

**INTELLIGENT COMMUNICATION
SYSTEMS INDIA LIMITED
(ICSIL)**

**Request For Proposal
For
Selection of Technology Partner**

**Employment Exchange Project
PART A**

ANNEXURE

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RFP for Employment Exchange Project

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RFP Notification:-

RFP Issuing Authority	Intelligent Communications System India(ICSIL)
Name of the Project	Employment Exchange Project
RFP Reference No	ICSIL//12/101/Employment Exchange/Vol-1/13-14, Dated:- 11/2/2014 " Due on 10/3/2014
Place of availability of RFP Documents	On the Website of ICSIL www.icsil.in
List of Tender documents (RFPs)	Part A : Functional and Technical Requirements Part B: Commercial & Bidding Terms
Tender Fee (Non Refundable)	Rs. 10000/- only by DD in favour of Intelligent Communication Systems India Ltd. Payable at New Delhi
Earnest Money Deposit (Refundable)	INR 5 Lakhs (Rs. Five Lacs only) To be paid by submitting a demand draft or FDR or Bank guarantee from any nationalized Public Sector Unit bank drawn in favor of ICSIL, payable at NCR, Delhi.
Address for correspondence	Shri. GK Nanda Managing Director ICSIL Administrative Building Okhla Industrial estate Phase - III, behind Modi Mill above post office New Delhi 110020
Address to send Pre-bid queries	Sh. Pankaj Shurma GM (Business), ICSIL Administrative Building Okhla Industrial estate Phase - III, behind Modi Mill above post office New Delhi 110020.
Nature of bid process	Two Stage Bidding - Technical and Commercial Evaluation
Contact for Enquiry/Queries	Sh. Pankaj Sharma GM (Business), ICSIL Administrative Building Okhla Industrial estate Phase - III, behind Modi Mill New Delhi 110020.
Last Date for Submission of written questions by bidders	T + 7 days (Only questions received in writing by Last Date for submission of questions by Bidders would be discussed during the pre-bid meeting)
E-mail address for responses	info@icsil.in or quotations@icsil.in

Date of Pre- bid conference	T + 10 days at 11.00 AM
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Place for Pre-bid meeting	ICSIL, Delhi
Last date and time for submission of bids	T + 28 days at 4.00 PM
Opening of Technical I bids	To be informed later
Opening of Commercial (Price) bids	To be informed later
Submission of Bids/Tender Documents:-	The Sealed tenders with superscription "TENDER No:- ICSIL//12/101/Employment Exchange/Vol-1/13-14, Dated:- 11/2/2014 " Due on 10/3/2014 -should be deposited in Tender Box placed at the reception area of ICSIL on Ground Floor and addressed to:- Managing Director Intelligent Communication Systems India Limited Administrative Building, 1st Floor, Above Post Office, Okhla Industrial Area, Phase-III, New Delhi-110020. Telephone :- 26830338, 26830347 Fax:- 26929051.

Abbreviations / Acronyms - Table 1

AMC	Annual Maintenance Contract
ATS	Annual Technical Support
BG	Bank Guarantee
BOM	Bill of Materials
CD-ROM	Compact Disk - Read Only Memory
CMMi	Capability Maturity Model Integration
COTS	Common Off-the-Shelf (components)
DC	Data Center
DCF	Discounted Cash Flow
ICSIL	Intelligent communications System India
DIT	Department of Information Technology, Government of India
DR	Disaster Recovery
DRC	Disaster Recovery Center
EMD	Ernest Money in Deposit
EOI	Expression of Interest
FC	Fibre Channel
GFR	General Financial Rules
HR	Human Resource
ICT	Information Communication Technology

INR	Indian Rupees
IT	Information Technology
ITeS	Information Technology enabled Services
SDC	Samarth Data Center
SDRC	Samarth Disaster Recovery Center/ Site
LD	Liquidated Damages
MIS	Management Information Systems
MSA	Master Services Agreement
NDA	Non-Disclosure Agreement
NISG	National Institute for Smart Government
NPV	Net Present Value
OEM	Original Equipment Manufacturer

PBG	Performance Bank Guarantee
PSU	Public Sector Unit
QCBS	Quality Cost Based Evaluation
QP	Quarterly Payment
RAID	Redundant Array of Independent Disks
RFC	Request for Clarification
RFP	Request for Proposal
SATA	Serial Advanced Technology Attachment
SDA	Software Development Agency
TP	Technology Partner
SLA	Service Level Agreement
SMS	Short Messaging Service
UAT	User Acceptance Testing
NeGP	National e-Governance Plan
EEMMP	Employment Exchange Mission Mode Project
NESM	National Employment Service Manual
MMP	Mission Mode Project
EMI	Employment Market Information
EE	Employment Exchange
UEI&GB	University Employment Information & Guidance Bureau

1. Introduction

1.1 About Intelligent Communication Systems India (ICSIL)

Intelligent Communication Systems India Ltd. is a joint venture of Telecommunication Consultants India Ltd. (TCIL), a Government of India enterprise, under ministry of communications & IT and Delhi State Industrial and Infrastructure Development Corporation (DSIIDC), an undertaking of Delhi government. The chairman of ICSIL is the managing Director of DSIIDC, a senior IAS officer. ICSIL has made strong footprints in the field of Telecommunications and Information Technology. From 1987, the year of its inception, it has exemplary service in the IT sector, specializing in providing complete solutions in computerization and networking. ICSIL is expanding its services and looking at greener pastures across the globe in the field of Information and Communications Technology.

1.2 Objective of this RFP

The Government of India has envisioned digitization of employment exchange as a mission mode project. In this respect many enquires have come from various States. Now ICSIL intends to prepare itself to enhance service provided by the Employment Exchanges, improve the operation and maintenance by using Information and Communication technology and add additional services and centers to achieve the envisioned potential of all the employment exchange in India, in various states.

To achieve the same, ICSIL intends to engage the services of a competent TECHNOLOGY PARTNER for the computerization, operations and maintenance of Employment Exchanges.

1.3 Expression of Interest and Pre-qualification

This RFP is not an offer by ICSIL but an invitation to receive proposals from the eligible bidders. The RFP does not commit ICSIL to enter into a binding agreement in respect of the project with the qualified bidders. Qualified bidders are referred to as "Bidders" in this document.

1.4 Structure of Request for Proposal (RFP)

The Request for Proposal or RFP (this document), for selection of suitable Technical Partner for implementation and management of proposed Employment Exchange Project, is broadly segregated into the following parts.

Part A - Functional & Technical Requirements

'Part A ' provides Introduction to the proposed Employment Exchange Project, Objectives, Roles & Responsibilities, Functional Requirements, Technical Specifications, Business model, Transaction Charges, Rates, Service Center Details, SLA and Project Schedule.

Part B - Commercial & Bidding Terms

'Part B I' details the General Terms & Conditions with respect to the bid process management including bid submission forms to be adopted for the submission of bids for the project.

1.5 Goals of the RFP

The primary goal of this RFP is to facilitate the selection of Technology Partner for the Employment Exchange Project. This will include the development, implementation and installation timeframe. The goals of this RFP are further elaborated below:

- To seek proposals from the bidders for implementation, installation, commissioning and maintenance of the Online Job portal for Employment Exchange of States.
- To understand from the bidders as to how they intend to innovate further on this service delivery model, in a manner that will bridge the Digital Divide.

ICSIL shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of ICSIL in selecting the Implementation partner or agency, who qualifies through this RFP, shall be final and the ICSIL reserves the right to reject any or all the bids without assigning any reason. ICSIL reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth implementation of this project.

2. Overview of the Project

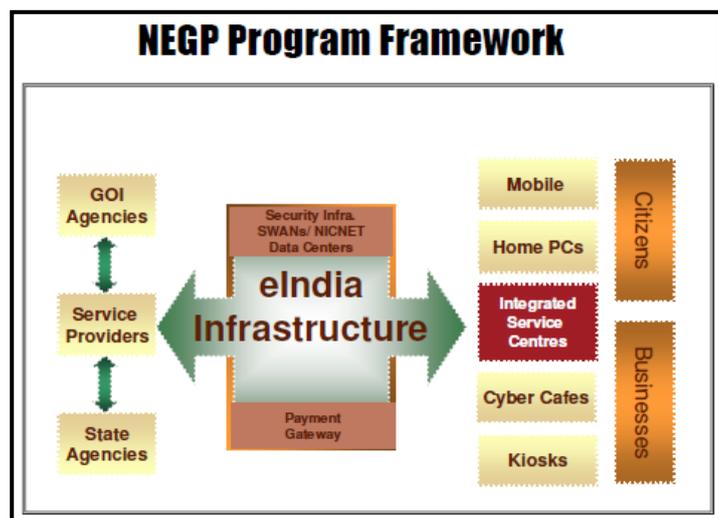
2.1 Background

A mission mode project (MMP) is an individual project within the National e-Governance Plan (NeGP) that focuses on the aspect of electronic governance , such as banking, land records or commercial taxes etc.

When NeGP, “mission mode” implies that projects have clearly defined objectives, scopes, and implementation timelines and milestones, as well as measureable outcomes and service levels.

NeGp comprises 31 mission mode projects (MMPs) which are further classified as states, central or integrated projects. Each state Govt. can also define upto five MMPs specific to its individual needs.

- 11 Central MMPs,
- 13 State MMPs and
- 07 Integrated MMPs.



Employment Exchanges Mission Mode Project (EEMMP) is an initiative undertaken by the Ministry of Labour & Employment, Government of India to upgrade and modernize employment services rendered through the network of Employment Exchange (EEs) across India. This MMP will help in providing speedy and easy access to employment related services and information to job seekers and employers (both organized & unorganized sector) and enable the Employment Exchange to play the pivotal role in the modern Indian economy and flexible business environment.

2.2 Vision

The vision of Employment Exchange Mission Mode Project (EEMMP) is to “Provide a national platform for interface between stakeholders for responsive, transparent and efficient employment services in order to meet skill needs of a dynamic economy”. The Government has accorded approval to the vision, approach, strategy, key components and implementation framework for the MMP also through their National Employment Service Manual (NESM). Therefore the entire program Framework will need to adopt the NESM guidelines in order to meet the core objectives of the NeGP.

2.3 An example of state Employment Exchange

The main functions of the Directorate of Employment is to render employment service to the job-seekers, job-provider and all other concerned through its District Employment Exchanges, Special Employment for Differently Enabled & Special Employment Exchange for Ex-Servicemen, as well as the HRD Centres located at all the Universities. The provisions of the Compulsory Notification of Vacancies Act, 1959 and Compulsory Notification of Vacancies Rules, 1960 and the instructions/guidelines of the Government of India, Ministry of Labour, govern the working of the Employment Exchanges in this Directorate. The Directorate of Employment, neither generates nor provides employment to the people. The main function of the Employment Exchanges is the registration of job seekers, updating/modification of their data, sponsoring the registrants to the employers on their requirements, as elaborated further.

2.4 Mission/Vision of Employment Exchange :-

- On line Registration of job seekers
- On line service for notification of vacancies by the Job-providers
- On line sponsoring of job-seekers against requisition received from Job providers
- On line registration/sponsorship for short term jobs for various household and other jobs
- To organize ROZGAR MELAS / CAREER EXHIBITIONS / Skill Development Training Programs for the Job-seekers and students through resource persons/experts from various organizations.

- To organize skill development training for job-seekers to enhance their employability
- Collecting Employment Marketing Information data at State Level etc.

2.5 Functions of the Directorate of Employment, GNCTD

- To maintain data of job-seekers according to their qualification, experience and other eligibility criteria and sponsor their candidature to the employers according to their requirement through Employment Exchanges.
- To impart Vocational Guidance and necessary assistance to job seekers to employment.
- To co-ordinate with Govt. authorities/autonomous bodies/N.G.O. and general public in exchanging necessary information/data about employment marketing and the job-seekers, Govt. policies etc.

2.6 Duties to be performed to achieve the mission:

With the view to provide efficient services at the door step of the Job-seekers and Job providers with transparency, On-line services had been launched by the Directorate with effect from 15.06.2009. After on-line services of this Directorate registration/updation and sponsorship as well as information relating to Vocational Guidance, Government policies on different subject, job opportunities and other facilities are available on line.

2.7 Citizens interaction

With a view to let the citizens informed about the working of the Directorate a 'Citizen Charter' has been prepared. Feedback forms are made available to the visitors at all District Employment Exchanges and Headquarter of the Department and 'Suggestion Box' is kept in these offices to invite their suggestions about the working, cleanliness and other basic facilities for general public visiting the Exchanges/office. At the reception counter, a senior official/A.C.C. has been deputed to take immediate appropriate action for redressal of the grievances of the visitors. Necessary action is being taken to put all relevant information/material pertaining to employment opportunities, registration of job seekers on

'Website' of the Department, so that any citizen can get required information through Internet.

2.8 Public Interaction, if any

In order to educate the general public and job seekers, the Directorate of Employment, organizes special drives for imparting with Vocational Guidance, in choosing their careers, job opportunities and other relevant information. Counters are set up in these special functions to meet enquiries of the job seekers, employers and general public. Printed material, booklets etc. are also distributed to the visitor/public. Time to Time advertisements are also published in newspapers for general information and awareness of the public, job seekers and employers. Grievances redressal mechanism:-

When any candidate is facing any kind of problem/grievances regarding his registration/updation etc. in any District Employment Exchange related to him, he may first contact the concerned Employment Officer to sort out the solution of grievances/problem. If not satisfied, he may contact the Special Secretary (Emp.) / Joint Director.

2.9 About Employment Exchange Project & MMP Road Map

The Department is now intending to computerize the operations of 15 employment exchanges in the state on turn-key basis. The proposed system will provide a single gateway for employment- to (formal & informal) Job-Seekers, Employers, Training/skilling agencies and the Delhi government. This shall be a critical strategic initiative that will help differentiate Delhi Employment exchange as highly citizen-centric initiative, as well as introducing leadership in assisting businesses with economic development and workforce recruitment.

The proposed Solution for employment exchange shall be an end to end, with complete Hardware, Manpower and the Portal. The endeavor is to make the Employment Centers State of the Art centers for the empowerment of the youth. The centers shall provide online registration, renewal and updation for job seekers, online data base of jobseekers for prospective employers, facilitate manpower planning and analysis through effective implementation of Employment market Information and promote coordination between manpower supply and demand by rendering assistance to job seekers through Vocational

guidance. It will help in curbing and eradicating malpractices and corruption from the employment industry and help in eliminating the roles of touts in the same.

This RFP is an aim to provide a platform for interface between stakeholders for responsive, transparent and efficient employment services in order to meet skill needs of a dynamic economy.

Delhi employment exchange endeavor is to make the Employment centers a single employment gateway for the empowerment of the youth. The State of the art centers shall provide:

- online registration, renewal and updation for job seekers,
- online data base of jobseekers for prospective employers,
- facilitate manpower planning and analysis
- Effective implementation of Employment market Information and
- promote coordination between manpower supply and demand
- Online expert sessions for the candidates (experts empanelled by DEE)
- Online details of the government polices related to employment and employability
- Assistance to job seekers through Vocational guidance
- The on-line services of this Directorate shall be supported by mobile application related to the job opportunities, sponsorship , information relating to Vocational Guidance, Government policies.

As per NESM Guidelines suggests that existing Roles and Responsibilities of the employment exchanges should change. The emphasis needs to shift from placement to informing, advising and assisting the job seekers with employment at centre / state level and advising them on training geared towards employment. With this objective in mind, all the Employment Exchanges, UEIGBs and Self-employment Promotion cells needs to interact online with their candidates. The portal should be a one-point online source of information about employment related activities. An online centralized repository of all candidates should be maintained, such that this data will be readily available to employers from anywhere.

2.10 Service Orientation (G2C, G2B and G2G)

The proposed MMP needs implementation of an e-governance application in terms of a Portal forming a link between the Government and Citizens (G2C) through its Candidate

Section. It also needs to build a bridge between the Government and Businesses (G2B) through its Employer Section. As a part of Government to Government (G2G) initiative related to this MMP, Planning Commission, Banks and other Institutions can use EMI data for future planning.

2.10(A) Government to Citizens (G2C)

- The candidate module needs to allow an unemployed person to register with an exchange of his/her area using Internet. It should allow candidates to request renewal of their earlier registration, view and print their Registration Slip, send a request for change of address and view their submission details. Candidates need not travel to an exchange and wait in a queue for their registration or renewal.
- It needs to publish vacancy advertisements of various Government Departments as well as Private Organizations in the Candidate's Section to apply.
- Recruiters can recruit Fresh Passing-out Students through Campus Recruitment Program. These programs can be coordinated through University Employment Information and Guidance Bureaus (UEI & GBs) also known as the HRD Centre located in the Universities of State Level. This program will have provision for Online and Offline Campus Drives and Assessments. .
- Search Jobs, View Job Description, Apply Jobs, View Job alerts (SMS)
- Candidates can avail Vocational Guidance, Career Counseling and Talent Assessment Services.
- Candidates can go for Training / Skilling Programs provided by Training Institutes nominated by Employment Exchanges. These Training Institute candidates have following options available:
- Either they would have already registered with the Employment Exchange and then joined the Training / Skilling Program, or if they have not registered with the Employment Exchange and joined the Training / Skilling Program. Under this scenario, Training Institutes will be able to upload their un-registered (with Employment Exchanges) candidates' data on the Portal through their Login area and get registered their Candidates.
- Candidates can lodge their grievances online and obtain relevant information desired.
- Self-employment Guidance Activities: The portal should provide information. It should provide linkages to various sites relevant to unemployed youth (including

Competitive Examinations, Books, Publications, Newspapers, and Television and Radio programs.) .

- Candidates should also download various desired application forms.

2.10. (B) Government to Business (G2B)

- Employers can register with an exchange and update their profile. .
- Employers will have their secured My Account Page through which they can post their jobs on the portal for inviting applications from candidates.
- The Employer Corner will allow searching the candidate data base to find suitable candidates.
- Registered employers can submit quarterly returns by filling their ER-I & ER-II forms online.
- Employment Exchange's nominated Training/Skilling Institutes will also have their secured My Account page through which
- They can upload training details of Registered and non-registered candidates on the Employment Exchange as on date.
- Details about periodic bulk recruitment by the government such as Police, Home Guards, Gram Sewaks, Para Military forces, PSUs etc needs to be displayed.
- A module needs to be planned for the Informal Sector/ unorganized sector, Recruiters needing drivers, plumbers, domestic help etc. can post their requirements and search relevant candidates from the Online Database.
- Recruiters can hire Fresh Passing-out Students through Campus Placement.
- Vocational Training Institutes will also be able to use the interface provided for the portal, sharing details about various courses, duration, eligibility, fees and schedule.
- Citizens logging into the site and desirous of availing the services will be able to find out information about the various training programs that are on offer.

2.10. (C) Government to Government (G2G)

- In Economic Development: To make an assessment of manpower requirements of professional, technical, scientific and skilled workers, and the employment

opportunities likely to be generated as well as the progress made in creating employment opportunities, and reducing the incidence of unemployment;

- In Vocational Guidance: The information is valuable for educational authorities in providing young persons with information about employment opportunities and careers over a wide range of occupations and industries;
- In Vocational Training: Employment Market data are of use for Training Institute Authorities in planning training programs according to present and future needs;
- In fields such as labor welfare, industrial relations, social security, etc. In these fields knowledge of employment, unemployment, size of labor force, etc., is necessary for planning various welfare programs;
- Other miscellaneous uses: Such as in calculation of national income, employment figures, program implementation outcomes. .

2.11 Ease and Speed of Access

- The graphical user interface of the portal should be touch-screen enabled through Kiosks, to facilitate the viewers to access it .
- User friendly: Access to the portal should be more through the click of a mouse, with minimal or little interaction with the keyboard. It should have interactive guidance as users navigate through the pages, making them simpler and quicker to use.
- It can be accessed through mobiles also.
- This portal needs to fulfill most of the major credentials of an e-governance Endeavour like centralized initiative, decentralized implementation, standardization and localization.
- This project involves process re-engineering and change management that radically change the way the government delivers services.
- The portal can be accessed from service delivery points.
- Proposed Portal will be available in Hindi & English & other vernacular language as the case may be in States so that its service is accessible to semi literate people.
- It will also accessible to the Physically Challenged and differently abled people.

2.12 Envisaged Outcomes

- Transparency, certainty and accountability in Service delivery to both citizens and Businesses.
- The employment exchange make use of the Information Technology and more efficient customer service, to match job opportunities in both organized and unorganized sector with the applicants.
- The applicants and candidates will also be able to make use of the training and skill upgradation opportunity available through the Training & Vocational Skill Institute registered in the portal.
- Reduced administrative burden and service fulfillment costs for the Government, Citizens & Businesses.
- Reduced direct interaction of Government department and sub-agencies with citizen and businesses.
- G2C and G2B services at the locality of the consumers;
- Creation of a hassle-free environment that frees the stakeholders from aspects like searching for offices with the correct jurisdiction, travel, obtaining forms, filling out, and waiting time period.
- Enhanced perception & image of the GNCTD and its constituent Departments
- Uniform access to services and facilities without digital divide

3. Scope of Work

3.1 Overview of the Scope of Work

The primary objective of this RFP is to select a Technology Partner who can partner with ICSIL in the endeavor to computerize the Employment Exchange of Project Awarding State and perform the following activities in a timely manner as elaborated below.

- Design, development, implementation, installation and commissioning off a Job Portal, complete with a search engine having interfaces for Job Seekers, Employers, Department of Employment Exchange, Training Institutes as well as other governmental stakeholders. It should have a robust search engine for matching the profiles of the job seekers with the employers. The portal will be used for skill and capability development initiatives as well, thereby helping in increasing the Employability in the state.
- The system should have a Modular architecture and should be scalable to meet the growing demand of a dynamic job market in the state.

- In case Hardware is required through ICSIL by the Client, ICSIL will make arrangement for the same through its business partner under rate contract arrangements or through open tender for non –rate contract items of Hardware. The details of Hardware requirement will be provided by the Technical Partner in consultation with the Client.
- All Training requirements in the Employment Exchange Project will be looked after by the existing Training Partner of the ICSIL selected through a previous Tender process.

3.2 Technology Platform

The portal will be developed using Open standards based Technologies and shall be finalized at the time of tendering along with the department.

3.3 Standard Features of the Portal:

The IA will need to follow and implement some of the features as a standard across the portal.

S.No.	Standard Features List
1	Creation of a Job Portal to be accessed by prospective Employees, Students, Employers, Training Institutes, Department of Employment Exchange staff and other stakeholders and to operate as well as manage it till the end of the contract period. The service orientation as elaborated further will be G2C , G2B and G2G
2.	The Technology Partner shall get prior approval of the ICSIL and the concerned State committees on a prototype designs before building the complete portal. The portal shall provide contact details of key personnel in Awarding State via linkages..
3.	The portal shall provide a log-in and User ID mechanism for end-users, where users can create a profile.. Profile information and records shall be saved and be accessible by the user.
4.	The portal shall be enabled to support UID integration in future.
5.	The portal shall be accessible over the Internet and (through Intranet) and on mobile devices through a mobile version.

6.	The portal shall have updated Government Information and Department information via linkages with the appropriate websites.
7.	The portal shall have special users/ groups with administrative privileges to update / change the information. The Technology Partner must create an updated information review, verification and approval process for updating the information in the portal. This process can be decided in discussion with PMU and the Department.
8.	The portal shall allow Unicode based twin languages for all sections including forms, information etc. Two languages must be supported: English & Hindi / Vernacular Language.
9.	The portal shall be designed to be accessible to the handicapped or people with disabilities.
10.	The portal must allow for CAPCHA's or other challenge-response test to ensure human input in all forms and transactional sections.
11.	The Technology Partner can provide a Video on Demand regarding on how to use the site, along with the FAQ and other helpful features. The Technology Partner will need to use innovative solutions/ features/ ideas in the portal to bridge the Digital Divide.
12.	The Portal shall allow the users to provide comments and feedback on online services. This is specific to the portal usage, as against the Grievance Redressal Module.
13.	The portal system should be able to record the IP address of the user.
14.	N-tier Browser Based Architecture - The Employment Exchange portal solution / upgraded solution would be a browser based (with compliance for at least IE, Firefox, Chrome, Safari) and would be designed as a n-tier architecture
15.	The portal system should be designed to handle at least fifty thousand (50,000) concurrent bits
16.	The entire Software Lifecycle will need to follow various guidelines as listed out by the Department.

- **Auditing and Reporting facilities:** The portal solution must provide auditing and reporting facilities to be utilized in system performance and security access controls monitoring.
- **MIS Reporting:** The Technology Partner would need to create the necessary reports (Statutory +plus) for the Department as well some of the statutory compliant reports that need to be generated on a periodic basis. Overall the Technology Partner should have a MIS reporting module, with which it becomes easy to configure any report from the system. For this purpose, the TP shall provide user id and password for the employees identified by the respective departments, who shall have access to the MIS engine of the portal solution. The TP shall have to develop, where the data is available, any MIS report format that is required by Project Awarding State, PMU or by the user departments. The systems operated, maintained and implemented for the project should be highly secure.

The main security considerations are:

- The application and database security should integrate with platform security and system security.
- The TP must have adequate checks and balances built into the Employment Exchange and the TP's processes to ensure that the technical security of the Portal is not compromised by the team deployed at the Centers.
- The solution should provide for maintaining an audit trail of all the transactions and all entries into the system.
- The security services used to protect the information infrastructure shall include: Identification, Authentication, Role Assignment & Access Control, Administration and Audit and support for industry standard protocols.
- The solution should provide Single-Sign-On features with password encryption and capability to enforce changing the passwords at system-defined intervals.
- The solution should handle errors due to communication failure, hardware failure, etc. and roll back the changes appropriately so that transaction consistency is maintained at all times.
- **Adherence to Localization Standards for e-Governance:** Adherence to Localization Standards for E-Governance issued by NIC, hence Unicode should be used to target the users in their Regional Languages. Keeping in view the less educated candidates, the portal will need to be designed in Hindi (local language, Devnagari script) using Unicode. Since a Unicode based design is adopted, no proprietary fonts are required to be downloaded to view the portal.

- **Database driven Information:** The data in respect of candidates, employers, schemes, agencies and training is massive and dynamic. So, a complete database driven solution is provided in MySQL. Data Volume will be huge.
- **Portability:** The design will be such that the portal can be enabled for any regional language without any programming effort. It can be converted for a particular language by translating the content to the desired language, all dynamic data stored in a database is to be entered in the given language and all static information like labels, messages and help accessed from common include files is to be converted to the target language. The portal will be developed on the Open Source Platform.
- **Maintainability:** All care will be taken so that the portal can be easily maintained maintained by the respective users. All information displayed on the portal will be from a database and a facility will be provided to authenticated users to add, update and delete the data elements as per the permissions granted to them. Style sheets will be used to give uniform look and feel to all pages, facilitating easy maintainability. All labels and messages, the color scheme used will be defined in common files.
- **Integration with Payment Gateway:** The system should have the capability for integration with a Payment Gateway in future, so that if there is a need in the future, the Department can accept online under different heads, from businesses for the services rendered..
- **Portal Hosting:** It is expected to be hosted on secured server with high reliability, 99.5% uptime and capability to handle large volume of online traffic.
- **16SMS Gateway with 5 digit dedicated short code:** Portal will have an SMS Gateway with 5 digits dedicate / shared short code. Different stakeholders can interact with system using this code and get the required inputs from the system. The SMS gateway / Mobile services shall provide most of the services of the Portal over SMS and/or through a mobile browser or mobile application. It is assumed that standardized mobile phone browser shall also allow access to the Job Portal.
- **Content Management:** The Technology Partner should include flaw less Content Management features in the portal including Content Creation, Translation, Approval and updation mechanisms , so that a portal which is rich in terms of contents and accessed by people largely from rural background or with lower qualification can be created.

Key Expectations from Content Management Process

#	Processes
a)	Content Create, Modify & Delete
b)	Content Translation
c)	Content Review and Approval
d)	Publishing on Portal
e)	Content views on live portal

4. Different Interface Details

4.1 Candidate Interface:

It is expected that the portal shall have an interface for the EE center operations, who will be able to register the candidates, who are willing in the Employment Exchange Centres of different locations.

Processes
Candidate Registration and its renewal
Candidate Transfer
Notify Jobs & Follow-ups
Virtual Exchange
Online Assessments
Grievance Redressal, RTIs
View Employment Market Information
View Information / Alerts about Rozgar Melas / Career Exhibitions
Campus Recruitment through UEI & GBs

View / Download Information / Alerts about Vocational Guidance
View Information / Alerts about Career Counselling
View Information / Alerts about Talent Assessment

4.2 Training Institutes / College Interfaces

Training Institutes / Colleges need ease in placing their trainees / students after completion of their batches. They need to upload the approved candidates data in the specific format on the portal .

#	Processes
a)	Training Institute /College Registration, Login and their Control Panel
b)	Upload Trainees' / Student's Data
c)	Campus Recruitment: Communicate Students to Register themselves: SMS, email, Kiosks
d)	Campus Recruitment – College approval for its participation in the event
e)	Candidate approval by the Training Institute / College
f)	Virtual Exchange (Informal Sectors) for Training Institutes – recruitment in informal sectors / Service Buyers
g)	Candidate Search within Institute / College
h)	Reports / MIS
i)	Notify Jobs & Follow-ups

j)	Alerts: Rozgar Melas, Vocational Guidance, Counseling, Assessments
k)	Assessments
l)	Communicate: SMS, email, My Account, Kiosks
m)	Grievances & RTIs

4.3 Employer Interfaces

The features expected from the employer interface are as under.

#	Key Processes
a)	Employer Registration, Login and their Control Panel
b)	Job Posting / Vacancies Notification
c)	Resume database access (RDA) / Sponsoring of Candidates
d)	Campus Recruitment – Employer approval for its participation in the event
e)	Campus Recruitment – Short listing of candidates for its vacancies for fresher's
f)	Virtual Exchange – recruitment in informal sectors / Service Buyers
g)	Reports / MIS
h)	Occupational Return Filling

4.4 Employment Exchange Department Interfaces:

The portal should have a robust process for creation, viewing, approval and updates of content by the Department . Some of the key features required are listed below.

Processes
EE Staff/Representative – Control Panel Login
User Setup and Permissions
Review and Authenticate registered Candidates and Employers
Application Fee Reconciliation
Re-activate / Transfer Candidates
Co-ordinate Campus Recruitment through UEI & GBs
Send Key Alerts / Information related to Rozgar Melas / Career Exhibitions, Career Counseling, Vocational Guidance and Talent Assessment
Analyze EMI data
Grievance Redressal
MIS/ Reports
RTI Handling
Audit Trails

4.5 Operational Guidelines for Customer Care and Data Processing Centers:

To be discussed with the department and submitted at the time of the contract signing.

4.6 Stakeholders Role & Responsibility Matrix:

ICISL shall act as the Program Management Unit (PMU) - The roles, responsibility, structure, deployment and personnel shall be as delegated by Director, Employment Exchange. The indicative structure, roles and responsibilities of PMU are provided in Annexure XII/ or decided at the time of signing the contract.

5. Implementation Schedule:

The suggested schedule for implementation is as under, though the Technology Partner will create a more detailed project plan, in consultation with the PMU and the Department., from the award of the contract Module should be going live in these phases.

Project	(T1=1 Calendar Month for Phase 1)	(T2 = 1Calendar Month for Phase -2)	(T3= 1 Calendar Month for Phase 3)
<u>Initiation</u>	<p>A) <u>System Requirement and Documentati on to be submitted for Phase-1</u></p> <p>B) <u>Data Migration and DB Design</u></p>	<u>System Requirements and Documentation to be revised for Phase-2</u>	<u>System Requirements and Documentation to be revised for Phase 3)</u>
<u>Services</u>	<u>Phase 1 Activities (T1+90 days)</u>	<u>Phase: 2 Activities (T2+90 Calendar days)</u>	<u>Phase: 3 Activities (T3+120 Calendar days)</u>
<u>Candidate Services</u>	Registration, Renewal & Transfer		
	My Account		
	Notify Jobs & Follow-ups		
	Job Search / Apply Jobs		

	System Testing & User Acceptance Testing		
		Informal Sectors: Service Seeker	
		Communicate: SMS, email, My Account	
		Grievances & RTIs	
		System Testing & User Acceptance Testing	
			Campus Recruitment
			EMIs
			Alerts: Rozgar Melas, Vocational Guidance, Counseling, Assessments
			Assessments
			System Testing & User Acceptance Testing
Recruiter Services	Registration, My Account		
	Fees		
	Job Posting, Notifications		
	RDA, Sponsoring Seekers		
	Candidate Search		
	System Testing & User Acceptance Testing		
		Informal Sectors: Service Seeker	
		Communicate: SMS, email, My Account	
		Grievances & RTIs	
		System Testing & User Acceptance Testing	
			Campus Recruitment
			Notify Campus Drives & Follow-ups
			EMIs, Occupation Return filling

			Alerts: Rozgar Melas, Virtual Fairs, Campus Recruitment Participation	
			Reports / MIS	
			System Testing & User Acceptance Testing	
EE Staff Services	Secured Control Panel, Login			
	User Setup & Permissions			
	Review & Authenticate Seekers, Employers and Training Institutes / Colleges			
	Fee Reconciliation			
	Re-activate / Transfer Candidates			
	Update Portal Contents			
	System Testing & User Acceptance Testing			
		Informal Sectors:		
		Monitor & Manage Activities		
		Communicate: SMS, email, My Account		
		Grievances & RTIs		
		Audit Trails		
		Reports / MIS		
		System Testing & User Acceptance Testing		
			Campus Recruitment	
			EMIs	
			Alerts: Rozgar Melas, Vocational Guidance, Counseling, Assessments	
			Audit Trail	
			Reports / MIS	
			System Testing & User Acceptance Testing	

Training Institutes Services			Registration, Secured My Account, Login
			Upload Trainees' Data
			Micro-site: About the Institute, Courses, Fees, Locations etc.
			Candidate Search within Institute
			Notify Jobs & Follow-ups
			Vocational Guidance Counseling
			Recruitment drive
			Assessments
			System Testing & User Acceptance Testing

INTELLIGENT COMMUNICATION

SYSTEMS INDIA LIMITED

(ICSIL)

RFP for Employment Exchange

Project

Part B

1. General Instructions to Bidders

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security. All the notifications related to RFP and bid process schedule, shall be available on website address provided in the "RFP Notification" section of Part A.

1.1 Pre-Bid Conference

ICSIL may host one or more Pre-Bid Conferences, tentatively scheduled at the dates given in the RFP Notification schedule in RFP Part AI. The representative's of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders' with information regarding the RFP and the proposed solution requirements in reference to the RFP. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project.

1.2 Bidders' Enquires and ICSIL Responses

All enquiries from the bidders relating to this RFP must be submitted in writing, exclusively to the contact person notified by ICSIL in "RFP Notification" section of part A. in the format specified in **Annexure - Request for Clarification**. The mode of delivering written questions would be through email. In no event will ICSIL be responsible for ensuring that bidders' inquiries have been received by them.

ICSIL shall accept written questions/inquiries from the bidders. ICSIL will endeavor to provide a complete, accurate, and timely response to all questions to all the bidders. However, ICSIL makes no representation or warranty as to the completeness or accuracy of any response, nor does ICSIL undertake to answer all the queries that have been posed by the bidders. All responses given by ICSIL will be distributed to all the bidders. All email communications sent by bidders to ICSIL must be sent to the address mentioned in the RFP notification section of Part A.

1.3 Supplementary Information to the RFP/ Corrigendum Amendment of the RFP

- If ICSIL deems it appropriate to revise any part of this RFP or to issue additional

data to clarify an interpretation of the provisions of this RFP, it may issue supplements to this RFP. Such supplemental information will be communicated to all the bidders by e-mail and notification regarding the same will also be made available on ICSIL website. Any such supplement shall be deemed to be incorporated by this reference into this RFP.

- The letters seeking clarifications sent either to all the bidders or to specific bidder as the case may be during the evaluation of technical and commercial proposal and the minutes of the meeting recorded during the technical and commercial evaluation shall also be deemed to be incorporated by this reference in this RFP.
- At any time prior to the deadline (or as extended by ICSIL for submission of bids), ICSIL, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, may modify the RFP document by issuing amendment(s). Notification regarding the same will be made available on ICSIL website, and these will be binding on all the bidders.
- In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, ICSIL, at its discretion, may extend the deadline for the submission of bids.

1.4 Proposal Preparation Costs

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ICSIL to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the bid process. This RFP does not commit ICSIL 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.

1.5 ICSIL's Right to terminate the Process

- ICSIL makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone.
- This RFP does not constitute an offer by ICSIL. The bidder's participation in this process may result in ICSIL selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by ICSIL to execute a contract or to continue negotiations.

1.6 Earnest Money Deposit (EMD)

- Bidders shall submit, along with their Bids, bid security as stated in the Bid document.
- Irrevocable & unconditional Bank Guarantees are to be issued by nationalized / scheduled banks based in Delhi NCR of Delhi.
- The bid security of all unsuccessful bidders would be refunded by ICSIL within one months of the bidder being notified by ICSIL as being unsuccessful. The bid security of successful bidder would be returned upon submission of Performance Guarantee by the Bidder. In both cases, it shall be returned/refunded on submission of application in the prescribed proforma as per annexure of this RFP
- The bid security amount is interest free and will be refundable to the unsuccessful bidders.
- The bid submitted without bid security, mentioned above, will be liable for rejection without providing any further opportunity to the bidder concerned.
- The bid security may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions.

1.7 Acceptance of part / whole bid / modification - Rights thereof

ICSIL reserves the right to modify the technical specifications / quantities / requirements / tenure mentioned in this RFP including addition / deletion of any of the item or part thereof after pre-bid and the right to accept or reject wholly or partly bid offer, or, without assigning any reason whatsoever. No correspondence in this regard shall be entertained. ICSIL also reserves the unconditional right to place order on wholly or partly bid quantity to successful bidder.

1.8 Authentication of Bids

The original and the copy of the bid shall be typed or written in indelible ink and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. All pages of the bid, except for un-amended printed literature, shall be initialled and stamped by the person or persons signing the bid. Valid Power of attorney of authorized signatory should be submitted along with the technical proposal.

1.9 Interlineations in Bids

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

1.10 Venue & Deadline for submission of proposals

- Proposals, in its complete form in all respects as specified in the RFP, must be submitted to ICSIL at the address specified in the "RFP Notification" Section of Part A.
- Last Date & Time of submission: Before the date and time stipulated in RFP notification table of Part A.
- ICSIL may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum or by intimating all bidders who have been submitted the pre-bid query, in writing or through e-mail, in which case all rights and obligations of ICSIL and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

1.11 Late Bids

Bids received after the due date and time as specified in the "RFP Notification" Section of Part A (including the extended period if any) for any reason whatsoever, shall not be entertained by ICSIL and shall be returned to the bidder unopened.

1.12 Conditions under which this RFP is issued

- This RFP is not an offer and is issued with no commitment. ICSIL reserves the right to withdraw the RFP and change or vary any part thereof at any stage. ICSIL also reserves the right to disqualify any bidder, should it be so necessary at any stage for any reason whatsoever.
- Timing and sequence of events resulting from this RFP shall ultimately be determined by ICSIL.
- No oral conversations or agreements with any official, agent, or employee of ICSIL shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of ICSIL shall be superseded by the definitive agreement that results from this RFP process. Oral communications by ICSIL to bidders shall not be considered binding

- on ICSIL, nor shall any written materials provided by any person other than ICSIL.
- Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against ICSIL 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).
 - All bidders, until the contract is awarded and the successful bidder, up to one year during the currency of the contract shall not, directly or indirectly, solicit any employee of ICSIL to leave ICSIL or any other officials involved in this RFP process in order to accept employment with the organization, or any person acting in concert with the bidder, without prior written approval of ICSIL

1.12 Rights to the Content of the Proposal

All the bids and accompanying documentation submitted as bids against this RFP will become the property of ICSIL and will not be returned after opening of the technical proposals. The commercial proposals of technically disqualified bidders would be returned unopened to the bidders. ICSIL 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. ICSIL 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. ICSIL has the right to use the services of external experts to evaluate the proposal by the bidders and share the content of the proposal either partially or completely with the experts for evaluation with adequate protection of the confidentiality information of the bidder.

1.13 Modification and Withdrawal of Proposals

No proposal shall be modified or withdrawn in the intervening period between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form. Entire bid security may be forfeited if any of the bidders modify or withdraw their bid during the validity period.

1.14 Non-Conforming Proposals

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

- If it does not comply with the requirements of this RFP. Failure to comply with

the technical requirements, and failure to acknowledge the receipt of amendments, are common causes for holding proposals non-conforming

- 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 proposed solution, and any such bidders may also be disqualified.

1.15 Disqualification

The bidder's proposal is liable to be disqualified in the following cases:

- Proposal submitted without bid security;
- Proposal not submitted as prescribed in this document or treated as non-conforming proposal;
- During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices;
- The bidder qualifies the proposal with its own conditions or assumptions;
- Proposal is received in incomplete form;
- Proposal is received after due date and time;
- Proposal is not accompanied by all the requisite documents;
- A commercial bid submitted with assumptions or conditions
 - If the bidder provides any assumptions in the commercial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest (best value)
 - All deviation should be submitted as part of technical proposal however ICSIL reserve the right to ask for clarification on solution assumption if any.
- Proposal is not properly sealed or signed;
- If bidder provides quotation only for a part of the project;
- 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 of the contract if any;
- Commercial proposal is enclosed with the same envelope as technical proposal;
- Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process;
- 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;
- Bidder fails to deposit the Performance Bank Guarantee (PBG (inclusive of FDR)) or

fails to enter into a contract within 30 working days of the date of notice of award or within such extended period, as may be specified by ICSIL;

- Bidders may specifically note that while evaluating the proposals, if it comes to ICSIL 's 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 tenders floated by ICSIL
- If, the bid security envelope, technical proposal and the entire documentation (including but not limited to the hard and soft/electronic copy of the same, presentations during technical evaluation, clarifications provided by the bidder) submitted along with that found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid;
- Bidders or any person acting on its behalf indulges in corrupt and fraudulent practices; and In case bidder fails to meet any of the bidding requirements as indicated in this RFP

1.16 Conflict of Interest

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with ICSIL or GNCTD. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Bidder to complete the requirements as given in the RFP. Please use form given in Annexure (Undertaking on Conflict of Interest) for making declaration to this effect.

1.17 Acknowledgement of Understanding of Terms

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

2. Bid Submission Instructions

Information not directly relevant to this RFP should be omitted. ICSIL will evaluate bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. To assist in the preparation of proposal, ICSIL would be making available a soft copy of this RFP available. For any deviations in format or if the envelopes are not sealed properly, the tender will be liable for rejection.

2.1 Mode of Submission

Submission of bids shall be in accordance with the instructions given in the Table below:

Envelope1: Earnest Money Deposit & RFP document fee	The envelope containing the Earnest Money Deposit shall be sealed and super scribed "Earnest Money Deposit - Selection of Technical Partner for Employment Exchange Project". This envelope should not contain any Commercials, either in explicit or implicit form, in which case the bid will be rejected.
	A board resolution authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of
Envelope2: Technical Proposal	<p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP The envelope shall be sealed and super scribed "Technical Proposal- Selection of Technical Partner for Employment Exchange Project"" on the top right hand corner and addressed to ICSIL at the address specified in "RFP Notification" Section of Part A.</p> <p>The Technical Proposal should be submitted with one printed copy of the entire proposal, and a soft copy on non-rewriteable compact discs (CDs) with all the contents of the Technical proposal. The words "Technical Proposal - for Employment Exchange Project" along with the name of the company of the bidder shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory of the bidder on all the pages. The hard copy of RFP document, pre-bid clarifications and amendments issued to RFP shall be submitted duly signed and stamped on each page, being the proof of acceptance /compliances of the RFP clauses.</p> <p>In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the Technical proposal will prevail and will be considered as the proposal for the purpose of evaluation.</p> <p>The proposal should contain the copies of references and other documents as specified in the RFP.</p> <p>This envelope (physical copy or CD) should not contain any Commercials, in</p>

Envelope3: Commercial Proposal	<p>The Commercial Proposal will be submitted only in the printed format and the bidder is expected to submit only one copy of the Commercial Proposal as per the forms in this volume.</p> <p>The Commercial Proposal covering letter should be on the letter head of the bidder with a seal and signature of the authorized signatory of the bidder. All the remaining pages in the Price proposal should be with a seal and signature of the authorized signatory of the Bidder. The hard copy shall be signed by the authorized signatory on all the pages before being put in the envelope and sealed. The envelope shall be super scribed "Commercial Proposal - Selection of Technical Partner for Employment Exchange Project". (Not to be opened with the Technical Proposal) at the top right hand corner and addressed to ICSIL at the address specified in "RFP Notification" Section of Part A.</p>
Envelope4:	<p>All the above 3 envelopes duly sealed along with the covering letter, as specified in Annexure 10.3 Bid Cover Letter should be put in envelope 4 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project ("Employment Exchange Project: Selection of Technical Partner").</p>
Note:	<p>The outer and inner envelopes mentioned above shall indicate the name and address of the bidder agency.</p> <p>Failure to mention the address on the outside of the envelope could cause a proposal to be misdirected or to be received at the required destination after the deadline.</p> <p>All the outer and inner envelopes shall be properly sealed.</p>
Indexing & Binding	<p>It should be ensured that documents submitted are page numbered with proper indexing & in binding form</p>

- ICSIL will not accept delivery of proposal in any manner other than as prescribed in this document.
- Both the envelopes for commercial and technical proposals shall have the name and address of the bidder to enable the proposal to be returned unopened in case it is declared "late" or the proposal does not qualify
- Technical proposal should not contain any commercial information
- The envelope with Technical and Price proposals should be submitted along with a certified true copy of the corporate sanctions/approvals authorizing its authorized representative to sign/act/execute documents forming part of this proposal including

various RFP documents and binding contract, at the address and time as specified in this RFP.

- If any bidder does not qualify in technical evaluation, their Commercial Proposal shall not be opened.
- ICSIL will not accept delivery of proposal by fax or e-mail. Such proposals shall be rejected.
- The proposals shall be valid for a period of Six (6) months from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.
- In exceptional circumstances, at its discretion, ICSIL 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 fax or email.

2.2 Language of Proposals

The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of ICSIL and will not be returned

3. Eligibility criteria

S . N o .	Basic Requirement	Specific Requirements'	Documents Required
1	Sales Turnover in IT, IT Consulting (Turnover from Software Development, Implementation and Maintenance)	Annual Sales Turnover generated from services related to Software Solution and related services, IT Consulting during each of the last three financial years from India (as per the last published Balance sheets), should be at least Rs. 100 Crore. This turnover should be on account of software development and their associated maintenance services, implementation of packaged software, Technology implementation etc. In case of	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor

S . N o .	Basic Requirement	Specific Requirements'	Documents Required
		consortium, the average annual turnover will be based on turnover of members of consortium. Jointly or severally.	
2	Consortiums	Bidder is allowed to form consortium to strengthen the offering	Copy of Teaming Agreement with role & responsibility
3	Legal Entity	Should be Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008 Registered with the Service Tax Authorities	Copy of Certificate of Incorporation; and Copy of Service Tax Registration Certificate
4	Blacklisting	The bidder should not currently have been blacklisted by any Government Agency or under a declaration of ineligibility for fraudulent or corrupt practices or inefficient/ineffective performance.	A self certified letter

4 Bid Opening and Evaluation Process

4.1 Bid opening sessions

- The bids shall be opened by an ICSIL authorized representative in the ICSIL Head Office in Delhi at the address stated in "RFP Notification" Section of Part A
- Total transparency will be observed while opening the proposals/bids.
- ICSIL reserves the rights at all times to postpone or cancel a scheduled bid opening.
- The bids will be opened, in two sessions, one for Technical and one for Commercial of those bidders who are found to be technically qualified.
- ICSIL may request the presence of bidders' representatives who may choose to attend the Bid opening sessions on the specified date, time and address. If present, ICSIL may request the bidders' representatives to sign a register evidencing their attendance. However if there is no representative of the bidder, ICSIL shall go ahead and open the bid of the bidders.
- In the event of the specified date of bid opening being declared a holiday for ICSIL,

- the Bids shall be opened at the same time and location on the next working day.
- During bid opening, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.

5. Overall Evaluation Process

- A tiered evaluation procedure will be adopted for evaluation of proposals, with the technical evaluation being completed before the commercial proposals are opened and compared.
- ICSIL 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. ICSIL may seek inputs from their professionals and/ or external experts in the technical and commercial evaluation process.
- ICSIL shall assign technical score to the bidders based on the technical evaluation criteria. The bidders with a technical score above the threshold as specified in the technical evaluation criteria shall technically qualify for the commercial evaluation stage.
- The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.

6. Technical Proposal

6.1 Specific Instructions to evaluation of Technical Proposals

- The evaluation of the Technical bids will be carried out in the following manner:
- The bidders' technical solution proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP and as stated in Section 8.2.2. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.
- Proposal Presentations: The committee may invite each bidder to make a

presentation to ICSIL at a date, time and venue decided by ICSIL and to be communicated to the bidders. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their proposals.

- The committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties
 - arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional and technical experts in the evaluation process.
- Following will be the technical evaluation methodology:
 - Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
 - Only the bidders, who score above the minimum cut-off score in each of the sections AND score a total Technical score of 65 (Sixty five) or more, will qualify for the evaluation of their commercial bids.
 - The commercial bids of bidders who do not qualify technically shall not be opened
 - The 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 bids.
 - The technically shortlisted bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.

7. Technical Evaluation Criteria

The Technical Evaluation criteria has been fixed on the basis of Technical Evaluation matrix given here under

7.1 Technical Evaluation Scoring Matrix

The following table provides the scoring matrix including the cut-off marks based on which the technical bids shall be evaluated for the Employment Exchange project.

No	Evaluation Criterion	Max score	Cut off score
1	Previous Project Experience	60	45

1.A	<p>Previous project experience in developing Recruitment related Job Seeker / Recruiter / Training Institute transactional service delivery “Web Portal “having handled at least 25 lacs Job Seekers and 50000 (Fifty thousand) Recruiters</p> <p>Bidders must provide citations for at least one (1) portals Bidders must provide entire Scope of Work (Client Details and Contact information, Role in the project, Size of portal, Number of end-users by type of users, Number of services,</p>	20	
1.B	<p>Previous project experience in implementing and operating/ managing a Employment / Recruitment Project for Indian Government Clients:</p> <p>Bidders must provide citation for at least Two (2) such Governments clients in India where it had experience of handling recruitment for at least 10 lacs candidates in total during their Recruitment Drives, Bidders must provide entire Scope of Work (Client Details and Contact information)</p>	20	

3	Proposed Team and Governance Structure (All team details to be provided in the Resume Format Provided in Annexure)	14	8
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I.C	<p>Previous project experience in Campus Recruitment for students handled at least 2 lacs Students Registration Online along with conducting of their Online Assessment for at least 1 lac students for their hiring :</p> <p>Bidders must provide citation for at least one (1) such project Bidders must provide entire Scope of Work , Client details and Contact information, Overview of functions.</p>	15	
I.D	<p>International Government Client Experience Experience of providing at least two big workforce solutions for Governments Internationally</p>	5	
2	Detailed Methodology and Understanding of Scope of Work	10	5
2.A	<p>Understanding of Project requirements, vision, objectives, role of the bidder, scope, timelines.</p> <p>a. The solution components should detail the following: Overview of the proposed solution that meets the requirements specified in the RFP Overall proposed Solution Architecture, Technology Architecture, and Deployment Architecture (if applicable)</p>	3	
2.B	<p>Approach and Plan for Data Migration & Data Digitization:</p> <ol style="list-style-type: none"> Assessment Requirements Definition Data Migration Strategy Processes to be employed and Deployment Plan Validation procedures Timelines 	2	
2.C	Demonstration of Proof of Concept as per scope of work specified	5	

3.A	Proposed team and profiles for recruitment domain experts	7	
3.B	Proposed team and profiles for Capacity Building and Change management and handholding support	3	
3.C	Proposed Governance Structure and Escalation Mechanism, Procedure for changing members, Committee made	1	
3.D	Proposed team and profiles for Data Migration / Data Digitization	1	
3.E	Proposed team and profiles for Infrastructure setup	1	
3.F	Proposed team for Operations and Maintenance	1	
4	Overall Project Plan	4	2
4.A	Comprehensiveness of the project plan	1	
4.B	Activities, sequencing, dependencies among activities	1	
4.C	Resource planning, allocation and Loading	1	
4.D	Proposed Status Reporting mechanism	1	
5	Innovations in Recruitment Domain	12	5
	Total	100	65

7.2 Technical Proposal Submission

- The technical proposal should address all the areas/ sections as specified by the RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP Part A. The technical proposal must not contain any pricing information.
- The Technical Proposal should address the items in stated in the technical evaluation matrix.
- Bidder must provide the team structure and the resumes of key profiles within each team such as manager(s), technical experts, domain experts, etc. responsible for the management of this project in the format provided in the RFP

- The technical proposal shall also contain bidder's plan to address the key challenges anticipated during the execution of the project
- ICSIL is also open to any suggestions that the bidder may want to render with respect to the approach adopted for the assignment in the light of their expertise or experience from similar assignments. However, this should not lead to the submission date being missed or extended.

8. Commercial Proposal

- The Bidder is expected to price all the items and services proposed in the Technical Proposal. ICSIL 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.
- Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in the Part A of the RFP may be submitted to accompany the proposal. In submitting additional information, please mark it as supplemental to the required response. However, this information will not be considered for evaluation purposes. Prices shall be quoted entirely in Indian Rupees.
- Correction of Error
 - 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 ICSIL. All corrections, if any, should be signed by the authorized person signing the proposal form before submission, failing which the figures for such items may not be considered.
 - Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.
- Prices and Price Information
 - The Bidder shall quote a price for all the components, the services of the solution to meet the requirements of ICSIL as listed in the Volume 1 of this RFP. All the prices will be in Indian Rupees.
 - No adjustment of the price quoted in the Commercial Proposal shall be made

on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract

- The price quoted in the Commercial Proposal shall be the only payment, payable by ICSIL to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between ICSIL and the Bidder after negotiations.
- 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. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- Bidder should provide all prices, quantities as per the prescribed format.
- It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable.
- The price would be inclusive of all taxes, duties, charges, fees, cess and levies as applicable, except for service tax. If there is any change in service tax rates, the same would be borne by GNCTD. The impact to overall price due to any new taxes, duties, charges, levies, fees, cess instituted by the Government shall be borne by ICSIL.
- The bid amount shall be inclusive of packing, forwarding, transportation, insurance, delivery charges and any other charges as applicable.
- All costs incurred due to delay of any sort, shall be borne by the Bidder.
- .ICSIL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

9. Evaluation of Commercial Bids

- A technical score of sixty five(65) percent or above will be declare as technically qualified. The technically qualified bidders shall be ranked as per score achieved by them, from the highest to lowest technical score (ST).
- In the second stage, The Commercial Bids of only the technically qualified bidders will be opened for evaluation.
- The total cost indicated in the financial bid would be considered for this purpose.
- Each Financial Proposal will be assigned a financial score (SF). The lowest financial proposal (FM) will be given a financial score (SF) of 100 points. The financial scores of other proposals will be computed as follows:

$$SF = 100 \times FM/F \text{ where } F = \text{amount of Financial Proposal}$$

10. Combined and final evaluation

- Proposals will finally be ranked according to their combined score (S) based on their technical (ST) and financial (SF) scores as follows:

$$S=ST \times 0.65 + SF \times 0.35$$

- The bidder with the Highest "S" shall be declared as first ranked bidder (having highest combined score) and would be declared as selected bidder.
- Only selected bidder (first ranked bidder (having highest combined score) will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders scored the same marks, the bidder with the higher technical score will be invited first for negotiations for awarding the contract

11. Award of Contract

11.1 Award Criteria

ICSIL will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal based on above evaluation method and that it has fulfilled all other terms & condition of this RFP

11.2 ICSIL's Right to Accept Any Proposal and To Reject Any or All Proposals

ICSIL 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 ICSIL's action.

11.3 Notification of Award

Prior to the expiration of the validity period, ICSIL will notify the successful bidder in writing or by email, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful

bidder's furnishing of performance bank guarantee, ICSIL will promptly notify each unsuccessful bidder and return their Bid Security.

11.4 Contract Finalization and Award

The ICSIL shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. ICSIL reserves the right to present a contract to the bidder selected for negotiations. A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of the ICSIL, the most advantageous and represents the best value to the proposed project, price and other factors considered. Evaluations will be based on the proposals, and any additional information requested by the ICSIL. Proposed project will involve the payment for the contract based on not only successful delivery of the solution but also on the success of the project after "Go-live".

11.5 Signing of Contract

At the same time as ICSIL notifies the successful bidder that its proposal has been accepted, ICSIL shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between ICSIL and the successful bidder.

ICSIL shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder.

11.6 Failure to agree with the Terms and Conditions of the 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 ICSIL may award the contract to the next best value bidder or call for new proposals or invoke the PBG (inclusive of FDR).

11.7 Performance Bank Guarantee

A PBG of 10% of quoted value would be furnished by the bidder in the form of an irrevocable unconditional Bank Guarantee in favour of ICSIL as per the format provided in this RFP from **scheduled bank** and honorable in Delhi. Details of the bank are to be furnished in the commercial offer. The PBG should be furnished within 15 days from the signing of the contract and should be valid for entire term of the contract. The PBG should be valid for a period 60 days beyond of expiry of agreement of contract period

Annexure 1

Forms for Technical Bid Response

Technical Bid Evaluation: Form 1 - Previous Project Experience

Previous Project experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Project Name & Description of the project	
Project Type	
Scope of work	
Project Components	
Number of end-users	
Scope of services (functions/ modules etc)	
Service levels being offered/ Quality of service (QOS)	
Data Migration Details (Geographical distribution, Number of Pages/ Files, Time Taken, Software Used)	
Problems and Issues Faced / Resolved	

Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the Bidder	
Duration of the project (no. of months, start date, completion date, current status)	
Mandatory Supporting Documents: a) Work Order or b) Self Certified copies or c) Letter from Clients	

Other Information

Role in the project

Type of Project / Solution –

Scale of deployment- geographical scope, number of end-users, Project Awareness creation Technical Details - Architecture, Platform, lines of code written, Programming Languages used, Types of testing performed, Portal Development, Services provided etc.

(The above list is not exhaustive; the bidders may provide additional details as required to meet the technical criteria)

Rollout, Operation & Management Responsibilities of components, Help Desk, Project Management Responsibilities

Project Capability Demonstration

Please provide complete details regarding the scope of the project to indicate the relevance to the requested technical evaluation criterion.

Technical Bid Evaluation Form 2: Detailed methodology and understanding of the Scope of Work

Detailed Methodology and Understanding of Scope of Work (The bidders response shall cover the following) - The details may be provided as separate documents)

Understanding of Project requirements, vision, objectives, role of the bidder, scope, timelines.

- Overview of the proposed solution that meets the requirements specified in the RFP
- Overall proposed Solution Architecture, Technology Architecture, and Deployment Architecture
- Details solution and plan for development of the Portal, Automation, Deployment of End-User systems, Setup & Operation of employment exchange
-

Approach and Plan for Data Migration & Data Digitization

- Assessment
- Requirements Definition
- Data Migration Strategy
- Data Migration Strategy
- Validation procedures
- Timelines

Methodology for Change Management and Capacity Building Methodology

Phases & Timelines and Roll-out of; Risks and Risk Mitigation

Technical Bid Evaluation: Form 3 - Bidder shall provide details on proposed team and governance structure as per the requirements of the RFP

Format for the Profiles

Name of the person

Current Designation / Job Title

Current job responsibilities

Proposed Role in the Project

Proposed Responsibilities in the Project

Academic Qualifications:

- Degree

- Academic institution graduated from
- Year of graduation
- Specialization (if any)
- Key achievements and other relevant information (if any)

Professional Certifications (if any)

Total number of years of experience

Number of years with the current company

Summary of the Professional / Domain Experience

Number of complete life cycle implementations carried out

The names of customers (Please provide the relevant names)

Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)

Please provide only relevant projects.

Proficient in languages (Against each language listed indicate if read/write/both)

Each profile must be accompanied by the following undertaking from the staff member:

(Alternatively, a separate undertaking with the same format as below with all the names of the proposed profiles should be provided)

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV 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.

Signature:

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year Full name of authorized representative:

Technical Bid Evaluation: Form 4 :-The bidder shall provide details on the overall project plan as per the requirements of the RFP

<< TO BE PROVIDED BY THE BIDDER>>

Technical Bid Evaluation: Form 5 :-The bidder shall provide details on the Innovations in Recruitment Domain

<< TO BE PROVIDED BY THE BIDDER>>

Annexure 2

Non - Disclosure Agreement (NDA)

[Notorised on Rs 10 Stamp Paper]

This AGREEMENT (hereinafter called the "Agreement") is made on the [day] day of the month of [month], [year], between, Intelligent Communications System India (ICSIL), , on the one hand, (hereinafter called the "Purchaser") and, on the other hand, [Name of the bidder] (hereinafter called the "Bidder") having its registered office at [Address]

WHEREAS

- The "Purchaser" has issued a public notice inviting various organizations to propose for hiring of an organization for provision of services under the Employment Exchange Project (hereinafter called the "Project") of the Purchaser;
- The Bidder, having represented to the "Purchaser" that it is interested to bid for the proposed Project,

The Purchaser and the Bidder agree as follows:

- In connection with the "Project", the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal contained in three volumes. The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
- The Bidder to whom this Information (Request for Proposal) is disclosed shall:
 - Hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
 - Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advice those persons

- of their obligations hereunder with respect to such Information;
 - Use the Information only as needed for the purpose of bidding for the Project;
 - Except for the purpose of bidding for the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information; and
 - Undertake to document the number of copies it makes
 - On completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information.
- The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
 - Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or
 - Is or becomes publicly known through no wrongful act of the Bidder; or
 - Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.
- The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.
- The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
- Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information. Notwithstanding the disclosure of any Information by the Purchaser to the Bidder, the Purchaser shall retain title and all intellectual property and proprietary rights in the Information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such party is either granted or implied by the conveying of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.
- This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
- Upon written demand of the Purchaser, the Bidder shall (i) cease using the Information, (ii) return the Information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and (iii) upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.

- This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
- CONFIDENTIAL INFORMATION IS PROVIDED "AS IS" WITH ALL FAULTS. IN NO EVENT SHALL THE PURCHASER BE LIABLE FOR THE ACCURACY OR COMPLETENESS OF THE CONFIDENTIAL INFORMATION.
- This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliate, successors and assigns.
- This Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

(Signature)____

(Name of the Authorized Signatory)

Date

Address

Location:

Annexure 3

Request for Clarification

Bidders requiring specific points of clarification may communicate with ICSIL during the specified period as per following table in MS Excel format (attached as Object):

Request for Clarification Format.x

<<Name & Address>>			
BIDDER'S REQUEST FOR CLARIFICATION			
Name of the Organization submitting request		Name & Position of person submitting request	Full formal address of the person and organization including Phone Number, Fax, and Email Address
			Tel:
			Fax:
			Email:
S. No	Bidding Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification required

Annexure 4 –

Earnest Money Deposit (FORMAT) In consideration of (hereinafter called the "ICSIL") represented by

_____, on the first part and M/s _____ of _____ (hereinafter referred

to as "Bidder") on the Second part, having agreed to accept the Earnest Money Deposit of Rs.

_____ (Rupees _____) in the form of Bank Guarantee for the Request for Proposal for procurement of _____ we _____ (Name of the Bank), (hereinafter referred to as the

"Bank"), do hereby undertake to pay to the ICSIL forthwith on demand without any demur

and without seeking any reasons whatsoever, an amount not exceeding (Rupees)
and

the guarantee will remain valid up to a period of 180 days from the due date of the tender. It will, however, be open to the ICSIL to return the Guarantee earlier than this period to the Technical Partner, in case the Technical Partner does not qualify for the commercial negotiations by the Commercial Negotiations Committee (CNC) as constituted by the ICSIL after a recommendation is made by the CNC on the bid(s) after an evaluation. In the event of the Technical Partner withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Guarantee deposited by the Technical Partner stands forfeited to the ICSIL. We also undertake not to revoke this guarantee during this period except with the previous consent of the ICSIL in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

1. No interest shall be payable by the ICSIL to the Technical Partner on the guarantee for the period of its currency.

Dated this _____ day of _____ 2013

For the Bank

of _

(Agent/Manager)

Annexure 5 –

Bid Cover Letter

[Cover Letter]

[Date]

To,

<<Address to be added>>

Dear Sir,

Ref: RFP for Operation, Maintenance and Enhancement of Employment Exchange Project for GNCTD

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the Employment Exchange Project.

We attach hereto the technical response as required by the RFP, which constitutes our proposal.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to ICSIL is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of six (6) months from the date fixed for bid opening.

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in the [Annexure 7](#) - Formats for the Commercial Bid Response: Format: Performance Bank Guarantee of this RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

Primary and Secondary contacts for our company are:-

Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2013

(Signature) (In the capacity of)

(Name)

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

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

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,,....., the Company Secretary of, certify
.....that
..... who signed the above Bid is authorized to do so and
bind
the company by authority of its board/ governing body.

Date:

Signature:

(Company Seal)

(Name)

Annexure 6 -

Comercial Proposal Cover Letter

(Company letterhead)

[Date]

To

<<Address to be added>>

Dear Sir,

Ref: RFP for Implementation of Employment Exchange in ICSIL

Having examined the RFP Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services, as required and outlined in the RFP. In order to meet such requirements and to provide services as set out in the RFP document, following is our quotation summarizing our Commercial Proposal.

We attach hereto the Commercial Proposal as required by the Bid document, which constitutes our proposal.

We undertake, if our proposal is accepted, to the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually by us and ICSIL or its appointed representatives.

We will obtain necessary bank guarantees in the formats given in the bid document issued by a bank in India, acceptable to ICSIL and furnish them within the time frames set out in the RFP

We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of IAX (6) MONTHS from the date fixed for commercial bid opening and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between

Annexure 7 Format: Performance Bank Guarantee

[Dated:]

To,

<<Address to be added>>

Ref: Request for Proposal (RFP): Employment Exchange Project

Dear Sir,

Sub: PERFORMANCE BANK GUARANTEE for Intelligent Communications

System India WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated (Herein after, referred to as "Contract") with you (ICSIL) for

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee in your favor for an amount **INR** _____ (**Rupees** _____ **only**), and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

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

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

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of amount INR 3,50,00,000 (Rupees Three crore and fifty lacs only), without any demur.

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

This Performance Bank Guarantee shall continue and hold good till the completion of the period of 7 years (6 years and 6 months and an additional 6 months at the end of the contract), subject to the terms and conditions in the said Contract. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of the 6.5 years for the total solution as per said Contract.

We hereby expressly waive all our rights to pursue legal remedies against ICSIL. We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period. We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 24 hours from the time it is posted.

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

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to amount INR 3,50,00,000 (Rupees Three crore and fifty lacs only) and shall continue to

exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

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

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

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed amount INR 3,50,00,000 (Rupees Three crore and fifty lacs only);

This Performance Bank Guarantee shall be valid only up to the completion of the period of 'Go- Live' + 6 years for the Total Solution as per contract; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (Date) i.e. completion of the period or 6 years for the proposed system in Operation, Maintenance and Enhancement of the Employment Exchange project for ICSIL.

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

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

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

DatedthisDay2013.

Yours faithfully,

For and on behalf of theBank,

(Signature)

Designation

(Address of the

Bank)

NOTE:

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

Annexure 8**Formats for the Commercial Bid Response****One Time Set up Charges**

S.No	Particulars	Phase 1 INR	Phase 2 INR	Phase 3 INR	Total INR
1	System Requirements and Documentation				
2	Data Migration and DB Design				
	Development Charges				
3	Candidates Interface				
4	Employer Interface				
5	Employment Exchange Department Interface				
6	Training Interface				
	Total				

--	--	--	--	--	--

Recurring and Annual Maintenance Charges

Particulars	1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year

Notes -

1. Details of activities as per RFP
2. The above rates are exclusive of all taxes, give details of taxes separately.