion, Tendering Authority may solicit the Bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by email.

6.7 Corrections errors in Commercial proposal

Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the Commercial Proposals are received by Tendering Authority.

The quoted price shall be corrected for arithmetical errors.

In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.

The amount stated in the Commercial Proposal, adjusted in accordance with the above procedure and as stated in [Annexure-7](#) & [Annexure-8](#) of this RFP, shall be considered as binding on the Bidder for evaluation.

6.8 Price & Information

The Bidder shall quote a price for all the components of the solution that are necessary to meet the requirements of the RFP.

- (a) All the prices will be in Indian Rupees.
- (b) All prices should be rounded off to the nearest Indian rupees (If the first decimal value is 5 (five) or above it should be rounded up and below 5 (five) should be rounded down.
- (c) The price quoted in the Commercial Proposal shall be the only and maximum payment payable by Tendering Authority to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment and performance levels specified in this RFP.
- (d) The Total Contract Value should be inclusive of all costs including the costs towards packing, forwarding, and transportation, insurance for the Contract Period, delivery charges, travel / stay, daily allowance or any other allowances with respect to their staff deployed for the execution of this Project before or after the award of the Contract.

- (e) The price would be inclusive of all applicable taxes, duties, charges and levies.
- (f) The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the Proposal and the Contract. No revision of the Total Contract Value shall be made on account of any variations in costs of labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the Contract. A Proposal submitted with an adjustable price quotation or conditional Proposal may be rejected as non-responsive.
- (g) Any increase/ decrease in the rates of Taxes, duties, charges and levies at a later date and during the tenure of the project will be to the account of the bidder.
- (h) All costs incurred due to delay of any sort, which is attributable to the Bidder, shall be borne by the Bidder.

6.9 Discount

The Bidders are advised not to offer 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. However, in the event of such an offer, without considering discount, is found to be the lowest, Tendering Authority shall avail such discount at the time of award of Contract. For future purposes, Unit prices of all individual components will be discounted accordingly (by the overall discount % in case overall discount % is given or by the individual component discount % in case item wise discount given) to arrive at component-wise unit prices.

6.10 Dedicated Technical Assistance

The Bidder shall deploy One Technical assistance having qualifications of B-Tech/ BE (CSE/IT)/ MCA and experience of atleast 5 years in Software development & implementation.

6.11 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern. If any document evidence for 'Experience' is in other languages, a true translation of the copy attested by Notary shall be enclosed.

6.12 Conditions under which RFP is issued

- (a) This RFP is not an offer and is issued with no commitment. Tendering Authority reserves the right to withdraw the RFP and change or vary any part thereof at any stage. Tendering Authority also reserves the right to disqualify any Bidder should it be so necessary at any stage.
- (b) Timing and sequence of events resulting from this RFP shall ultimately be determined by Tendering Authority.
- (c) No oral conversations or agreements with any official, agent, or employee of Tendering Authority shall affect or modify any terms of this RFP and any alleged oral Agreement or arrangement made by a Bidder with any Tendering Authority, agency, official or

employee of Tendering Authority shall be superseded by the definitive Agreement that results from this RFP process. Oral communications by Tendering Authority to Bidders shall not be considered binding on it, nor shall any written materials provided by any person other than Tendering Authority.

- (d) Neither the Bidder nor any of the Bidder's representatives shall have any claims whatsoever against Tendering Authority or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service Agreement with the Bidder in accordance with the terms thereof).
- (e) Until the Contract is awarded and during the currency of the Contract, Bidders shall not, directly or indirectly, solicit any employee of Tendering Authority to leave Tendering Authority or any other officials involved in this RFP process in order to accept employment with the Bidder, or any person acting in concert with the Bidder, without prior written approval of Tendering Authority.

6.13 Right to the content of proposal

All Proposals and accompanying documentation of the Technical Proposal will become the property of Tendering Authority and will not be returned after opening of the Technical Proposals. Tendering Authority 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 Bidders. Tendering Authority 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.

6.14 Non- Confirming Proposal

A Proposal may be construed as a non-conforming Proposal and ineligible for consideration:

- (a) If it does not comply with the requirements of this RFP
- (b) If the Proposal does not follow the format requested in this RFP or does not appear to address the particular requirements of Tendering Authority.

6.15 Disqualification

The Proposal is liable to be disqualified in the following cases or in case the Bidder fails to meet the bidding requirements as indicated in this RFP:

- (a) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming Proposal.
- (b) During validity of the Proposal, or its extended period, if any, the Bidder increases his quoted prices.
- (c) The Bidder qualifies the Proposal with his own conditions.
- (d) Proposal is received in incomplete form.
- (e) Proposal is received after due date
- (f) Proposal is not accompanied by all the requisite documents.
- (g) Proposal is not accompanied by the EMD.
- (h) If the Bidder provides quotation only for a part of the Project.
- (i) 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

- (j) Commercial Proposal is enclosed with the Technical Proposal.
- (k) Bidder tries to influence the Proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the Bid process.
- (l) In case any one Bidder 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.
- (m) Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a Contract within 15 Days of the date of issue of Letter of Intent or within such extended period, as may be specified by the Tendering Authority.

Any Bid received by Tendering Authority after the deadline for submission of Bids shall be declared late and will be rejected, and returned unopened to the Bidder at the discretion of Tendering Authority. The validity of the bids submitted before deadline shall be till 180 days from the date of opening of the Financial Bid.

While evaluating the Proposals, if it comes to the Tendering Authority knowledge expressly or implied, that some Bidders may have colluded 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 further period of three years from participation in any of the RFPs floated by the Tendering Authority.

If the Bid Security Technical Proposal contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the Bid.

6.16 Acknowledgement of Understanding

By submitting a Proposal, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

7 Bid Opening and Evaluation Process

7.1 Bid Evaluation Committee

The Bid Evaluation Committee constituted by the Tendering Authority shall evaluate the bids.

The Bid Evaluation Committee shall evaluate the Pre-Qualification, EMD and Tender Fee (Envelop-A), Technical Proposal and Financial Proposal and submit its recommendation to the Higher Authority whose decision shall be final and binding upon the bidders.

7.2 Overall Evaluation Process

Bidders shall be evaluated as per the following criteria

- (i): Tender Fees, EMD & Pre-Qualification Compliance (EMD Rs. 5 Lac)
- (II): Technical Criteria [including Technical Proposal]
- (iii): Commercial Bid

- (a) Bidders shall be evaluated as per the Technical criteria will qualify for further Financial Evaluation.
- (b) Bidders with minimum technical score of 70 out of 100 in technical evaluation will be considered to be eligible for financial evaluation
- (c) Bidders will be evaluated based on weighted QCBS (Quality cum Cost Basis) where 70% weightage will be given for technical qualification and 30% weight age will be given for financial quotes.
- (d) The Bid Evaluation Committee reserves the right to accept or reject any or all bids without giving any reasons thereof.
- (e) The bidder shall provide required supporting with respect to the qualification criteria

7.3 Technical Evaluation

The evaluation of the Technical Proposals will be carried out in the following manner:

- (a) The Bidder's technical solution will be evaluated as per the requirements and technical evaluation criteria of this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria as required for technical evaluation.
- (b) Proposal Presentations: The Bid Evaluation Committee invites each Bidder to make a presentation to Tendering Authority as per their discretion.
- (c) At any time during the Bid evaluation process, the Committee may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process.
- (d) The Committee reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the Technical evaluation process.
- (e) The Bid Evaluation Committee shall indicate to all the Bidders the results of the technical evaluation through a written communication. The technical scores of the Bidders will be announced prior to the opening of the Commercial Proposals.
- (f) The technically shortlisted Bidders will be informed of the date and venue of the opening of the Commercial Proposals through a written communication.

7.4 Commercial Evaluation

7.4.1 Financial Score

The bidders shall submit their quote as per the format provided in the RFP. The Financial proposals shall be evaluated on the basis of total lump sum charges offered by the bidder to the Tendering Authority. Any monetary figure in decimal shall be rounded off to the nearest INR.

The financial offers of the qualified bidders (who have secured technical score of 70 or above) shall be tabulated for this project on the following manner.

7.4.2 Technical Score(X)

The bidder who secures maximum marks in technical evaluation shall be given a technical score of 100. The technical scores of other Bidders for the project shall be computed as follows.

['Technical' Score of Bidder for the Project (X)]	= 100 X	[Marks secured by the respective Bidder]
		Highest Marks secured

The score secured based on evaluation of the Technical Proposal as above shall be the Technical Score of the Bidder for the project being considered for evaluation (X).

7.4.3 Financial Score (Y)

The bidders shall submit their quote as per the format provided in the RFP. The Financial proposals shall be evaluated on the basis of total lump sum charges offered by the bidder to the Tendering Authority. Any monetary figure in decimal shall be rounded off to the nearest INR.

The financial offers of the qualified bidders (who have secured technical score of 70 or above) shall be tabulated for this project and the bidder with lowest financial offer will be given a financial score of 100.

In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered. For any other calculation/ summation error etc. the bid may be rejected. The financial scores of other bidders for the project shall be computed as follows:

[The 'financial score' of Bidder for the project(Y)]	= 100 X	[Lowest offer quoted by the respective bidder for the project (Rs.)]
		[Offer quoted by the respective Bidder for the project (Rs.)]

The marks secured as above shall be the Financial Score of the bidder for the project (Y).

7.4.4 Composite Score of the Bidders

Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score (X)	Financial Score (Y)	Weighted Technical Score (70% of X)	Weighted Financial Score (30% of Y)	Composite Score (F=D+E)
A	B	C	D	E	F

7.5 Special Conditions for Evaluation

The successful bidder shall be the agency securing the highest composite score in column 'F' above. However, in the event of two or more Bidders securing exactly the same composite score, then Tendering Authority reserves the right to:

Declare the bidder whose technical score is highest, among the bidders who have secured exactly the same composite score as successful bidder, or adopt any other method as decided by Tendering Authority.

8 Award of Contract

8.1 Award Criteria

Post the evaluation process, Tendering Authority will award the Contract to the Bidder as per the evaluation process mentioned in this RFP. Bidder will sign the agreement within 15 days of the issuance of the LoI and shall continue for three years from the agreement effective date.

8.2 Right to Accept or Reject

Tendering Authority reserves the right to accept or reject any Proposal, and to annul the tendering process and reject all Proposals 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 Tendering Authority action.

8.3 Notification of Award

Prior to the expiration of the validity period, Tendering Authority will notify the successful Bidder that its Proposal has been accepted by issuance of a LoI in writing which will be effective date of the assignment.

8.4 Conditions Precedent of the Bidder

The Bidder shall be required to fulfill the Conditions Precedent within 15 Business Days from issue of the Letter of Intent to the Bidder. The Conditions Precedent are as follows:

- (a) To provide a Performance Bank Guarantee from any Nationalize bank in India and any other guarantees to Tendering Authority or its nominated agencies.
- (b) To provide signed copy of the agreement

8.5 Extension of time for fulfillment of Conditions Precedent

The parties may, by mutual agreement extend the time for fulfilling the Conditions Precedent and the term of the agreement.

For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the Bidder linked to the delay in fulfilling the Conditions Precedent.

8.6 Non-fulfillment of the Bidder's Conditions Precedent

In the event that any of the conditions precedent of the Bidder have not been fulfilled within 15 Business Days from the date of issue of Letter of Intent and the same have not been

waived fully or partially by Tendering Authority or its nominated agencies, the agreement shall cease to exist;

In the event that the agreement fails to come into effect on account of non-fulfillment of the Bidder's conditions precedent, Tendering Authority or its nominated agencies shall not be liable in any manner whatsoever to the Bidder and Tendering Authority shall forthwith forfeit the EMD.

In the event that possession of any of Tendering Authority or its nominated agencies facilities has been delivered to the Bidder prior to the fulfillment of the conditions precedent, upon the termination of the agreement, such shall immediately revert to Tendering Authority or its nominated agencies, free and clear from any encumbrances or claims.

8.7 Performance Bank Guarantee

Performance Bank Guarantee is governed for supplies and services as follows:

- (a) Bidder shall carry out the Services in conformity with the agreement, the RFP, generally accepted professional and technically accepted norms relevant to such Projects and to the entire satisfaction of Tendering Authority.
- (b) In the event of any deficiency in Services, the Bidder shall in the first instance take necessary action to resolve it, at no additional fees to Tendering Authority.
- (c) The Earnest Money deposited at the time of Bid submission would be given back to the Bidder on submission of Performance Bank Guarantee.
- (d) Bidder shall deposit the Performance Bank Guarantee as follows:
 - i. The successful bidder shall at his own expense, deposit with Tendering Authority, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank acceptable to Tendering Authority, payable on demand (In Chandigarh), for the due performance and fulfillment of the contract.
 - ii. The Performance Bank Guarantee should be furnished within 15 Business Days from the date of issue of LoI.. In case the Contract Term is extended, the Performance Bank Guarantee should also be extended within 15 days of approval of contract extension and should be valid till 6 months post the Contract Extension Term.
 - iii. This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value/bid value of successful bidder shall be renewed yearly within 15 days of its expiry. All charges whatsoever such as premium, commission, etc., with respect to the Performance Bank Guarantee shall be borne by the successful bidder.
 - iv. The Performance Bank Guarantee may be discharged/returned by Tendering Authority upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
 - v. Tendering Authority 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.

8.8 Signing of Contract

Agreement will be signed as per RFP, after selection of Bidder. Tendering Authority shall have the right to annul the award in case there is a delay of more than 30 days in signing of Contract from the date of issue of Letter of Intent by Tendering Authority, for reasons attributable to the selected Bidder.

8.9 Failure to agree with Terms and Conditions of this RFP

Failure of the successful Bidder to agree with the terms & conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Tendering Authority may call for new Proposals and invoke the Performance Bank Guarantee.

8.10 Bidder's Obligations

The Bidder's obligations shall include all the activities as specified by Tendering Authority in the scope of work and other sections of the RFP and changes thereof to meet Tendering Authority objectives and operational requirements. It will be the Bidder's responsibility to ensure the proper and successful implementation, performance and continued operation of the proposed solution in accordance with and in strict adherence to the terms of the agreement, the RFP and the Bid.

The Bidder shall ensure that the Bidder's team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under the contract. The Bidder shall ensure that the Services are performed in accordance with the terms hereof and to the satisfaction of Tendering Authority.

Except as otherwise provided for herein or with the prior written approval of Tendering Authority, the Bidder and/or Bidder's team shall not:

- (a) Systematically collect and use any Tendering Authority data, Deliverable, Assets or Tendering Authority contents/contents of services and information, including the use of any data mining, or similar data gathering and extraction methods;
- (b) Market, sell, or make commercial or derivative use of Tendering Authority data, Deliverable or Assets, Tendering Authority contents/contents of services and information;
- (c) Publish, publicly perform or display, or distribute to any third party any Tendering Authority data, Deliverables or Tendering Authority contents/contents of Government services and information, including reproduction on any computer network or broadcast or publications media; or
- (d) Use, frame, or utilize framing techniques to enclose any portion of Tendering Authority data, Deliverables or Tendering Authority contents/contents of services and information (including images, any text or the layout/design, form or content of any page or otherwise).

8.11 Tendering Authority Obligations

Tendering Authority or its nominated representative shall act as the nodal point for implementation of the Project and for issuing necessary instructions, approvals, commissioning, acceptance certificates, payments etc. to the Bidder, subject to approval of competent Authority.

Tendering Authority shall provide requisite approvals to the Bidder from time to time, which may include approval of Project plans, implementation methodology, design documents, specifications, or any other document necessary in fulfillment of the agreement.

Tendering Authority shall interface with the Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the agreement.

Tendering Authority shall provide requisite data related to its functioning, facilitate obtaining of approvals from various governmental agencies, in cases, where the intervention of Tendering Authority is proper and necessary.

8.12 Project Acceptance

8.12.1 Audit, Access and Reporting

- (a) Selected bidder/agency has to conduct a detailed Software and Security Audit of the system and ensure compliance to all its observations.
- (b) Tendering Authority/ nominated agencies may carry out routine, random and periodic audits and inspections, by itself or through authorized representatives of the Project / Services related documents, data, locations, accounts, information at its own expense and cost; Tendering Authority/ nominated agencies, shall endeavor to minimize inconvenience and disturbance to the Bidder in the process of such audits and inspections.

8.12.2 Acceptance Criteria

All Deliverables on this Project shall be reviewed and accepted in accordance with the following procedure:

- (a) Notification of readiness of the Deliverable shall be given by email by the Bidder
- (b) Soft copy (by e-mail) and two (2) printed drafts of the Deliverable material shall be submitted to Tendering Authority by the Project Manager of the Bidder.
- (c) Tendering Authority will review the Deliverables and either accept the Deliverable or provide feedback on changes to be done in writing within a reasonable period of time (2-3 weeks).
- (d) The Bidder shall make the appropriate revisions and shall resubmit the updated final version to Tendering Authority for their verification and feedback / acceptance.
- (e) The Bidder should strive to submit the Deliverables in parts for getting continuous feedback on the Deliverables. The Bidder should also engage with Tendering Authority on a continuous basis through meetings to ensure that progress may be reviewed and feedback provided from time-to-time. The Bidder should plan to submit the draft versions of deliverables before the scheduled timelines to allow reasonable time for review and acceptance.

8.12.3 Final Testing & Certification

The Project shall be governed by the mechanism of final acceptance testing and certification to be put into place by Tendering Authority.

8.13 Terms of Payment Schedule

8.13.1 Payment Terms

- (a) In consideration of the services and subject to the provisions of the agreement, the Bidder shall be eligible to receive payments from Tendering Authority in accordance with the Terms of Payment Schedule of the agreement.
- (b) It is clarified here that Tendering Authority will pay for the Services as stated in accordance with the Terms of Payment Schedule and Tendering Authority would also calculate a financial sum and debit the same against the Terms of Payment as defined in the Payment Schedule as a result of the failure of the Bidder to meet the service level defined in the agreement, such sum being determined in accordance with the terms of the Agreement.
- (c) Except as otherwise provided for herein or as agreed between the parties in writing, Tendering Authority shall not be required to make any payments in respect of the Services other than those covered by the Terms of Payment Schedule.

8.13.2 Invoicing & Settlement

- (a) The Bidder will submit its invoices in accordance with the following principles:
- (b) Generally and unless otherwise agreed in writing between the parties or expressly set out in this agreement, the Bidder shall raise an invoice for successful delivery of Services on a milestone basis.
- (c) The invoice shall be submitted along with the necessary approval / signoff / acceptance / certification provided by the concerned parties for the respective deliverables linked with the transactions, failing which Tendering Authority reserves the right to reject the invoices.
- (d) Along with the invoice, the Bidder is required to submit the Deliverables (Transaction Log) linked with the payment in softcopy and hardcopy formats, as applicable failing which Tendering Authority reserves the right to reject the invoices.
- (e) Any invoice presented in accordance with this Schedule shall be in a form agreed with Tendering Authority.
- (f) Invoices shall be accurate and all adjustments (if any) to payments to be made to the Bidder shall be applied to the next payment invoice of the Bidder.
- (g) Payment for invoices shall be made preferably within 30 days of the receipt of correct and valid invoice by Tendering Authority, which has to be after completion of the said activities, and after obtaining the signoff from Tendering Authority for the required Deliverables and is subject to penalties/ adjustments based on the Bidder's performance. The penalties are imposed on the Bidder as per the SLA. In case of any delays in payment on part of Tendering Authority beyond the period indicated, the Bidder shall be entitled to receive simple interest at prevalent government rates for the amount delayed for the period of delay.

8.13.3 Additional Costs

- (a) Tendering Authority shall make payments to the Bidder at the times and in the manner set out in the Terms of Payment Schedule subject always to the fulfillment by the Bidder of the obligations herein.
- (b) All payments shall be made after adjustments required for any SLA based penalties.

- (c) No invoice for extra work / charge order on account of change order will be submitted by the Bidder unless the said extra work / change order has been authorized / approved by Tendering Authority in writing in accordance with Change control schedule of the RFP.
- (d) Tendering Authority shall make payments after withholding tax deductible at source.
- (e) When making payments to the Bidder, Tendering Authority shall make the payment inclusive of Service Tax, as actual. It will be the Bidder's responsibility to further ensure the payment of Service Tax.
- (f) The prices should be mentioned without any qualifications whatsoever and should include all taxes, duties, fees, levies and other charges as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/ payable should be indicated separately. For the project bid, the bidder is expected to take into account all taxes (except Service Tax).

8.13.4 Currency of Payment

Payment shall be made in Indian Rupees only.

8.13.5 Taxes and Statutory Payments

- (a) All payments agreed to be made by Tendering Authority to the Bidder in accordance with the RFP shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied / applicable.
- (b) The Bidder shall bear all personal / income taxes levied or imposed on its staff, vendor etc. on account of payment received under the contract. The Bidder shall bear all income/corporate taxes, levied or imposed on the Bidder on account of payments received by it from Tendering Authority for the work done under the contract.
- (c) Tendering Authority or its nominated agencies shall be responsible for withholding taxes from the amounts due and payable to the Bidder wherever applicable. The Bidder shall pay for all other taxes, duties or levies in connection with the agreement and any other Project Engagement Definition including, but not limited to, property, sales, use, excise duty, value-added, goods and services, consumption and other applicable taxes, duties or levies.
- (d) In the event of any increase or decrease of any other tax, levies, currency exchange rates etc. due to any statutory notification(s) during the term of the agreement, the consequential effect shall be to the account of the Bidder.

8.13.6 Liquidated Damages

- (a) In addition to the penalty as mentioned in the agreement, liquidated Damages will be levied on the Bidder, in the event of the Bidder:
- (b) Failing to meet the milestones provided for in the agreement,
- (c) Failing to perform the responsibilities and obligations as set out in agreement to the complete satisfaction of Tendering Authority or any of its nominated agencies,
- (d) Tendering Authority shall be entitled without prejudice to its other rights and remedies, to deduct from the price payable to the Bidder and also to encash the Performance Bank Guarantee, provided the total amount recovered does not exceed the 10% of the Total Contract Value.

8.13.7 Acceptance Testing Requirements

Acceptance testing is an essential part of any IT SOFTWARE implementation project. In this stage selected bidder/agency tests and demonstrates the various individual user specific functionalities as an entire system. The primary goal of Acceptance Testing is to ensure that the IT SOFTWARE solution implemented as part of the Project (including all the deliverables and services) meets the pre-defined requirements/ specifications for functionalities, performance and security. This is ensured by defining clear, quantifiable metrics for accountability for each of the following.

9 Service Level & Penalty

The time-line of development, implementation of new modules and start date of operational support maintenance shall be adhered strictly. Implementing agency is expected to meet the service levels & time lines in the normal course of carrying out the activities out the activities as per the detailed Scope of Work. In case of unjustified delay on any or all such Service Levels, the tendering authority will reserve the rights to levy penalties on the implementing agency as per the below table.

SI#	Service / Deliverables	Expected Service Level / Timeline	Penalty Level in case of Unjustified Delay
(a)	Implementation of new modules and enhancement in existing modules	As per the timeline mentioned in the RFP for new modules. Timelines as decided later between bidder and client for existing modules. But not more than six months.	Rs. 500 per day for first 30 days Rs. 1000 per day for next 30 days Rs. 2000 per days for next 30 days After 90 days, tendering authority reserves the right to cancel or enhance the penalty.
(b)	Replacement of a person, providing technical assistance by implementing agency	Maximum three (3) weeks from the date of request including one (1) week handover time.	Rs. 5000 per week.
(c)	Maintenance of hardware and system software at data centre	Reporting of a complaint i) Within 72 hours ii) Beyond 72 hours	(i) Nil (II)Rs. 5000 per day.

10 Payment Schedule

The total Project cost shall be made to IA in 12 equal quarterly installments on the basis of IA performance in Project implementation.

11 Technical Proposal Evaluation

Bidders who meet responsiveness and hurdle requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations. Following criteria shall be used to evaluate the Technical Proposals for assessing the Technical Score.

SI#	Criteria	Basis of Valuation	MM
(a)	The bidder should have at-least Rs. 15 Crore as average annual turnover in the last 3 fiscal years ending at 31/03/2014 from IT operations.	Rs. 15-20 crore – 6 marks Rs. 20-25 crore – 8 marks Above 25 crore– 10 marks	10
(b)	The Bidder should have a valid SEI CMMi Level 3 & ISO or its higher version certification as on date of submission of Bid.	SEI CMMi Level 3 + ISO or CMMi5 - 5 Marks SEI CMMi Level 3 - 3 Marks	5
(c)	The bidder should an experience of implementing minimum one(1) and maximum two (2) similar assignments of web based project in Education Sector with value not less than 50 Lac for any government/ PSU. The project should be working live at present	1 project - 6 marks 2 project - 12 Max. marks	12
(d)	The bidder should have satisfactory completed at-least two (2) web enabled projects in India, each with value more than 50 lakhs in last 5 years ending at 31/03/2014	5 projects or above - 10 marks 3-5 projects - 6 marks 2 projects - 4 marks	10
(e)	Experience of e-Governance Turnkey project along with hardware integration +3 years' maintenance & operational support for any Government / PSU in India.	<u>Project Cost</u> Above Rs. 80 lakhs: 10 Marks Rs. 60- 80 lakhs: 6 Marks Rs. 40 - 60 lakhs: 4 Marks Less than Rs. 40 lakh – 2 Marks	10
(f)	Experience in implementing Mobile Application project for any Government / PSU in India.	2 marks for each projects/ applications up to maximum 5 projects	10
(g)	<u>Approach Methodology, Solution Design [Annexure-6]</u> Marks will be awarded based on details of i. Solution Design ii. Project execution & deployment methodology iii. Training & Handholding approach & Support methodology iv. Application Solution proposed v. Business Intelligence/ Dashboard/ Reporting Manpower Proposed. vi. Proposed resources for dedicated team & onsite team for annual maintenance of the software modules	The bidder will be awarded 5 marks each points.	30
(h)	<u>Approach methodology for</u> i. Exiting modules, currently used by all upper primary schools – 6 marks		13

SI#	Criteria	Basis of Valuation	MM
	ii. Onsite support plan at the client office – 3 Marks		

Rating definitions for each sub-criterion are generally explained as under:-		
Category	Rating	Description
Excellent	100%	The proposal exceeds the sub-criterion requirements
Good	80%	The proposal fully meets the sub-criterion requirement
Average	60%	The proposal adequately meets the sub-criterion requirements, but there are minor deficiencies
Below Average	30%	The proposal has significant deficiencies against the sub-criterion requirements that will probably impact negatively on implementation of the assignments
Non-complying	0%	The proposal either does not comply with the sub-criterion or does not provide enough information to allow a higher rating.

12 [Annexure-1] Request for Clarification

Bidders requiring specific points of clarification may communicate with Tendering Authority during the specified period using the following format in excel only:

<<Name & Address>>			
BIDDER'S REQUEST FOR CLARIFICATION			
Name of Organization submitting query / request for clarification		Full formal address of the Organization including phone, fax and email points of contact	
		Tel:	
		Fax:	
		Email:	
Sl#	RFP Reference (Section No. / Page No.)	Content of RFP requiring clarification	Points of clarification required
1.			
2.			
3.			
4.			
5.			
6.			

13 [Annexure-2] Technical-qualification Proposal

Please note: The proposal must be submitted in the following format.

Covering Letter, Company Profile and Eligibility Criteria Compliance Checklist

Covering Letter (To be submitted on the letterhead of the bidder)

To {Location, Date}
Director General School Education, Punjab
Vidya Bhawan (Punjab School Education Board), Block E, 5th Floor, Phase-VIII, SAS Nagar
(Mohali) - PUNJAB (INDIA), Pin Code-160062

Ref: RFP Reference No.

Sub: Submission of proposal in response to the "RFP for Selection of Implementing Agency for Maintenance & Enhancement of e-PunjabSchool [MIS & GIS]"

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification number..... for "RFP for Selection of Implementing Agency for Maintenance & Enhancement of e-PunjabSchool [MIS & GIS]"

1. We have read the provisions of the RFP document and confirm that we accept these. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
2. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments.
3. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment, and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
4. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
5. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
6. We understand you are not bound to shortlist/accept any or all the proposals you receive.
7. We hereby declare that we qualify and fulfill all the eligibility criteria mentioned in the RFP.
8. We hereby declare that our proposal submitted in response to this RFP is made in good faith, and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Bidder Authorized Signature]

14 [Annexure-3] Company Profile

SI#	Information	Details
(a)	Name of responding bidder:	
(b)	Address of responding bidder:	
(c)	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
(d)	Telephone number of contact person	
(e)	Mobile number of contact person	
(f)	Fax number of contact person	
(g)	Email address of contact person	
(h)	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.)	
(i)	Company Registration Certificate (Enclosed Certificate)	
(j)	Active ISO/ SEI CMMI Level status (Enclosed Certificate)	
(k)	No of professionally qualified IT personnel having experience of working on the Integrated IT Software Project on its roll. (Include Self Certification)	
(l)	Office and a support center details in Chandigarh. (If Available)	

15 [Annexure-4] Project Implementation Strength

Assignment name:	Approx. Value of Services
Country Location within country	Duration of assignment (months)
Name of Client	Total No. of users license of the proposed Integrated IT Software:
Contact Person, Title/Designation, Tel. No./Address	Total No of client end users
Start date (month/year) Completion date (month/year)	No. of professional staff-months provided by your firm/organization for the proposed IT Software:
Description of Project	
Description of Actual Services provided including Integrated IT Software modules implemented, bolt in Software , third party module Integrated:	

Note: Each work experience shall be enclosed with work order/completion certificate /Substantial completion certificate. Each citation along with work orders would be evaluated for necessary compliance to meet the eligibility criteria.

16 [Annexure-5] Curriculum Vitae (CV) Format for Onsite Technical Assistance

SI#	Details	Response
(a)	Proposed Position & Skill Set	
(b)	Name of Firm	
(c)	Name of Staff [Insert full name]	
(d)	Date of Birth	
(e)	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
(f)	Membership of Professional Associations / Societies	
(g)	Summary of key Training and Certifications	
(h)	Countries of Work Experience: [List countries where staff has worked in the last ten years]	
(i)	Number of years of experience	
(j)	Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided]	From [Year]:_____ To [Year]: _____ Employer: Positions held:
(k)	Detailed Tasks Assigned [List all tasks to be performed under this assignment]	
(l)	Highlights of assignments handled and significant accomplishments. [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks,	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

CERTIFICATION (Please follow the following format exactly. Omission will be seen as noncompliance)

I, the undersigned certify that, to the best of my knowledge and belief, this bio-data correctly describes my qualifications, my experience and myself. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

I have been employed by (name of the firm) continuously for the last (12) months as regular full time staff (indicate 'yes' or 'no' on following boxes):

YES	NO
-----	----

I am willing to undertake the assignment if the Project contract is awarded to the firm and ensure my availability for the duration of the assignment.

I declare that I am having good health to withstand rigors of project working.

SIGNATURE:

DATE: Day Month Year

Certified that the contents of the above are verified and found correct.
Sign and Seal of the authorized signatory of the Bidder with date

17 [Annexure-6] Approach & Methodology Proposed

The approach and methodology will be detailed precisely under the following topics:

- Project execution methodology including project phasing
- Deployment methodology
- Support methodology
- Training approach
- Manpower Deployment Plan

Note: The approach and methodology should be precise and relevant to the assignment.

18 [Annexure-7] Format for Commercial Proposal

Commercial Proposal Covering Letter
(Company letterhead)
[Date]

To {Location, Date}
Director General School Education, Punjab
Vidya Bhawan (Punjab School Education Board), Block E, 5th Floor, Phase-VIII, SAS Nagar
(Mohali) - PUNJAB (INDIA), Pin Code-160062

Ref: RFP Reference No.

Sub: Submission of proposal in response to the "RFP for Selection of Implementing Agency for Maintenance & Enhancement of e-PunjabSchool [MIS & GIS]"

We, the undersigned <Bidder name> having read and examined in detail all the bidding documents in respect of "Selection of IA for Temple Management" do hereby propose to provide Services as specified in the bidding documents.

Price and Validity

All the prices mentioned in our Bid are in accordance with the terms as specified in the bidding documents. All the prices and other terms and conditions of this Bid are valid for a period of six months from the date of opening of financial bids.

We are an entity registered in India and do hereby confirm that our Bid price (Total Contract Value in this Commercial Proposal) includes all taxes including income tax and professional tax.

The prices we have offered, will remain fixed and not be subject to escalation for any reason whatsoever within the period of Contract. Any increase / decrease in rates of taxes will be to our account. We have studied the Clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax is altered under the law, we shall pay the same.

Bid Price

We declare that our Bid Prices are for the entire scope of the work and requirements as specified in the Bid documents, irrespective of whatever has been stated to the contrary anywhere else in our Bid.

Contract Performance Guarantee

We hereby declare that in case the Contract is awarded to us, we shall submit the Contract Performance Bank Guarantee.

We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge and belief.

We understand that our Bid is binding on us and that you are not bound to accept a bid you receive.

We confirm that no Technical deviations are attached here with this Commercial offer.

Yours faithfully,
Authorized Signatory

Name :
Date :
Time :
Seal :
Business Address

19 [Annexure-8] Commercial Bid Format

Total value of commercial bid in Indian Rupees

S#	Type of Payment	Rate	Qty.	Amount
(a)	Annual maintenance & support cost of the Existing Modules [Dedicated Technical Team]	Per year	3 Years	
(b)	Onsite Technical support cost for one person per month [Technical Consultants at Onsite at Client Location]	Per month	3 Years	
(c)	Annual facility management service for data center [PAWAN] where the e-Punjab School project is hosted.	Per year	3 Years	
(d)	Development, implementation, training & maintenance support [3 Years] for additional modules.	1	Lump-Sump	
	Grand Total			

Rates quoted by the bidder should be unconditional and inclusive of all applicable taxes, duties, expenses etc.

Yours faithfully,
 Authorized Signatory
 Name :
 Date :
 Time :
 Seal :
 Business Address

20 [Annexure-9] Affidavit of Self Declaration

AFFIDAVIT

I (Name of the official.....) (Designation.....) hereby declare that my company has not been black listed by any Government / Semi Government organizations. I further certify that I am competent authority in my company has authorized me to make this declaration.

That in the event of any decrease in the quoted rates, we undertake to reduce rates correspondingly from the date the rates have been reduced.

I affirm that the Director General School Education, Punjab is at liberty to take action against me/ the company represented by me, if any information submitted by me as required in RFP document proves to be wrong at any point of time.

Deponent

Verification:

I, the above named deponent do hereby verify, that the contents of the above affidavit are true and correct to the best of my knowledge and belief, no part of it is false.

Deponent