

Expression of Interest cum Request for Proposal (RFP)

**‘Appointment of Web Application
Development Service
Provider for Academic monitoring
And Analysis System (AMAS)’**

**Rehabilitation Council of India,
Department of Empowerment of Persons
with Disabilities
Ministry of Social Justice & Empowerment,
Government of India**

Ref: No. 5-216/2009-RCI

January 2015

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Invitation for Proposal

Date:30/01/2015

Rehabilitation Council of India, a Statutory Body under Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Government of India (hereinafter referred to as RCI), having its Office at B-22, Qutab Institutional Area, New Delhi - 110 016, invites responses ("Proposals"/ "Bids") to this Request for Proposal ("RFP") from eligible Bidders to be appointed as Web Application Development Service Provider for Academic Monitoring and Analysis System (AMAS).

Interested bidders are advised to study this RFP document carefully before submitting their proposals in response to the RFP Document. Submission of proposal in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Interested bidders to download the RFP document from the website URL mentioned in the fact sheet.

Any subsequent corrigenda / clarifications will be made available on the website URL mentioned in the factsheet.

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered.

A bidder will be selected under Quality and Cost Based Selection System (QCBS) and procedures described in this RFP.

To obtain first-hand information on the assignment, Bidders are encouraged to attend a pre-bid meeting. Attending the pre-bid meeting is optional.

Member Secretary,
Rehabilitation Council of India,
Ministry of Social Justice & Empowerment,
Government of India
B-22, Qutab Institutional Area,
New Delhi - 110 016
Email ID: rehabstd@nde.vsnl.net.in;
Phone number: 011-26532387

SECTION 1: Introduction

1.1 About Rehabilitation Council of India

The **Rehabilitation Council of India (RCI)** was set up as statutory body by an Act of Parliament in 1993. Initially, in 1986 the Rehabilitation Council was set up as a society under the Societies Registration Act and was subsequently converted into a statutory body giving statutory powers to enforce uniform standards and regulation of all training policies and programmes in the field of rehabilitation and special education all over the country.

1.1.1 Mandate / Objectives of RCI:

- To regulate the training policies and programmes in the field of rehabilitation of persons with disabilities
- To bring about standardization of training courses for professionals dealing with persons with disabilities
- To prescribe minimum standards of education and training of various categories of professionals/ personnel dealing with people with disabilities
- To regulate these standards in all training institutions uniformly throughout the country
- To recognize institutions/ organizations/ universities running master's degree/ bachelor's degree/ P.G.Diploma / Diploma/ Certificate courses in the field of rehabilitation of persons with disabilities
- To recognize degree/diploma/certificate awarded by foreign universities/ institutions on reciprocal basis
- To promote research in Rehabilitation and Special Education
- To maintain Central Rehabilitation Register for registration of professionals/ personnel
- To encourage continuing education in the field of rehabilitation and special education by way of collaboration with organizations working in the field of disability.

1.2 Statement of Requirement

As part of its objectives to regulate the training policies and programmes in the field of rehabilitation of persons with disabilities, RCI is desirous of developing a tracking system for the progress of the curriculum of its approved courses and examinations.

RCI requires the development of a monitoring and analysis system which will track & analyze the course curriculum progress, conduct of examinations and related matters in all its approved institutions.

This system should assist RCI to take appropriate and timely decisions based on the institutional inputs and should help RCI to improve its processes.

The detailed description of the scope is mentioned in Section 4.

1.3 Document Structure

This **RFP** document gives the necessary background for technical information and guidelines for preparing the proposal.

Structure of this document is as follows:

Section 1	Introduction
Section 2	Instructions to Bidders
Section 3	Selection Process
Section 4	Scope of the Work
Section 5	Annexures / Formats

1.4 Fact Sheet

Item	Description
Method of Selection	The method of selection is Quality and Cost Base Selection (QCBS).
Availability of RFP Documents	Download from www.rehabcouncil.nic.in
Date of RFP issuance	30-01-2015
Tender Document fee (Non-Refundable and MSME units Exempted)	INR 1,000 (INR One Thousand only) by DD in favour of Rehabilitation Council of India, payable at New Delhi
Bid Security/ Earnest Money Deposit (EMD)	INR 1,00,000 (INR One Lakh only) by DD in favour of Rehabilitation Council of India, payable at New Delhi.
Last date for Submission of Pre-Bid Queries	16-02-2015, 12.00 noon All the queries should be received on or before the prescribed date & time, through email only with subject line as follows: “<Bidder’s Name> - Pre-Bid queries”. The queries should be submitted as per the format prescribed in Ann. 5.1 The Pre-Bid queries to be sent to the Email Ids: Email ID: rehabstd@nde.vsnl.net.in ; rehcouncil_delhi@bol.net.in
Pre-Bid Conference Time, Date, & Venue	17-02-2015, 10.00 a.m. Venue: Rehabilitation Council of India, B-22, Qutab Institutional Area, New Delhi - 110 016

Posting of responses to queries by RCI	<u>20-02-2015</u>
Last date and time for Bid/Proposal submission (on or before)	<u>02-03-2015, 11.00 a.m.</u>
Date and time for Opening of Pre-Qualification Bids	<u>02-03-2015, 03.00 p.m.</u>
Language	Proposals should be submitted in English only
Bid Validity	Proposals must remain valid up to 180 (One Hundred & Eighty) days from the actual date of submission of the Bid.
Currency	Currency in which the Bidders may quote the price and will receive payment is INR only.
Address for Communication, submission of Proposal	Member Secretary, Rehabilitation Council of India, Ministry of Social Justice & Empowerment, Government of India B-22, Qutab Institutional Area, New Delhi - 110 016 Email ID: rehabstd@nde.vsnl.net.in ; rehcouncil_delhi@bol.net.in Phone number: 011-26532387
Contact Person for Seeking clarifications	Shri Sandeep Tambe Rehabilitation Council of India, Ministry of Social Justice & Empowerment, Government of India B-22, Qutab Institutional Area, New Delhi - 110 016 Email ID: rehabstd@nde.vsnl.net.in ; rehcouncil_delhi@bol.net.in Tel : 91-11-26532816, 26534287, 26532384, 26532408, 26511618 Fax : 91-11-26534291

1.5 Definitions

Word	Definition
Authorised Signatory	shall mean the person Authorised by the resolution of the board of the company to do the business
Contractor or Service Provider	shall mean the successful Bidder to whom the contract has been awarded and with whom the RFP-accepting Authority has signed the contract for rendering of services;
Contract	means the agreement entered into between the RFP-accepting Authority and the Contractor, as recorded in the document signed by the parties,

	including all the attachments and appendices thereto, and all documents incorporated by reference therein;
Bidder	means a Government Organization / PSU / PSE / Private limited company or a limited Company in the field of software development and IT services under Indian Laws , that responds to this RFP
Contract Price	means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations
Solution	means all the module(s), IT infrastructure and manuals/ documentations, which the Contractor is required to supply to the RFP-accepting Authority under the Contract
RCI	Rehabilitation Council of India
Purchaser	shall mean RCI. Terms “RCI” and “Purchaser” have been used interchangeably in the RFP
Qualified Bidders	shall mean the bidders/ companies that meet the qualification criteria
RFP	shall mean Request for Proposal, Tender Document or Bidding Document including the written clarifications & modifications issued by RCI in respect of the RFP.
Services	shall mean requirements defined in this Request for Proposal (RFP) including all additional services associated thereto to be delivered by the Service Provider.
Month / Week	The Month shall mean calendar month & Week shall mean calendar week
Service Level	The level of service and other performance criteria which will apply to the Services delivered by the Bidder
Successful Bidder	The bidder who is qualified & successful in the bidding process and is given the award of Work
PMU	Project Monitoring Unit nominated by the RCI

SECTION 2: Instructions to Bidders

2.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the RCI on the basis of this RFP
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of RCI. RCI may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of RCI.

2.2 Eligible Bidders

Bids may be submitted by the following category of bidders only:

- ✓ The Bidder must have the capabilities to deliver the entire scope as mentioned in the RFP
- ✓ The service provider must have domain expertise in disability area.
- ✓ Service Provider must have substantial expertise in web technology, in web programming, web designing, content development, database management and web hosting and have past experience in designing and deploying similar systems.
- ✓ Service provider should have demonstrated experience in developing and deploying educational Applications.
- ✓ The Service Provider must have past experience in designing and deploying services in the Indian context
- ✓ Should be able to design security for the proposed Application.
- ✓ Should have the ability to incorporate future requirements and technological advancements.

2.3 Bidder to inform

The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope, Service Levels, Specifications, and Schedules of this RFP. If bidder shall have any doubt as to the meaning of any portion of these Conditions or of the specifications he shall, before the last date for Submission of Pre-Bid Queries, set forth the particulars thereof, and submit them to RCI in writing in order that such doubt may be removed.

2.4 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
- i. Include all documentation specified in this RFP;
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP.

2.5 Proposal Preparation Costs

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 RCI to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. RCI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.6 Pre-Bid Meeting & Clarifications

2.6.1 Bidders Queries

Any clarification regarding the RFP document and any other item related to this project can be submitted to RCI as per the submission mode and timelines mentioned in the Fact Sheet. It is necessary that the pre-bid queries should be limited to maximum of 50 distinct queries, and must be submitted in excel sheet format, along with name and details of the organisation submitting the queries. RCI shall not be responsible for ensuring that the bidder queries have been received by them. Any requests for clarifications post the indicated date and time shall not be entertained by RCI. Further RCI will reserve the right to issue clarifications. Bidders must submit their queries as per the format mentioned in annexure 5.1.

2.6.2 Responses to Pre-Bid Queries and Issue of Corrigendum

RCI will organize a pre-bid conference and will respond to any request for clarification or modification of the bidding documents. RCI will formally respond to the pre-bid queries after the pre-bid conference. No clarification will be entertained after the pre-bid conference. RCI will endeavour to provide timely response to all queries. However, RCI makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does

RCI undertake to answer all the queries that have been posed by the bidders. Any modifications of the Bidding Documents, which may become necessary as a result of the Pre-Bid Conference, shall be made by RCI exclusively through a corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP. However, in case of any such amendment, the bid submission date may be extended at the discretion of RCI. Any corrigendum / notification issued by RCI, subsequent to issue of RFP, shall only be available / hosted on the website URL mentioned in the fact sheet. Any such corrigendum shall be deemed to be incorporated into this RFP.

2.7 RFP Document Fee

RFP can be downloaded from the website URL mentioned in the fact sheet. Bidders are required to submit the RFP Document Fee (Non-Refundable) as per the details mentioned in the fact sheet, along with the Proposal. Proposals received without RFP Document Fee or with inadequate RFP Document fees shall be rejected.

2.8 Earnest Money Deposit (EMD)

Bidders shall submit, along with their Bids, Bid Security (EMD) as per the details mentioned in the fact sheet. Bid security in any other form will not be entertained. The bid security of all unsuccessful bidders would be refunded without interest by RCI. No interest will be payable to the Bidder on the amount of the EMD. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days after the empanelment of the successful bidder.

In case bid is submitted without the bid security then RCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.

The EMD may be forfeited:

- a) If a bidder withdraws its bid during the period of bid validity.
- b) Bidder does not respond to requests for clarification of its Proposal.
- c) Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.
- d) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

2.9 Performance Security

- i) Within 15 days of the receipt of notification of award from the RCI, the bidder shall furnish the performance security in form of a Bank Guarantee, for an amount of 10% of contract value.
- ii) The Performance Security shall be valid for at least 90 (ninety) days beyond the completion of all contractual obligation including warranty obligations and shall be denominated in Indian

rupees and shall be a bank guarantee in favour of Rehabilitation Council of India, New Delhi from a scheduled bank in India.

iii) The proceeds of the Performance Security shall be payable to the RCI as compensation for any loss resulting from the Service Provider's failure to complete its obligations under this bid. RCI shall as soon as practicably possible notify the Service Provider in writing of its invocation of its right to receive such compensation, indicating the reasons for which the Service Provider is in default.

iv) Unless invoked pursuant to above conditions the Performance Security shall be discharged by RCI and returned to the Service Provider within 45 days from the date of final certificate/ Report certifying the fulfilment of the performance obligations under this Bid.

v) At no time during the pendency of the resultant agreement shall the Service Provider allow the Performance Security to expire. Expiry during the term of the resultant agreement shall be a ground for termination of the Contract.

2.10 Bid Validity Period

Bid shall remain valid for the time mentioned in the Fact Sheet.

On completion of the validity period, unless the Bidder withdraws his bid in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his bid.

2.11 Contents of Bid

The bidder shall submit the following envelopes.

Envelope No.	Marked as	Content of envelope
1	RFP Document fee & Bid Security/ Earnest Money Deposit (EMD)	a) RFP Document Fee b) Bid Security/ Earnest Money Deposit (EMD) c) Signed RFP Document d) Signed RFP corrigendum, if any
2	Pre-Qualification bid/ Proposal	One Original Hard Copy, One Duplicate Hard Copy & One Soft Copy of the following: a) Pre-Qualification bid/ Proposal as per Section 2.11 along with the required supporting documents. b) No Deviation Certificate as per Ann. 5.3 c) Total Responsibility declaration as per Ann. 5.4

3	Technical bid/proposal	One Original Hard Copy, One Duplicate Hard Copy & One Soft Copy of the following: a) Technical Bid/ Proposal b) Response to Functional Requirement Specification (FRS) & Technical Requirement Specification (TRS)
4	Financial bid/ proposal	One Hard Copy of the Financial Bid/ Proposal

All sealed envelopes as mentioned above will be placed in a single sealed envelope superscribing name of the project (“**Proposal for Appointment of Web Application Development Service Provider for Academic Monitoring and Analysis System**”), the bidder's name and address, and the names of primary and secondary contact persons. This envelope has to be delivered to the address mentioned in the Fact Sheet.

Each copy of each bid should also be marked as "Original" OR "Duplicate" as the case may be. Please Note that Prices should not be indicated in the Pre-Qualification Bid or Technical Bid but should only be indicated in the Financial Bid. All the pages of the bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder himself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals. All pages of the bid including the duplicate copies, shall be initialed and stamped by the person or persons who sign the bid. In case of any discrepancy observed by RCI in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others. Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by RCI in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy. Failure to submit bid on time could cause a proposal to be rejected. RCI will not accept delivery of bid by fax or e-mail.

2.11.1 Bid Format

Bidder shall submit their bids in the format mentioned in the following sub-sections. Bids not in the prescribed formats will be liable for rejection.

2.11.2 Pre-Qualification Bid Format

Section No.	Section Heading	Details
Section 1	Pre-Qualification Bid Covering Letter	As per format provided in Ann. 5.2.1
Section 2	Pre-Qualification Criteria	Pre-Qualification criteria table as mentioned in Section 3.5 with response and reference against each criteria
Section 3	Experience in Content Development	Citation detail as per format provided in Ann. 5.2.2 with Documentary Evidence
Section 4	No Deviation Certificate	As per format provided in Ann. 5.3
Section 5	Total Responsibility Certificate	As per format provided in Ann. 5.4

2.11.3 Technical Bid Format

Section No.	Section Heading	Details
Section 1	Technical Bid Covering Letter	As per format provided in Ann. 5.5.1
Section 2	Checklist	As per format provided in Ann. 5.5.2
Section 3	About Bidder	- Details about bidder - Bidders General Information as per format provided in Ann. 5.5.3
Section 4	Understanding of RCI business and Scope of Work	Understanding of the objectives, functioning and requirements of the precise nature / details of the work to be undertaken by the bidder
Section 5	Approach and Methodology	- Methodology adopted - Project Implementation Approach - Approach for ensuring Service Level Agreement (SLA) compliance - Project Plan
Section 6	Bidder's Experience	As per format provided in Ann. 5.5.4

The Bidder must submit the Technical Bids in the formats specified in Ann. 5.5.

2.11.4 Financial Bid Format

Section No.	Section Heading	Details
Section 1	Financial Bid Covering Letter	As per format provided in Ann. 5.6.1
Section 2	Total Cost	Total Cost as per format provided in Ann.5.6.2

2.12 Financial Bid

The Bidder must submit the Financial Bid in the formats specified in Ann. 5.6.

Financial Bids that are less than **10%** or more than **10%** of the average bid price will be disqualified (the average bid price is computed by adding all Financial Bid values of ALL the qualified bidders and dividing the same by the number of bidders).

2.13 Language

The Proposal should be filled by the bidders 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 documents, the English translation shall govern.

2.14 Authentication of Bids

An authorized representative of the Bidder shall initial all pages of the Pre-Qualification, Technical and Financial Bids. Bid should be accompanied by an authorization in the name of the signatory of the Bid. The authorization shall be in the form of a written power of attorney accompanying the Bid or in any other form demonstrating that the representative has been duly authorized to sign.

2.15 Amendment of Request for Proposal

At any time prior to the deadline for submission of proposals, RCI, for any reason, may modify the RFP by amendment notified in writing or by fax or email to all bidders who have received this RFP and such amendment shall be binding on them. RCI, at its discretion, may extend the deadline for the submission of proposals. RCI may change the scope after the submission of technical bids by the Bidders. In this case, RCI will release a corrigendum/ clarification and ask the Bidders to resubmit their financial bids.

2.16 Bid Price

Financial Bid shall be as per the format provided in Ann.5.6. Bidders shall give the required details of all applicable taxes, duties, other levies and charges etc. in respect of direct transaction between RCI and the Bidder. Bidders shall quote for the entire scope of contract on

a “overall responsibility” basis such that the total bid price covers all the Bidder’s obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product / services. Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

2.17 Deviations and Exclusions

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The Bidder shall submit a No Deviation Certificate as per the format mentioned in Ann. 5.3. The bids with deviation(s) are liable for rejection.

2.18 Total Responsibility

Bidder should issue a statement undertaking total responsibility for the defect free operation of the proposed solution as per the format mentioned in Ann. 5.4.

2.19 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. The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter. RCI shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained. RCI reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

2.20 Right to Terminate the Process

RCI may terminate the RFP process at any time and without assigning any reason. RCI 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 RCI. The bidder's participation in this process may result RCI selecting the bidder to engage towards execution of the contract.

2.21 Non-Conforming Proposals

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 a proposal appears to be ‘canned’ presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the solution, any such bidders may also be disqualified.

2.22 Acceptance / Rejection of Bids

RCI reserves the right to reject in full or part, any or all bids without assigning any reason thereof.

RCI reserves the right to assess the Bidder's capabilities and capacity. The decision of RCI shall be final and binding. Bid should be free of over writing. All erasures, correction or addition must be clearly written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection. Both delayed as well as late bids are liable for rejection. Hence, offers reaching within the due date & time in the bid box only will be accepted. In the event of any assumptions, presumptions, key points of discussion, recommendation or any points of similar nature submitted along with the Bid, RCI reserves the right to reject the Bid and forfeit the EMD.

If there is any discrepancy in the financial bid, it will be dealt as per the following:

- a) If, in the price structure quoted for the required goods/ services/ works, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly.
- b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
- c) If there is a discrepancy between words and figures, the amount in words shall prevail.
- d) If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of RCI, the bid is liable to be ignored.

If the Bidder does not meet even one of the Pre-Qualification criteria separately mentioned in Section 2.2, the Bidder shall be disqualified & the entire Bid shall be rejected.

2.23 Confidentiality

All the material / information sent to the Bidder shall be treated as confidential and should not be disclosed in any manner to any unauthorized person under any circumstances. The employees of the successful Bidder who were deployed on the project have to furnish a Non-Disclosure Agreement (NDA) as per RFP section.

2.24 Disqualification

The proposal is liable to be disqualified in the following cases or in case 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 its quoted prices.

- c) The bidder's proposal is conditional and has deviations from the terms and conditions of RFP.
- d) Proposal is received in incomplete form.
- e) Proposal is received after due date and time.
- f) Proposal is not accompanied by all the requisite documents.
- g) Information submitted in technical bid 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.
- h) Financial bid is enclosed with the same envelope as technical bid.
- i) Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- j) In case any one party submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.

2.25 Liquidated Damages

- i) For any delay in the service/delivery there will be LD of 1% of the project cost per service per week subject to maximum of 10% of the project cost
- ii) For any delay beyond 4 weeks the service provider shall be liable for termination

2.26 Contract Period

The contract period will be for Four years from the date of signing of the contract, extendable each year, in case of satisfactory performance of the Service Provider, on the same terms and conditions.

2.27 Force Majeure

If at any time the performance, in whole or in part, by either of any obligation under the agreement, shall be prevented due to reasons beyond the reasonable control of the service provider or delayed by reasons of any war or hostility, acts of public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restriction, strikes, or acts of god (hereinafter referred to as events), provided notice of happening of any such eventuality is given by either party to the other within 21days from the date of occurrence of the event, no party shall by reasons of such event, be entitled to determine the penalty arising out of the agreement/contract nor shall either party have any claim for damages against the other in respect of such event. Obligations arising out of this agreement shall resume after the event or events have come to an end or ceased to exist. The decision of PURCHASER as to whether such event or events have come to an end or ceased to exist or whether deliveries of the services / equipment by the Service Provider have been resumed or not shall be final and conclusive. Provided both the parties may at their option terminate their obligations under the

agreement/contract and thereupon PURCHASER shall be at liberty to take over from the Service Provider all the works at a price to be fixed by PURCHASER, which shall be final, and the Service Provider shall refund forthwith the amount paid to him by PURCHASER.

2.28 Termination

PURCHASER may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Service Provider, terminate the Agreement for services in whole or in parts:

- i) If the Service Provider fails to deliver either the whole or part of the services as defined in scope of work within the time period(s) specified in the agreement or any extension thereof granted by PURCHASER.
- ii) If the Service provider, in the judgement of the RCI, has engaged in fraudulent and corrupt practices or acted with mala fide intentions in competing for or in execution of the Contract.
- iii) If the Service Provider fails to perform as per the SLAs defined or any other obligation(s) and, if the Service Provider, in either of the above circumstances, does not cure its failure within a period of 30 days (or such longer period as Purchaser may authorize in writing) after receipt of the default notice from Purchaser.
- iv) For convenience on a notice period of 30 days.
- v) In the event Purchaser terminates the Agreement in whole or in part, as per the above excluding for convenience, Purchaser may procure and install, upon such terms and in such manner as it deems appropriate, similar setup. It will be done at the risk and cost of the Service Provider. However, the Service Provider shall continue performance of the Contract to the extent not terminated.
- vi) All data /reports collected by the service provider shall be returned to RCI in its original form upon such terminations. The Service Provider shall not have any right on this database, which is proprietary to RCI.

2.29 Termination for Insolvency

Purchaser may at any time terminate the Agreement by giving 30 (thirty) days written notice to the Service Provider without compensation to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action which has accrued or will accrue thereafter to Purchaser.

2.30 Infringement and Indemnity

- i) The Service Provider shall comply with all laws in India. The laws shall include all national, provincial, municipal or other law that affect the performance of the contract and are binding upon the service provider.

The liabilities of all statutory /legal mandatory regulations/obligations regarding manpower/ services shall be borne by the service provider. The service provider shall indemnify RCI from any breach of government regulations/ infringement of laws such as Copy Right Act, Trade Mark act, PF Regulations, ESI regulations, Labour Laws, Minimum Wages Act, etc.

ii) The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (the Service Provider's) employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider

iii) The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, Workman, Contractors, sub-contractors, suppliers, agent(s), employed engaged or otherwise working for the Service Provider, in respect of wages, salaries, remuneration, compensation or the like.

iv) The Service Provider shall indemnify Purchaser against any third party claims against Purchaser arising as a consequence of the Service Providers actions under the resultant Contract to the extent that such action is caused by the sole actions of the Service Provider.

v) Indemnity obligations under this provision shall include litigation costs.

vi) All claims regarding indemnity shall survive the termination or expiry of the Contract.

2.31 Intellectual Property Right (IPR)

Any IPR created during the execution of this project is the property of RCI and Service provider would need to get requisite permissions from RCI for its usage in other projects. During the transfer of Software the Service provide shall transfer the software, code, SDKs and all other relevant documentation.

2.32 RCI technical team

RCI shall build a Technical team, which shall be part of the development team set up by the service provider from the inception of the project till the transfer/Exit.

2.33 Exit

End of services being provided by the Service Provider due to termination, expiry of term of agreement or any other reason will involve following conditions:

- i) The Service Provider shall ensure transfer/ handover of entire database and data to RCI, PMU
- ii) The Service Provider shall handover the software to RCI/PMU at a notional fee of Rs 1.
- iii) All details of the entire hardware deployed for the project for hosting etc. shall be provided to RCI/PMU
- iv) In case the agreement is terminated before the expiry of the term for reasons as specified in the RFP,

- a. The service provider shall transfer/ handover the entire code of the software application, technical manual with SRS document
- b. The detailed training to the PMU/RCI/RCI authorized persons for the successful hosting and maintenance of the application at any Data Centre (DC) finalized by the RCI whenever any such incidence occurs &
- c. RCI shall have right to negotiate with the other technically qualified Service Providers for replacement for remaining of the contract term.

2.34 Resolution of Disputes

- i) If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Agreement or regarding a question, including the questions as to whether the termination of the Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavor to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30 (thirty) days] give 15 days' notice thereof to the other Party in writing for referring the matter for arbitration.
- ii) The place of the arbitration shall be New Delhi, India.
- iii) The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.
- iv) The proceedings of arbitration shall be in English language

SECTION 3: Selection Process for Bidder

3.1 Opening of Bids

The Proposals will be opened by RCI in the presence of such of those Bidders or their representatives who may be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the bidder firms to identify their bonafide for attending the opening of the proposal.

There will be three bid-opening events

- a) Envelope 1 (RFP Document fee & Bid Security/ EMD) and Envelope 2 (Pre-Qualification bid)
- b) Envelope 3 (Technical bid)
- c) Envelope 4 (Financial bid)

The venue, date and time for opening the Pre-qualification bid are mentioned in the Fact sheet. The date and time for opening of Technical & Financial bid would be communicated to the qualified bidders. All the bids will be opened before the bidders' representatives who choose to be present at the specified date, time and location.

The Technical Bids of only those bidders will be opened who clear the Pre-qualification stage. The Financial Bids of only those bidders will be opened who score equal to or more than qualifying marks in Technical Bid.

3.2 Preliminary Examination of Bids

RCI will examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the RFP, will be rejected by RCI and shall not be included for further consideration.

Initial Bid scrutiny will be held and bids will be treated as non-responsive, if bids are:

- Not submitted in format as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested
- Non-compliant to any of the clauses mentioned in the RFP
- With lesser validity period

3.3 Clarification on Bids

During the bid evaluation, RCI may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

3.4 Evaluation Process

RCI will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders. The Proposal Evaluation Committee constituted by RCI shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

The decision of the Proposal Evaluation Committee in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications or confirmations on their proposals. The Proposal Evaluation Committee reserves the right to reject any or all proposals. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The steps for evaluation are as follows:

3.4.1 Stage 1: Pre-Qualification

1. RCI shall open Envelope 1 marked “RFP Document fee & Bid Security/ Earnest Money Deposit (EMD)”.
2. If the contents of the Envelope 1 are as per requirements, RCI shall open the Envelope 2 marked “Pre-Qualification Bid”. Each of the Pre-Qualification condition mentioned in Section 2.2 is MANDATORY. In case the Bidder does not meet any one of the conditions, the bidder will be disqualified.
3. Bidders would be informed of their qualification/disqualification based on the Pre-Qualification criteria through Email and Phone. The Bid Security amount and the Unopened Technical & Financial Bids will be discharged/ returned as promptly as possible but not later than 30 days after the empanelment of the Successful bidder.

3.4.2 Stage 2: Technical Evaluation

1. Envelope 3 marked as “Technical bid” will be opened only for the bidders who succeed in Stage 1.
2. RCI will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at RCI’s discretion.
3. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in Section 1.1.
4. Each Technical Bid will be assigned a technical score out of a maximum of 1000 marks. Only the bidders who get a Technical score of **70% or more** (prior to normalization) will qualify for financial evaluation stage. Failure to secure minimum marks shall lead to technical rejection of the Bid and Bidder.

3.4.3 Technical Presentation

Bidders shortlisted on the basis of qualification criteria will be asked to give presentation. Bidder will be expected to present/demonstrate the technical solution and overall project approach & Methodology, project plan and time schedule for execution of the project and work flows. This shall cover following but not limited to aspects of the project.

- i. Application Software
- ii. IT Infrastructure
- iii. Data Migration
- iv. Front office User interface
- v. Central Help Desk
- vi. Training
- vii. Website design
- viii. 24X7 Helpdesk for IT Infrastructure support to RCI users

3.4.3 Stage 3: Financial Evaluation

1. All the technically qualified bidders will be notified to participate in Financial Bid opening process.
2. The financial bids for the technically qualified bidders will then be opened on the notified date and time and reviewed to determine whether the financial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at RCI's discretion.
3. Financial Bids that are not meeting the condition mentioned in Section 2.12 shall be liable for rejection.
4. The Bidder is required to provide the cost under the following heads:
 - Design & development Cost
 - Deployment, Hosting & Maintenance Cost
5. The weights assigned to the two heads are:
 - Design & development Cost – 65%
 - Deployment, Hosting & Maintenance Cost – 35%

Weighted cost for Bidder would be calculated as:

Weighted Cost = Design & Development Cost + Deployment, Hosting & Maintenance Cost

6. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
7. Any conditional bid would be rejected
8. Errors & Rectification: Arithmetical errors will be rectified on the following basis:

a. "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

b. If there is a discrepancy between words and figures, the amount in words will prevail."

3.5 Pre-Qualification Criteria

The Bidder's pre-qualification bid will be evaluated as per the following criteria:

S.No.	Parameter	Pre-qualification criteria description	Evidence / supporting documents required
1.	Legal Entity	<p>Bidder should be</p> <p>a) A company incorporated in India under the Companies Act, 1956 and subsequent amendments thereto or a partnership firm registered under LLP Act, 2008.</p> <p>b) The bidder should be registered in India for providing IT services. The bidder should hold a valid license for such business as currently provided by it in India.</p> <p>c) Registered with the Service Tax Authorities & should have been operating for the last three years.</p> <p>d) The bidder should have a minimum cumulative annual turnover of Rs 20 Cr. from IT services for last 3 years. (2013-14, 2012-13 & 2011-12)</p> <p>e) The bidder should have positive net worth (measured as paid up capital plus free reserves) for last 3 financial years</p>	<p>a) Copy of Certificate of Incorporation & articles of association</p> <p>b) Balance sheet clearly showing the revenue from IT services sale, signed by the Statutory Auditor</p> <p>c) Copy of Service tax Registration Certificates</p> <p>d) Auditor's Certificate/ Financial Statements signed by the Authorized Signatory</p> <p>e) Audited/Certified financial statements and Annual Report of (2013-14, 2012-13 & 2011-12)</p>
2.	Experience in Web Application Development	<p>a) The bidder should have experience of web application development for government in education/ special education/ training tracking or monitoring or</p>	<p>a) Work Order + Completion Certificate</p>

		<p>online testing, content development for the last 3 years</p> <p>b) Bidder should have a Software development Centre in India</p> <p>c) Bidder must have the hosting and DC management experience</p> <p>d) Bidder/Consortium must have e-governance experience in India</p>	<p>b) Undertakings by the Authorised Signatory</p> <p>c) Work Orders & Completion Certificates</p> <p>d) Work Orders & Completion Certificates</p>
3.	Blacklisting	The bidder should not be currently blacklisted by any State/ Center Government/ PSUs as on the bid submission date.	<p>Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory.</p> <p>Bidder must disclose any blacklisting. RCI reserves the right to select or reject the Bidder</p>

3.6 Technical Evaluation Framework

The Bidder's technical solution proposed in the Technical Evaluation bid document will be evaluated as per the evaluation criteria mentioned in the following table.

S.No.	Evaluation Criteria	Total Marks
1	Profile/Standing of the firm	50
2	Understanding of the RFP	150
3	Experience in projects of similar nature	200
4	Technical Proposal	300
5	Maintenance	100
6	Profile of the proposed team	100
7	Disaster Management / Safety measures	100
	Total	1000

3.6.4 Technical Evaluation team

RCI reserves the right to check/ validate the authenticity of the information provided in the Pre-qualification and Technical Evaluation criteria and the requisite support must be provided by the Bidder.

SECTION 4: Scope of the Work

4.1 Scope of work

As part of its objectives already referred to at 1.1.1 to regulate the training policies and programmes in the field of rehabilitation of persons with disabilities, RCI is desirous of developing a tracking system for the progress of the curriculum of all its courses, and conduct of examinations & related issues.

RCI requires the development of a monitoring and analysis system which will track and analyze the course curriculum progress in all its accredited institutions.

This system should assist RCI to take appropriate timely decisions based on the institutional inputs and helps RCI to improve its processes.

4.2 Activities under Scope of Work

The following would be the target Users of this system:

- i) RCI
- ii) RCI approved training Institutes
- iii) Applicants for approval of Training Institutes
- iv) Aspirants for admissions to RCI approved training institutes
- v) Students in the RCI approved training institutes

4.3 Detailed Scope of Work

The system should be able to handle the following functionalities.

A	Approval to conduct courses (New & Extension)	<ul style="list-style-type: none">• Advertisement for calling proposals online for both fresh & extension of approval• Online submission of Proposals• Scrutiny of proposals• Decision to be conveyed either for rejection of the proposal or inspection of the institute• Deputing inspection team from Panel of Visiting Experts• Online information to Institute & Visiting Experts• Online submission of Inspection Report• Processing of Inspection Report• Decision to be conveyed either for rejection of the proposal or compliance of shortcomings or approval of the course• Online submission of Compliance Report
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		<ul style="list-style-type: none"> • uploading details of approved institutions with courses and validity of approval
B	<p>Monitoring of Institutions</p> <p><i>(Information to be given by Institutes)</i></p>	<ul style="list-style-type: none"> • Number of Admissions Number of students admitted into a particular course should be captured. • Course schedule display Institution wise training schedules of the courses should be captured and displayed. • Details of Faculty Institution wise faculty of the courses should be captured and displayed. • Details of Students Institution wise Students admitted to the courses should be captured and displayed. • Progress of Curriculum As the course progresses, the coverage of the curriculum with respect to time schedule of various internal & external exams at the institutions should be captured. <p>Number of examinees for final exams Internal Marks</p>
C	<p>Feedback from Institute, Faculty, Students</p>	<ul style="list-style-type: none"> • Institute Feedback Any suggestions, recommendations, compliance or complaints should be logged. • Faculty feedback Any suggestions, recommendations or complaints from the teaching staff on syllabus, Course schedule, Syllabus covered on weekly/monthly basis should be logged. • Student feedback Student feedback on course coverage volume, quality and expectations, Course schedule, Syllabus covered on weekly/monthly basis should be logged.
D	<p>National Board of Examination in Rehabilitation (NBER)</p>	<p>Provision to conduct entrance exams for certificate and diploma level courses. To conduct examinations for certificate and diploma level courses.</p> <ul style="list-style-type: none"> • Number of final Examinees Nominal roll of the students going for the final exam should be captured. • Number of Pass outs Number of students passed out in the course should be captured with different data like maximum marks, marks obtained and grade. • Consolidated reports

		<p>Submission of list of admitted candidates Provision for payment of Incidental and Affiliation Charges through online / DD Submission of Enrolment forms/Registration forms Payment of Examination fee Submission of Internal Assessment Submission of Examination forms Downloading of Hall tickets/ Admit cards Downloading of Mark sheet Downloading of Certificate Etc. Requirements at NBER Level Generation of enrolment / registration number Verification of Internal Assessment marks (as per the criteria) Generation of Hall ticket/admit cards Feeding of theory marks Feeding of practical marks Generation of mark sheet - Semester- wise/year-wise - Consolidated sheet Generation of diploma certificate - Conducting final exams for Diploma & Certificate courses - Performance of students in internal/external exams - Generating Mark sheets & certificates MIS</p>
E	Registration of Candidates	<ul style="list-style-type: none"> • Facility to register online for eligible candidates <p>Student's registration can be done online through a link to RCI's existing registration system.</p>
F	Other Features	<ul style="list-style-type: none"> • Two way message facility RCI to Institutions and vice versa communication should be provided through instant messaging system. • Feature to Broadcast by RCI RCI should be able to broadcast important messages to all the institutions. • Any Other aspect incidental to above objectives. • Auto emails / sms
G	Report Generation	<ul style="list-style-type: none"> • Various reports should be generated. These reports can be at Institute level, course level, student level, faculty level or for a particular year. • Also reports needs to be consolidated to get information at national level, all institutes level for different courses and for different years. • An intelligent search engine to query on various

		combinations of inputs to yield effective reports to assist in Institutional intelligence of the system should be developed.
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Requirement at Institution Level

The system should have the following technical functionalities/ Specifications

- The application should be Internet/Intranet based.
 - Support of IE5 browser and above
 - Support of 800 x 600 screen resolution and above
- The presentation of the system screens and user experience should be as follows:
 - Compliance with international usability standards
 - Compliance with ergonomics standards
 - Ability to change UI experience dynamically
 - Support of a unified navigation style
- Application Security and Data Integrity should be maintained.
- Other / Miscellaneous requirements
 - Documentation of all procedures

4.5 Design, Development and Implementation of the Software (e-regulation)

4.5.1 Design & Development

The service provider shall design and develop the “e-regulation” for each of the regulatory functions of the RCI (Refer Annex- A). The Service provider shall devise a methodology, based on globally acceptable standards and best practices, that are the most suitable for the RCI. The solution must have following features:

- i. Modular solution design
- ii. Web-based solution, accessible anywhere & anytime
- iii. Intelligent data base, so as to produce basic to medium level reports
- iv. Monitoring tools with complete access to PMU
- v. Access control

4.5.2 Implementation & Roll-out

The service provider shall build the IT solution and rollout in the best-suited manner, so that the solution is available through the web in the anytime, anywhere access mode.

4.6 Maintenance of the AMAS Website

- i) The service provider shall follow the DietY guidelines for data security and website design for the RCI Website

4.7 Operations & Maintenance

4.7.1 Hosting

The e-regulation application shall be hosted, either in cloud or in-premise; by the service provider in accordance with the following:

- i) Data Center (DC) & Disaster Recovery (DR) location shall be in India
- ii) DC-DR are at least tier-II data centers
- iii) DC & DR shall be located in two different seismic zones
- iv) DC & DR shall conform to the Government of India guidelines on data security

4.7.2 Maintenance for Software

The service provider shall be responsible for complete maintenance of the software/application deployed as the part of the IT solution to RCI. It shall include:

- i) Bug Fixing
- ii) Conformance to the latest GOI guidelines
- iii) Minor changes, the changes which do not require a change in design
- iv) Technical Support

4.7.3 Maintenance of IT infrastructure

The service provider shall also be responsible for providing the support for maintenance of the IT infrastructure at the client location as the part of the project. This shall include:

- i) IT infrastructure support and maintenance
- ii) Up gradation of OS and applications minimum at “n-1” level
- iii) Service of the IT infrastructure

4.7.4 System Documentation

The Service Provider shall provide complete and updated documentation of the following and get the acceptance from the Purchaser:

- i) Detailed System Requirement Specification Document (SRS)
- ii) Administrator’s Technical Manual, which shall provide a detailed description of:

- a. Module design and module Architecture inherent in the solution.
- b. Details of database including database design and objects
- c. System flow and system diagrams
- d. Application development platform
- e. Fully functional, detailed and latest version of the source code of the solution.
- f. Any other details required by the RCI officials for smooth transfer and handling of the solution by RCI

iii) Operator's Manual

This manual shall provide a detailed, operational description of all the components of the solution and shall include the application flow showing the various operating instructions.

iv) Installation Manual and Documentation

The installation manual shall consist of a section that describes the proper installation procedures for

- a) Hardware
- b) System software
- c) Application software

v) Transfer Manual

- a) Database recovery Manual and Documentation: This manual shall describe detailed procedures to recover the database in case of failure.
- b) Module Transfer mechanism: This documentation shall describe detailed procedures to transfer the module from the Contractor to RCI site.
- c) Every option in the software/module should have context sensitive help available for the user while the software is in use.
- d) Any other Manual or Documentation useful for the user in operating, maintaining, transferring and/or administration of the solution.

4.8 Providing Training & Capacity Building

The service provider shall be responsible for training the users in RCI on the e-regulation application and shall also support RCI to build the capacity in-house so as to transfer the system effectively.

4.8.1 Training

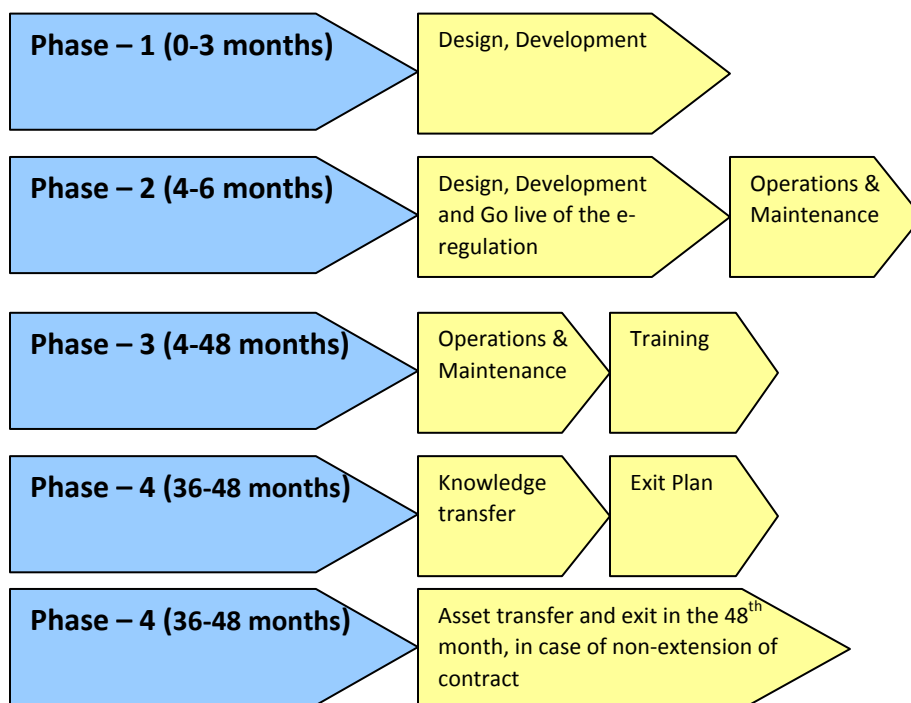
- i) The Service Provider selected through this RFP shall be responsible for providing the training to all concerned in RCI with implementation of IT system.

ii) Involvement of RCI IT team and PMU in the software development process. Service provider must ensure sufficient access to the development center and project office premises to the RCI IT team and PMU members.

4.8.2 Capacity Building

The service provider shall be responsible for building the capacity to providing the sufficient documentation, training and handholding of the RCI teams.

4.9 Implementation Framework



4.10 Deployment of Resident Engineer

The service provider shall also provide Resident Engineers for the technical support at client location.

The minimum qualification of the resident engineer is B.Tech./ B.E.(IT), BSC (Computer Science/IT) and he/she should have an IT experience minimum of 1 year in managing and administering of one or more of following: Servers, Networks, Firewalls, Databases and Online Applications.

4.11 Transfer

i) The transfer/Exit management period shall start 12 months before the expiry of the contract or 3 months before exit in case of termination.

- ii) The service provider must ensure that an updated exit management plan is submitted at least 15 months before the exit to the PMU/RCI
- iii) Exit management plan must include the following
 - a. Knowledge Transfer Plan
 - b. Secondary Support Plan
 - c. Primary Support Plan
 - d. Relevant documentation

4.11.1 Transfer of Software

The service provider must ensure that during the Transfer/Exit management period following are duly transferred to RCI or an agency authorized by RCI:

- i) Source Code (All versions)
- ii) Configuration settings
- iii) Data base
- iv) All Licences and Passwords

4.12 Project Management

Project Management Services are required to;

- achieve timely development/redevelopment of eLearning objects/digital resources where commissioned;
- support appropriate change protocols;
- ensure appropriate deployment of resources to meet requirements;
- ensure quality assurance of new materials; and
- Ensure appropriate documentation.

Service Provider must provide a project plan with proposed timelines for the successful implementation of the system that addresses the project requirements, functionalities, services and deliverables as described in this RFP. The project plan and timelines must be developed in such a way as to allow the project to be completed, tested, and in operation, within 3 months on the receipt of work order.

The project plan shall include:

Project time lines

- Tasks
- task durations
- target dates

- task responsibility (who is responsible for completing the task including a clear distinction between Bidder staff responsibility and RCI staff responsibility)

Assessment

- Data requirements (data that is required to satisfy all of the requirements and functionalities of the proposed system)

Design & Development

- All hardware and software specifications
- Database
- Web-based tools
- Integration of existing systems with the solution
- Functional specifications and reports

Testing

- User Acceptance Testing, Server/Client Based.

Implementation/Deployment Options and the preferred alternative if more than one option is presented

- Assist in implementation
- Documentation (user manuals, technical documents, training materials, etc.)
- Knowledge transfer
 - Requirements for the installation of system on RCI server/Web-Server
 - Risks and constraints
 - Underlying assumptions

4.13 Deliverables

a) Deliverables

- Source code and the technical specifications
- Documentation
- User manual
- Technical documents

4.14 Payment Terms

Payments will be linked to the conformation to SLAs. The payments will be made on basis of quarterly installment due towards the Service Provider with adjustment as per the SLA report. The invoices towards the services rendered shall be submitted to the RCI on Quarterly basis at the end of every quarter along with the monthly system generated report, PMU shall review the same and RCI shall release the payments to the Service Provider based on the report of the

PMU on performance of the Service Provider as per SLAs as defined. No advance payment will be made.

4.14.1 Payment Schedule

S. No.	Description	Amount
1	Design, Development of the software till Go Live	25% of the total project Cost on completion
2	Quarterly Equated Payout for 15 Quarters	60% of the total project Cost
3	Transfer payout (to be released after successful completion certificate by PMU)	15% of the total Project Cost

In case of extension the same QEPs shall be payable during the extension period.

4.11.2 Total Project Cost

Total Project Cost shall mean the total of the following as per the Financial Bid:

- a. Design & Development of the Software till Go Live
- b. Supply & Installation of the IT Infrastructure
- c. Design and maintenance of RCI website
- d. O & M cost
- e. Cost of deployment of Resident Engineers for 4 Years

SECTION 5: Annexures

5.1 – Template for Pre-Bid Queries

Bidder shall submit all pre-bid queries in excel in the following format.

S.No.	Page No	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query
1					
2					
3					
4					
5					
6					
7					

5.2 – Formats for Submission of the Pre-Qualification Bid

5.2.1 Pre-Qualification Bid Covering Letter

To,
Member Secretary,
Rehabilitation Council of India,
Ministry of Social Justice & Empowerment,
Government of India
B-22, Qutab Institutional Area,
New Delhi - 110 016
Email ID: msrci-msje@nic.in, rehabstd@nde.vsnl.net.in
Phone number: 011-26532387

Subject: Submission of the Pre-Qualification bid for Academic monitoring And Analysis System (AMAS)

Dear Sir,

We, the undersigned, offer to provide Systems Integrator services to RCI with reference to your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Pre-qualification bid. We hereby declare that all the information and statements made in this Pre-qualification bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of this RFP document. We would hold the terms of our proposal valid for the number of days as stipulated in the RFP document.

Yours sincerely,

(Authorised Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

5.2.2 Pre-Qualification Citations

S. No.	Item	Bidder's Response
1.	Proposed Product/ Solution <i>(for which the citation has been provided)</i>	
2.	Name of Bidder entity	
3.	Assignment Name	
4.	Name of Client	
5.	Country	
6.	Contact Details <i>(Contact Name, Address, Telephone Number)</i>	
7.	Approximate Value of the Contract	
8.	Duration of Assignment (months)	
9.	Award Date (month/year)	
10.	Completion Date (month/year)	
11.	Narrative description of the project	
12.	Details of Work that defines the scope relevant to the requirement	
13.	Documentary Evidence attached	

5.3 No Deviation Certificate

This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no. _____ dated _____. This is to expressly certify that our offer contains no deviation either Technical or Financial in either direct or indirect form.

(Authorised Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

5.4 Total Responsibility

This is to certify that I/We undertake the total responsibility for developing and managing the web application and provide continuous services as per the requirement of the RFP for the duration mentioned in all the sections of the RFP.

(Authorised Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

5.5 – Formats for Submission of Technical Bid

5.5.1 – Technical Bid Covering Letter Format

To

Member Secretary,
Rehabilitation Council of India,
Ministry of Social Justice & Empowerment,
Government of India
B-22, Qutab Institutional Area,
New Delhi - 110 016

Email ID: msrci-msje@nic.in, rehabstd@nde.vsnl.net.in

Phone number: 011-26532387

Subject: Submission of the Technical bid for Academic monitoring And Analysis System (AMAS)

Dear Sir,

We, the undersigned, offer to provide content development services to RCI with reference to your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes Pre-qualification bid, Technical bid and the Financial Bid sealed in a separate envelope. We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of all the volumes of this RFP document. We would hold the terms of our bid valid for the number of days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

(Authorised Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

5.5.2 Checklist

S. No.	Checklist Items	Bidder's Response (Yes/ No)
1.	RFP Document Fees	
2.	Earnest Money Deposit (EMD)	
3.	Non-blacklisting undertaking	
4.	No Deviation Certificate	
5.	Total Responsibility Certificate	
6.	Power of Attorney	
7.	Pre-Qualification Bid – 2 hardcopies (1 original and 1 duplicate)	
8.	Technical Bid – 2 hardcopies (1 original and 1 duplicate)	
9.	Financial Bid – 1 hardcopy	
10.	CD contain softcopy of - Pre-qualification bid - Technical bid - Financial bid	

5.5.3 Bidder's General Information

S. No.	Item	Bidder's Response
1.	Company Name	
2.	Year Established	
3.	Incorporated in India (Yes or No)	
4.	Role	
5.	Contact Name	
6.	Position	
7.	Address	
8.	Mobile	
9.	Telephone	
10	Fax Number	
11.	Email Address	

5.5.4 Bidder's Experience - Client Citations

S. No.	Item	Bidder's Response
1.	Proposed Product/ Solution <i>(for which the citation has been provided)</i>	
2.	Name of Bidder entity	
3.	Assignment Name	
4.	Name of Client	
5.	Country	
6.	Contact Details <i>(Contact Name, Address, Telephone Number)</i>	
7.	Approximate Value of the Contract	
8.	Duration of Assignment (months)	
9.	Award Date (month/year)	
10.	Completion Date (month/year)	
11.	Narrative description of the project	
12.	Details of Work that defines the scope relevant to the requirement	
13.	Documentary Evidence attached	

5.5.5 Technical Bid Format

1. Introduction

- a. Summary
- b. Details of the firm

2. Understanding of RFP

- a. Understanding of requirements
- b. Specific approach to meeting the requirement
- c. Specification compliance matrix

S.No.	Requirement	Covered
1		Yes/No
2		Yes/No
..		Yes/No
N		Yes/No

3. Technical Proposal

- a. Introduction
- b. Goals
- c. Approach
- d. Scope
- e. Software development Methodology
 - i. Architecture of the proposed system
 - ii. Sub-licensed software component/s
 - iii. Software analysis, design and build
 - iv. Preliminary system schematic diagram(s)
 - v. Software testing and test data
 - vi. Deployment and configuration
 - vii. Training and documentation
 - viii. Support of initialization
 - ix. Security

- x. Detailed Project Development Schedule
 - f. Management approach
 - i. Project management
 - ii. Progress reporting
 - iii. Changes over the life of the project
 - iv. Change management approach
 - g. Quality approach
 - i. Quality management
 - h. Dependencies and technical risks
 - i. System performance criteria
 - j. Standards
- 4. Maintenance**
 - 5. List of supervisory personnel with their qualifications & relevant experience (Attach brief profiles)**
 - 6. List of technical personnel with their qualifications & experience (Attach brief profiles)**
 - 7. Previous experience in the similar nature of job (List all that apply)**
 - 8. Other information, if any**

Note: (a) The bidder should invariably fill up all the columns above and submit the necessary enclosures/documents, or else the bid shall be liable for rejection.

(b) Non acceptance / Non confirmation for the above required aspects shall be liable for rejection of the bid.

Signature of the Bidder with Seal

5.6 – Formats for Submission of the Financial Bid

5.6.1 Covering letter format Financial Bid Format

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for design, development and maintenance of the AMAS solution in accordance with your Request for Proposal bearing F.No. 5-216/2009-RCI and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the <Price X>. This amount is inclusive of the local taxes.

Signature of the Bidder with Seal

5.6.2 Format for financial bid

S.No.	Item	Rate in INR	Total Cost (Inclusive of all taxes) in INR
1	Design & Development of the AMAS solution		
2	Deployment, hosting (at DC & DR) & Maintenance of the IT system including Software		
3	Additional cost		
Total price (price X = 1 + 2+ 3)			
Total price in figure (price X)			
3	Deliverables schedule		
4	Terms and conditions		

i) All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents.

ii) Documents. All the prices and other terms and conditions of this Bid are valid for a period of 90 calendar days from the date of opening of the Bid.

ii) We hereby confirm that our prices include all taxes

iii) We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment. We hereby declare that in case the contract is awarded to us, we shall submit the Performance Security, as required under this RFP.

iv) Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

v) We understand RCI is not bound to accept any Proposal they receive.

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

vii) We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Authorized Signatory

(Seal & Signature)