

REQUEST FOR PROPOSAL
For
“NORTH EASTERN REGION (NER)
ONLINE JOB PORTAL”

MIZORAM YOUTH
COMMISSION
Government of Mizoram

NOTICE INVITING TENDER

Reference No. / RFP No: _____

The Mizoram Youth Commission (MYC), Govt. of Mizoram invites proposals from competent agencies for Development of “North Eastern Region (NER) Online Job Portal”.

The contract period shall be initiated for a period of 3 years which includes 1 year for completion of the project implementation and 2 years for maintenance of the project, post implementation.

Slno	Item	Description
1	Mode of Bid Submission	<ul style="list-style-type: none">- Mizoram Youth Commission will accept proposals through e-procurement portal website - mizoramtenders.gov.in- Additionally, bidders are expected to submit their proposals in printed format to the department
2	Tendering Authority	The Secretary, Mizoram Youth Commission, Govt. of Mizoram MINECO, Khatla, Aizawl, Mizoram
3	Tender Document Fee	Non-refundable fee of Rs. 1500/- (Rupees Five Thousand Only) including taxes.
4	Mode of Payment of Tender Document Fee	Demand Draft in favour of The Secretary, Mizoram Youth Commission, Govt. of Mizoram, payable at State Bank of India, New Secretariat Branch, Aizawl, Mizoram. The bidder must submit the original Demand Draft of Rs. 1500/- (Rupees Five Thousand Only) towards tender document fee to Mizoram Youth Commission along with the bid. <i>Tender fee will be exempted for Bidders under MSME</i>
7	Earnest Money Deposit (EMD)	Proposals must be accompanied by EMD of Rs.15,00,000/- (Rupees fifteen lakhs only) . For Tenderers belonging to scheduled tribes/castes only 50% (fifty percent) of the earnest money mentioned above may be deposited. The bidder must submit the original EMD to Mizoram Youth Commission along with the bid. <i>EMD will be exempted for Bidders under MSME</i>
8	Mode of Earnest Money Deposit (EMD)	Bank Draft drawn in favour of Secretary, Mizoram Youth Commission, Govt. of Mizoram, payable at State Bank of India, New Secretariat Branch, Aizawl, Mizoram
9	Other terms related to EMD	<ul style="list-style-type: none">- No interest will be payable on EMD- Proposals without EMD will be considered incomplete- Payment by cheque will not be accepted

10	Deadline for Bid submission	15.04.2025 12:00 p.m
11	Date & Time of Opening of Technical proposals	15.04.2025 2:00 p.m
12	Date & Time of Opening of Financial proposals	23.04.2025 2:00 p.m
13	Websites for downloading RFP, Corrigendum, Addendums etc.	E-procurement website: https://mizoramtenders.gov.in & MYC Website: https://myc.mizoram.gov.in
14	Bid Validity	120 days from the last date of submission of proposals
15	Submission of original DD/PO/EMD	<ul style="list-style-type: none"> - Bidders are required to submit original Demand Drafts /EMD to Mizoram Youth along with the bid - Contact Person for submission of DD/PO/EMD: <ul style="list-style-type: none"> o Name: Lalramdini o Designation: Under Secretary o Phone: 9612901393 - Proposals without these payment receipts will be considered incomplete and thus, disqualified from the bidding process
16	Date of Pre-Bid Meeting	- 27.03.2025, 1PM
17	Venue of Pre-Bid Meeting	- Office of the Secretary, Mizoram Youth Commission, Govt. of Mizoram, MINECO, Khatla, Aizawl, Mizoram.

This Notice Inviting Tender extended through media, website or written communication or by any other means, and issuance of Bidding Documents as per “NOTE A” below shall not be construed to mean that the prospective bidders to whom the Invitation for proposals has been extended and/or Bidding Documents have been issued is deemed to be an eligible bidder. The eligibility of the bidders shall be determined as per the provisions of the RFP.

The prospective bidder should have the necessary competence, adequate financial standing, enough experience, and expertise as per the Qualification Requirement mentioned in this document. Before bidding against this RFP, to avoid disqualification, bidder should ensure that:

- a. They are qualified as per Qualification Requirement (QR) mentioned in this document.
- b. The offered solution meets the minimum technical requirement as laid down in this document.

The above scope of work is indicative, and the detailed scope of work is given in the subsequent sections of this RFP.

NOTE:

- A. Interested Bidders will be required to pay non-refundable tender document fee of INR 1500/- (Rupees Five Thousand Only) in the form of a demand draft drawn in favour of the Secretary, Mizoram Youth Commission, Govt. of Mizoram, payable at State Bank of India, New Secretariat Branch, Aizawl, Mizoram.

The Bidder/s are required to submit original Demand Drafts/EMD to Mizoram Youth Commission along with the bid submission. proposals received without these demand drafts will be considered incomplete and thus, disqualified from the bidding process.

The Bidding Documents are meant for the exclusive purpose of bidding against this specification and shall not be transferred to any other party or reproduced or used otherwise for any purpose other than for which they are specifically issued.

- B. The bid shall be submitted through both eProcurement portal *mizoramtenders.gov.in* and in hard copies to the Mizoram Youth Commission.
- C. proposals submitted after the Bid Submission Deadline will not be considered for evaluation and be summarily rejected.
- D. A Single Stage Two Step/Envelope Bidding process will be followed i.e. the bidders will be required to submit Technical as well as Financial proposals before bid submission deadline.
During bid evaluation, the Technical proposals will be opened and evaluated first. Financial proposals of only Technically qualified bidders will be opened for evaluation.
- E. The complete tender document has been published on the eProcurement portal *mizoramtenders.gov.in* and MYC website <https://myc.mizoram.gov.in/> for the purpose of downloading.
- F. The last date of submission of these Original instruments is mentioned in the NIT Table. The Bidder must take due care in submitting the instruments and with the Bid/Proposal before the Bid Submission Deadline.
- G. All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed by the Bidder. The Technical and Financial Bid must be signed and stamped on each relevant page by the Designated Authorized Representative of the bidder. The name, designation and authority of the Designated Authorized Representative of the Bidder shall be stated in the Bid.
- H. No contractual obligation whatsoever shall arise from the tender document/bidding process unless and until a formal contract is signed and executed between the purchaser and the successful bidder(s).
- I. Mizoram Youth Commission, Govt. of Mizoram disclaims any factual or any other errors in this tender document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare logical proposals.

- J. Only those proposals which will be submitted in the prescribed manner/format will be considered for further evaluation. proposals not submitted in the prescribed format will be summarily rejected without further evaluation.
- K. Copies of various documents to be enclosed along with the proposals must be legible and be self-attested by the Designated Authorized Representative of the Bidder with official seal. Claims made by bidder related to the project experience and other requirements shall be considered only when appropriate supporting documents are provided.
- L. The proposals can be submitted up to date and time mentioned in the Notice Inviting Tender (NIT) table.
- M. The complete bidding process is defined in the tender document.
- N. In case, a bidder imposes conditions which are in addition or at variance or in conflict with the terms and conditions as specified in this tender document, all such proposals will be summarily rejected.
- O. Tendering Authority / Purchaser reserves the complete right to accept or reject in part or full any or all the proposals without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose proposals have been disqualified/rejected by the Tendering Authority / Purchaser.
- P. In case, a dispute arises about interpretation/omission/error in this tender document, bid submitted, other documents; the decision of the Secretary, Mizoram Youth Commission, Aizawl, Govt. of Mizoram will be final and binding upon the bidders.
- Q. Further in all matters arising out of the provisions of this RFP, the laws of the Union of India shall be the governing laws and courts of Guwahati High Court, Aizawl Bench shall have exclusive jurisdiction.
- R. All correspondence with regards to this RFP shall be done at the following address,

Name of bid documentation issuance official:

V. LALMUANPUII

Designation of the officer:

The Secretary, Mizoram Youth
Commission, Government of
Mizoram.

Postal Address:

OFFICE OF THE SECRETARY,
MIZORAM YOUTH COMMISSION,
KHATLA,
AIZAWL, MIZORAM-796001

Telephone No:

For more information, visit our website at <https://myc.mizoram.gov.in/>

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SECTION 1: Introduction and Objective

1.1 Introduction

Background

The Mizoram Youth Commission has been set up by an Act of the Mizoram State Legislature. It has been given statutory responsibility for promotion, explorations, and embracement of youth welfare. The commission has concentrated its activity in providing coaching and guidance for All India Services and State Services. All expenditures and maintenance of the commission are met from Grant-in-Aid given to the Commission through the Nodal Department namely Labour, Employment, Skill Development and Entrepreneurship Department.

The dawn of the 21st century brings with it overwhelming aspirations in the lives of the youth and the new generation. The youth are the backbone of a society, and they are the real stakeholders in writing the future of society. For years, the youth in Mizoram have been forthcoming in expressing their desire to have a separate functionary of the Government to look after their welfare in all aspects. Consequently, the Mizoram Youth Commission Bill, 2008 was passed by the Mizoram Legislative Assembly on April 2, 2008, and received the assent of the Governor on April 4, 2008.

Over the past year, the MYC has focused on several key areas to foster youth development and economic empowerment. One major initiative has been the promotion of training activities aimed at enhancing the entrepreneurial skills of young individuals. Additionally, the MYC has worked diligently to strengthen and support existing training centers and institutes within the state.

To ensure these programs are effectively implemented, the MYC has covered expenses related to hiring professional agencies and meeting training fees. Recognizing the importance of broader opportunities, the MYC has also sponsored employment-related activities outside the state to expand career prospects for the youth.

The Government of Mizoram represented by the Secretary to the Government of Mizoram, Labour, Entrepreneurship and Skill Development Department (Mizoram Youth Commission), have been accorded and allocated funds for the development of "North Eastern Region (NER) Online Job Portal" amounting to Rs 3 Cr.

The Labour, Employment Skill Development and Entrepreneurship Department (Mizoram Youth Commission) Government of Mizoram has decided to execute the project through Inviting Open Tender for selection of a private entity as the bidder to whom the preparation of Detailed Project Report and Execution of Development of Software may be awarded.

Financial Implications of the Project are as follow:

The North Eastern Council (NEC) is expected to provide 100% of the capital investment.

Problem Analysis and Solution

In the North-East region, talented and hardworking youths face significant challenges in securing adequate job opportunities. This difficulty arises primarily from limited access to job information and the lack of a unified platform that serves both job seekers and employers. Without a centralized job portal, both finding the right job and locating the ideal candidate become increasingly arduous tasks. The absence of such a platform exacerbates these challenges, leaving job seekers and employers struggling to connect effectively.

The advent of the internet has revolutionized knowledge management and information dissemination globally, introducing new possibilities for job search and recruitment processes. Job portals have emerged as a critical tool in this digital era, transforming the way job vacancies are advertised, and candidates are recruited. By providing a centralized platform, job portals streamline the job search process, making it more efficient and accessible.

This project aims to address the existing gaps by designing and developing an Online Job Portal System. The primary objective of this web-based system is to minimize manual work associated with job searching and reduce both the cost and time involved in advertising job vacancies. The system will facilitate online registration for job seekers, enabling them to search for employment opportunities and establish communication with potential employers. Simultaneously, it will allow employers to register, post job vacancies, and search for qualified candidates.

The proposed Online Job Portal System must be a robust, flexible, and user-friendly solution, designed to provide a common platform that bridges the communication gap between job seekers and recruiters. By simplifying and streamlining the job search and recruitment processes, the system will significantly enhance the efficiency and effectiveness of job matching, ultimately contributing to better job placement and talent acquisition in the North-East region.

Commitment and sustainability

This project is designed with a focus on delivering a long-term impact on job seekers within the North-Eastern region.

1.2 Objective

- i.** To detect and identify the needs of employers and job seekers which will be incorporated into the system.
- ii.** To design, develop and implement an effective and efficient job portal system that allows employers to post job advertisements and job seekers to post resumes at any given time.
- iii.** To minimize the time consumed in the job searching process and provide 24/7 accessibility even in the remote areas of Northeast regions, with ease and efficiency using an AI Assistant.

- iv.** To alert/notify registered job seekers through email and SMS when a new job is posted under specific pre-selected criteria/s.
- v.** Inbuild resume template for job seekers as well as job profile builder for recruiter for easier process.
- vi.** To publish a multilingual system for better connection between the seekers and recruiters.
- vii.** To incorporate blogs, newsletter, etc. to reach out to the North-East area.

SECTION 2: Qualification Requirements (QR)

2.1 Introduction

The Bidders are advised to study the tender document carefully. Submission of proposals shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

This section covers the minimum requirement with respect to experience, capability and other particulars of the Bidder to be considered eligible for participation in the bid for the proposed work. The Bidder shall become eligible to bid on satisfying the following “Bid qualification requirements” and on production of the required documentary evidence/s along with the bid.

2.2 Bid qualification requirements

The Bidder must possess credentials as prescribed in this section. If any bidder fails to fulfill the Bid Qualification Requirements (BQR), his bid will be treated as non-responsive, and no further correspondence/clarification will be taken into consideration for the same.

It is also intimated that merely meeting the following requirements does not indicate that the bidders shall be shortlisted for opening of financial bid. The assessment and shortlisting of technical proposals shall be made based on Technical Proposal Assessment criteria.

A. Bid Qualification Requirements

Sl. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1	The responding firm / agency (a) Should have made a payment of Rs. 1500 (Rupees five hundred only) for the RFP document (b) Should have submitted an EMD of ₹ 15,00,0000	a. DD/Cash Receipt for Rs. 1500. b. DD/Cash Receipt for ₹ 15,00,000(Fifteen lakh only). For Tenderers belonging to scheduled tribes/castes only 50% (fifty percent) of the earnest money mentioned above may be deposited. Note: Bidders under Small Scale Industries (MSME) category are exempted from both the tender fee and EMD.
2	The bidder should be a registered company or firm in India	Copy of Registration Certificate with date of Incorporation or date of registration.
3	The Firm / Company should be in the business as System Integrator for at least 3 years as	Work orders confirming year and Area of activity.

	on the date of floating this tender.	
4	The Net Worth of the responding firm must be positive as per the last audited Balance Sheet.	CA Audited Balance Sheet or Certified documents for the turnover.
5	The Bidder should have not been blacklisted by any Govt. or Govt. agency in India as on date of bid submission	Self-Declaration for No Blacklisting on appropriate non-judicial stamp paper duly Notarized.

SECTION 3: Instruction to Bidders

3.1 General Instructions

- a. The Mizoram Youth Commission, Govt. of Mizoram (implementer of the project on behalf of Govt. of Mizoram) hereinafter called Employer will receive proposals in respect of software, and services as set-forth in this RFP.
- b. All proposals shall be prepared and submitted by bidders in accordance with the terms and conditions, and instructions listed in this RFP.
- c. Source of fund: North Eastern Council (NEC), Shillong.
- d. All the payments under the contract for which this RFP is issued shall be made by the Employer {who is also named as Project Implementing Agency (PIA)} named in this RFP.
- e. For implementation of this project, the Project Implementation Agency shall be referred to as the Employer and the State Government of Mizoram shall be referred to as —The Owner.
- f. The Bidder, in its own interest, is requested to read very carefully these instructions and the terms and conditions as incorporated in the and Technical specification before filling in and submitting the bids.
- g. If the bidder has any doubt as to the meaning of any provisions or any portion thereof, the bidder, before submission of the Bid, shall clarify the same with the Tendering Authority in writing, well in time before the specified date of opening of proposals so that such doubts may be clarified.
- h. Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and agrees with all the instructions, terms and conditions governing this Tender document unless otherwise specifically indicated / commented by the bidder in its Bid.
- i. proposals submitted after the time and date fixed for receipt of proposals as set out in this RFP shall be rejected. The Employer (Mizoram Youth Commission, Govt. of Mizoram) will not be liable to return any such rejected bid in part or in full.

3.2 Local/Field Conditions

- a. The bidder may, in its own interest, before submitting the bid, inspect and examine the area/s involved and satisfy itself regarding the existing system.
- b. For ascertaining the existing system, condition's etc., the bidder may contact the Tendering Authority.
- c. No claim from Bidder or Agency for change in the bid or terms & conditions of the contract shall be entertained on the ground that the conditions are different than what were contemplated by them at the time of submitting the proposals.
- d. It will be imperative for each Bidder to fully inform itself of all local conditions and factors which may have any effect on the execution of the Contract covered under these documents and specifications.
- e. Employers shall not entertain any request for clarifications from the Bidders regarding such local conditions. It must be understood and agreed that such factors have properly been investigated and considered while submitting the proposals/proposals.
- f. No claim for financial adjustment to the Contract, awarded under these specifications and documents, will be entertained by the Employer.
- g. Neither any change in the time schedule of the Contract nor any financial adjustments arising thereof shall be permitted by the Employer, which are based on the lack of such clear information or its effect on the cost of the Works to the successful Bidder.

3.3 Successful Implementation and Good Performance

Any work, if specifically not mentioned, but reasonably implied for the successful implementation and good performance of the proposed work shall be deemed to be included and must be executed within the ordered price.

3.4 Preparation of Bid

A. Bid Security / Earnest Money Deposit (EMD)

- a. The Bidder shall furnish Bid Security / EMD as prescribed in this RFP.
- b. The Bidder shall deposit/submit the Bid Security / EMD in the prescribed format to the Secretary, Mizoram Youth Commission, Govt. of Mizoram within the stipulated date & time, and obtain a receipt.
- c. The bid submitted but not accompanied by a copy of the Bid Security / EMD receipt shall be rejected if not exempted. In such a case, the bidder will forfeit the tender fee.
- d. Adjustments/proposals for acceptance of Bid Security / EMD, if any, already lying with the Employer (MYC) in connection with some other proposals/orders shall not be entertained. Also, the Employer (Mizoram Youth Commission) will not adjust the Bid Security / EMD under this tender with the previous dues of the bidder if any.
- e. No interest shall be payable on Bid Security / EMD deposited with the Employer (MYC).
- f. Employer (MYC) reserves the right to forfeit Bid Security / EMD, if the successful bidder has either not accepted the Work Order or not completed the contractual requirement within the specified period.

B. Tender Document Fee

The bidders are permitted to download the bid document from MYC website at <https://myc.mizoram.gov.in/> The bidder may be permitted to download the tender document

from this website but, the bidder must deposit the cost of Tender document fee as mentioned in this RFP within the stipulated date and time in the office of Secretary, MYC, Govt. of Mizoram and obtain acknowledgement receipt thereof. The receipt must be attached with the bid at the time of bid submission.

3.5 Clarifications, Amendments and Deviations from Tender Document

A. Clarifications to the tender document

- a. Any prospective bidder may seek clarification/s within 10 days from the date of publication of tender.
- b. Verbal clarifications and information given by Employer (MYC) or any of its employee(s) or representative(s) shall not in any way be binding on the Employer (MYC).
- c. The bidder is required to carefully examine the Terms & Conditions including specifications of this Tender document and fully inform itself with all the terms and conditions which may in any way affect the Work or the cost involved thereof.

B. Clarifications to the bid

- a. To assist in the examination, evaluation, comparison and post qualification of the proposals, the Tendering Authority may, at its discretion, ask any bidder for a clarification of its bid. The Tendering Authority's request for clarification and the response shall be in writing or e-mail of the Authorized Signatory of the Bidder.
- b. Any clarification submitted by a bidder about its bid that is not in response to a request by the Tendering Authority shall not be considered.
- c. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Tendering Authority in evaluation of the proposals.

C. Amendment to tender document

- a. At any time prior to the deadline for submission of the proposals, if the Tendering Authority deemed it necessary to amend the Tender document, it shall do so by issuing appropriate Corrigendum / Addendum.
- b. Any Corrigendum/Addendum issued shall be a part of the Tender document and shall be published on the MYC Mizoram portal (<https://myc.mizoram.gov.in>) & e-procurement portal: <https://mizoramtenders.gov.in/>
- c. To give prospective Bidders reasonable time to take a Corrigendum/Addendum into account in preparing their proposals, the tendering authority may, at its discretion, extend the deadline for the submission of the proposals.
- d. Any change in date of submission and opening of proposals would be published through MYC Mizoram website and Mizoram tender portal.

D. Deviation from bidding documents

- a. The bidder should comply with all requirements set out in the bidding document and no TECHNICAL and FINANCIAL deviation shall be entertained.

- b. The proposals with deviation from the requirement laid down in this document shall be considered as non-responsive.
- c. The offer must have 'No Deviation Certificate' as per bid document. (A form would be required for this)

3.6 Submission of proposals

A. Cost of bidding

The Bidder shall bear all the risks and costs associated with the preparation and submission of its proposal, and the Tendering Authority shall not be responsible or liable for those risks and costs, regardless of the conduct or outcome of the bidding process.

B. Language of proposals

The proposals, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Tendering Authority, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in any other language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

C. Submission of proposals

The Bid shall be submitted within the specified time and date in printed format only to the MYC, Govt. of Mizoram in the following manner:

- a. The bidders should submit their responses as per the format given in this RFP in the following manner
 - I. Technical Proposal in second envelope
 - II. Financial Proposal in third envelope
- b. The response to Pre-Qualification Proposal, Technical Proposal and Financial Proposal (as mentioned above) should be covered in separate sealed envelopes super-scribing, "Technical Proposal" and "Financial Proposal" respectively.
- c. Please note that prices should not be indicated in the Technical Proposal.
- d. The three envelopes containing copies of, Technical Proposal and Financial Proposal should be put in another single larger sealed envelope clearly marked "Response to RFP for Selection of Implementing Agency for North-Eastern Region (NER) Online-Job Portal"
- e. The outer envelope thus prepared should also indicate clearly the name, address, telephone number, mobile number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- f. The Bidder shall make sure that the Proposals are properly bound, and all the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- g. All pages of the bid, including the duplicate copies, shall be signed and stamped by the person or persons who is authorized to sign the bid.

D. Submission of proposals

- a. ***Bidders shall submit their proposals through an e-procurement portal and physically in printed format*** which shall be signed and stamped on each page by the designated authorized representative of the Bidder.

E. Filling in of proposals

- a. proposals shall be submitted with the formats and schedules given in the Tender document duly filled in. The completed formats and schedules shall be considered as part of the contract documents in case the same Bidder becomes Successful Bidder.
- b. The proposals which are not in conformity with the schedules and formats of the Tender document will be considered incomplete and will be summarily rejected.
- c. No alteration should be made to the format and schedule of the tender document. The Bidder must comply with all the requirements as laid down in this RFP.
- d. Tenders should be filled in only with ink or typed and must be submitted physically to the Mizoram Youth Commission.
- e. All additions, alterations and over-writing in the proposals must be clearly signed by the authorized representative of the bidder. Otherwise, the bid shall be summarily rejected.
- f. The bidder must quote the prices strictly in the manner as indicated herein, failing which the bid will be liable for rejection. The rates/prices shall be entered in words as well as in figures. These must not contain any additions, alterations, over-writing, cuttings or corrections and any other marking which leave any doubt and further may result in rejection of such a Bid.
- g. The Tendering Authority will not be responsible for accepting any cost involved in the preparation or submission of proposal.
- h. All proposal and accompanying documents shall be addressed to the Secretary, Mizoram Youth Commission, Govt. of Mizoram.

E. Alternative proposal

Alternative proposal shall not be considered.

F. Bid Prices

- a. All the prices should be quoted only in Indian Rupees (INR) Currency.
- b. The prices quoted in the Bill of Material Excel file (BOM.xls/BOM.xlsx) should be inclusive of GST/any taxes and other government levies as applicable. The present rates of applicable taxes shall be indicated by the bidder in its Bid, which is subject to statutory variation and shall be borne by MYC. In case the GST/taxes/Govt. levies are reduced, the same shall be adjusted by the successful bidder in the price/cost of material or service.
- c. The bidder will furnish the break-up of the quoted price in Financial Proposal according to SECTION9: FORMAT FOR FINANCIAL PROPOSAL SUBMISSION, indicating rate and type of each tax clearly, as per the rates prevailing at the time of bid submission. Any statutory variation and imposing of new tax by the government subsequent to bid submission shall be on MYC account.
- d. The permissible lower limit is fixed at 5% of tendered cost and the upper ceiling should not exceed the tendered amount.

3.7 Period of validity of proposal

- a. The bid validity period is provided in the table mentioned in the Notice Inviting Tender (NIT) section. Proposals mentioning a shorter validity period than as specified are likely to be summarily rejected.
- b. The Tendering Authority may ask for extension in the validity period. The Bidder will be at liberty to accept it or not. In case the Bidder agrees to extend the validity period without changing its original offer, the bidder will be required to extend the validity period of the Bid Security / EMD suitably.

3.8 Signature of bidder

- a. The bid must contain the name, address and place of business of the Bidder and must be signed and sealed by the Designated Authorized Representative of the Bidder. The name of such a person should also be typed or printed below the signature.
- b. Bid by a partnership firm / consortium must be furnished with full names of all partners.
- c. proposal by corporation/company must be signed by the Authorized representative of the Bidder with the legal name of the corporation/company.
- d. Satisfactory evidence of authority (Power of Attorney) of the person signing on behalf of the Bidder shall be furnished with the bid.
- e. The Bidder's name stated on the proposal shall be the exact legal name of the firm.
- f. proposals not conforming to the above requirements of signing shall be disqualified.

3.9 Delay in bid submission

The tendering authority shall not consider any bid that arrives after the deadline for submission of proposals as indicated in the Notice Inviting Tender (NIT). Any bid received by the tendering authority after the deadline for submission of proposals shall not be accepted.

3.10 Receipt of proposals

proposals shall only be submitted in hard copy physically to MYC, Govt. of Mizoram.

3.11 Withdrawal, Substitution and Modification of proposals

A bidder cannot withdraw, substitute or modify its bid after submitting it to the MYC, Govt. of Mizoram.

3.12 Bid Opening

- a. MYC shall perform the Bid opening at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.
- b. Only the proposals of those bidders who qualify post the Technical Proposal evaluation shall be eligible for Financial Proposal opening. The date and time of the Financial Proposal opening for the technically qualified Bidders will be intimated later..

3.13 Evaluation and Comparison of proposals

- a. The evaluation will be made based on quality - cum – cost (QCBS), with a weightage to quality of services and cost in the ratio of 60:40.
- b. The Evaluation Committee will evaluate the technical proposal. Bidders may be requested to give a presentation on their proposed solution if required. The presentation would not be a part of the technical evaluation process.
- c. The overall objective of this evaluation process is to select the capable and qualified firm in the business domain of developing and rolling out a software, related hardware and other infrastructure, providing associated capacity building, training and handholding support as well as associated managed services and who will provide a comprehensive solution towards Supply, Installation, Integration, Commissioning, Development, Deployment, Operation & Management of software Application.
- d. Technical Proposals will first be evaluated and only those bidders who meet the requirements will be eligible for the next set of evaluations. Financial Proposals of Bidders who do not meet the Technical criteria will be returned without opening.
- e. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70% in the technical evaluation would be eligible for the next stage, i.e. Financial opening. proposals which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered from Financial evaluation. Scores of technically qualified Bidders shall be weighed on a scale of 60% and shall be carried forward for evaluation together with the scores Financial evaluations.
- f. Proposals of Bidder would be evaluated as per Technical Evaluation Criteria. Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.
- g. MYC may also undertake oral clarifications with 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.
- h. In the event that only one bidder meets the eligibility criteria for the opening of the financial proposal, the tendering authority shall retain the sole discretion to proceed with the evaluation of the single eligible bidder.

3.14 Technical Bid Evaluation Criteria

Sl. No.	Criteria	Max Criteria / Sub Criteria marks
1	Experience of the firm in preparation of DPR for software.	10
2	Experience of the firm in execution of development of software. Work of similar nature shall be counted as experience, based on the following criteria: Work of similar nature amounting to (a) 5 crore and above - 100% (b) 3 to 4.99 crore - 70% (c) 1 to 2.99 crore - 50%	20
3	(a) capability of transfer of Knowledge /Training with Implementing Agency - 50% weightage (b) Local Presence - 50% weightage Establishment/Branch office at Aizawl (Location of Implementing Agency) - 100% Establishment/Branch office Outside Aizawl (Location of Implementing Agency) within Mizoram - 70% Establishment/Branch office Outside Mizoram - 50%	10
4	Consultant Resource Schedule, Methodology & Work Plan, Maintenance Plan	20
5	Suitability of Key personnel for the assignment	
	a) Qualification Master degree(or equivalent) and above - 100% Graduate (or equivalent) - 70% HSSLC (or equivalent) - 40%	15
	b) Relevant Experience Four completed similar projects - 100% Three completed similar projects - 80% One to two completed similar projects - 50%	15
6	Financial Turnover Figures for last 3 years (as per audited by Registered Chartered Accountants). The average annual turnover during the period must be not less than 2 crore.	5
7	Quality Assurance/Management Systems a.) Dual Oversight b.) Co-Management	5
	Total	100

3.15 Commercial Bid Evaluation

1. The commercial scores will be calculated as $F_n = F_{min} / F_b * 100$ where,
 F_n = Normalized financial score of the bidder under consideration
 F_b = Evaluated cost for the bidder under consideration
 F_{min} = Minimum evaluated cost by any bidder.
2. Only fixed price financial proposals indicating total price for all the deliverables and services specified in this bid document will be considered.
3. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
4. Any conditional bid would be rejected.
5. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.
6. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
7. Final Evaluation of the overall score will be calculated as follows:-

$$B_n = 0.60 * T_n + 0.40 * F_n$$

where,

B_n = overall score of bidder under consideration

T_n = Technical score for the bidder under consideration

F_n = Normalized financial score of the bidder under consideration

8. Contract will be awarded to the bidder securing the highest score **B_n** . MYC reserves the right to negotiate with the Bidder whose proposal has been ranked first on the basis of best value.

3.16 Confidentiality

- a. Information relating to the examination, evaluation, comparison, and post qualification of proposals, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract award.
- b. Any attempt by a bidder to influence the tendering authority or other officials of MYC in the examination, evaluation, comparison, and post qualification of the proposals or Contract award decisions shall result in the rejection of its bid and EMD of such bidder shall be forfeited.
- c. From the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Tendering Authority on any matter related to the Bidding process, the bidder may do so in writing only.

3.17 Non-Material Non-Conformities

- a. Provided that a bid is substantially responsive, the Tendering Authority, to rectify omission in the bid related to requisite documents may request the bidder to submit the necessary information or documentation provided that the required information was in existence as on date of opening of bid.
- b. No new information created after opening of bid shall be considered.

3.18 Disqualification

Tendering authority may at its sole discretion and at any time during the processing of bid, disqualify any bidder/ bid from the bid process on following grounds.

- a. Any action on the part of the bidder to revise the rates/prices and modification in technical or commercial substance of Bid, at their own, except for changes attributable to the government
- b. Submission of any supplementary information unless & otherwise asked for at his own instance after the opening of the Bid may result in rejection of the Bid and blacklist such bidder/s from submission of Bid to The Mizoram Youth Commission, Govt. of Mizoram for next two years from the date of such instance.
- c. The Bidder has been disqualified from any other Govt. or Govt. agency in India for any violation of code of conduct.
- d. In case of the bidder not adhering to the format of financial offer given with this document, the bid may be rejected.
- e. In case of any misapprehension at bidder level which may lead to wrong price bidding, MYC reserves the right to reject the bid or take necessary loading / unloading to arrive at the correct price as per aspersion of MYC / tender specification. Accordingly, the bidders are advised to ask to clarify about any misapprehension before bidding. No excuse shall be considered in this regard.
- f. Bidder does not meet the Qualification Requirement (QR) as mentioned in the bidding document. Has submitted a conditional bid or imposed conditions in its bid.
- g. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- h. Has been black-listed by any utilities in India as on 31.12.2024
- i. Has submitted bid which is not accompanied by required documentation and Bid Security / EMD/Tender document fees

Note: Bidders may specifically note that while processing the bid documents, if it is found, expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay/ holding up the processing of proposals then the bidders so involved are liable to be disqualified for the contract as well as for a further period of two years from participation in any of the proposals floated by any department under Govt. of Mizoram.

3.19 Award of contract

A. Acceptance of the bid and award of project/contract

- a. After the selection of the Successful Bidder by the Tendering Authority within the validity period of Bid, the Tendering Authority shall inform such Bidder in writing by issuing Letter of Intent (LOI).
- b. The Successful Bidder shall send an acknowledgement of the LOI to the MYC, post which MYC shall prepare and send a detailed work order to the Successful Bidder.
- c. In case, the Successful Bidder refuses to accept LOI, and does not intent to perform the scope of work, the offer shall be rejected with forfeiture of its BID SECURITY/EMD and order may be placed to L2 bidder (provided he accepts the prices offered by L1 bidder).
- d. MYC shall issue Work Order to the Successful Bidder requiring the successful bidder to do the following things within specified timeline. If the Bidder fails to do the following things within specified timeline, BID SECURITY/EMD of such Bidder may be forfeited and Tendering Authority may consider the next ranked bidder to award the project-
 - i. Written Letter of Acceptance of Work Order along with duly signed and sealed copy of such Work Order as token of such acknowledgement within 15 working days.
 - ii. Submission of Performance Bank Guarantee (PBG) as required to be submitted under the Contract within 15 working days.
 - iii. Signing of the Contract (based on the terms & conditions of this Tender Document) with the MYC within 15 working days after issue of Contract format by MYC to the Successful Bidder. In case any of the parties (MYC and the Successful Bidder) is unable to sign the Contract within 15 working days, it shall inform the other party in advance regarding the same along with the reason and suitable time for signing of the Contract.
- e. Decision on proposals shall be taken within the original validity period of offers. If the decision on acceptance or rejection of a bid cannot be taken within the original bid validity period due to unavoidable circumstances, all the bidders shall be requested to extend the validity period of their proposals up to a specified date. It is discretion of the bidder to accept the extension or not. Those bidders who do not accept shall be discontinued from the bid process and their BID SECURITY/EMD may be refunded.
- f. Until a formal Contract is prepared and signed, the Work Order/ LOI shall constitute a binding Contract.

3.20 Signing of contract agreement

- i. The successful bidder will, on receipt of Work Order from the MYC enter into a contract with the MYC by jointly signing the Contract.
- ii. The draft of the contract based on terms and conditions, will be forwarded to the successful bidder for execution by the MYC.
- iii. The Contract will be signed within fifteen days thereafter. The person to sign the Contract must be duly authorized by the Bidding entities.

3.21 Reservation of Rights

To take care of unexpected circumstances, the Tendering Authority shall reserve the rights for the following:

- a. Extend the last date & time for submission of the proposals.
- b. Amend the Tender Document at any time prior to the last date & time of submission of proposals.

- c. To reject any bid without assigning any reasons.
- d. Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of proposals.
- e. Seek the advice of external consultants to assist MYC in the evaluation or review of proposals.
- f. Make enquiries of any person, company or organization to ascertain information regarding the bidder and its proposals.
- g. Reproduce for the purposes of the procedure the whole or any portion of the proposals despite any copyright or other intellectual property right that may subsist in the proposals

Note: Direct or indirect canvassing on the part of the Bidder or his representative/s would be a ground for disqualification of such Bidder from this process.

3.22 Other general terms of tender

- a. MYC does not bind itself to accept the lowest or any bid or any part of the bid and shall not assign any reason(s) for the rejection of any bid or a part thereof.
- b. The fact of submission of bid to the MYC shall be deemed to constitute an agreement between the Bidder and the MYC whereby such bid shall remain open for acceptance by the MYC and Bidder shall not have option to withdraw his offer, impair or derogate the same. If the Bidder is notified during the period of validity of bid that his bid is accepted by the MYC, the bidder shall be bound by the terms of agreement constituted by bidder's bid and such acceptance thereof by the MYC, until formal contract of the same bid has been signed between the successful bidder and MYC in replacement of such agreement.
- c. The successful bidder will have to sign the contract agreement for the proper fulfillment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the Tender Document/Bid, interpretations as may be advantageous to MYC may be taken, if satisfactory clarification is not furnished within the prescribed period.
- d. MYC will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of proposals.
- e. MYC reserves the right to:
 - i. Reject or accept any bid
 - ii. Cancel the bid process and reject all applications
 - iii. MYC shall neither be liable for any action nor be under any obligation to inform the bidders of the grounds for any of the above actions

3.23 Special Conditions of Tender

- a. If the services of the vendor are not as per the awarded work for three consecutive months after commencement of work, then MYC will have liberty to terminate the contract.
- b. Time is of the essence in this project. The successful bidder is expected to implement the systems for the project area as per the schedule indicated in RFP.
- c. The service provider shall maintain the confidentiality of the database.
- d. The bidder shall export all the parameters or specific parameters to any other central or state government portals as and when instructed by MYC.

SECTION 4: Terms and Conditions

The Terms and Conditions of the contract shall prevail and shall be binding on the bidder and any change or variation expressed or impressed however made shall be in-operative unless expressly sanctioned by the MYC. The Bidder shall be deemed to have fully informed itself and to have specific knowledge of the provisions under Terms and Conditions of this Tender Document mentioned hereunder:

4.1 Definition of Terms

- a. In constructing these general conditions and the annexed specification, the following words shall have the meaning herein assigned to them unless there is anything in the subject of context in consistent with such construction. “MYC” shall mean the Mizoram Youth Commission, Govt. of Mizoram, represented by Secretary and shall include their legal personal representative, successors and assignees.
- b. The “Bidder” shall mean and include one or more persons or any firm or any company or body in corporate or consortium who has submitted the tender in response to this RFP.
- c. The “Agency / Contractor / Successful bidder” shall mean the Bidder whose Bid has been accepted by MYC and shall include its heirs, legal representative, successors and assignees approved by the MYC.
- d. The “Secretary” shall mean the Secretary, MYC, Govt. of Mizoram.
- e. “Works” mean and include the work or works to be done by the Agency under the contract.
- f. The “Contract” shall mean and include the following:
 - i. Notice Inviting Tender (NIT).
 - ii. Complete Tender document including its amendments if any.
 - iii. Bid submitted by bidder.
 - iv. BID SECURITY / EMD.
 - v. Letter of Intent and its acknowledgement.
 - vi. Security Deposit / Performance Bank Guarantee/s.
 - vii. Detailed Work Order.
 - viii. Addenda that may hereafter be issued by the MYC to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and MYC.
 - ix. The agreements to be entered as per Tender Document.
 - x. Requisite Power of Attorney in favor of the authorized signatory of the Bidder.
- g. The “Specification” shall mean the specification; specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.
- h. The Month shall mean, English calendar month i.e. period of 30 days and week shall mean a period of 7 days.
- i. The “Site” shall mean the place or places named in the contract and include, where applicable, the lands and buildings upon or in which the works are to be executed.
- j. “Acknowledgement of Letter of Intent” shall mean the Bidder’s letter conveying the acceptance of it being a successful bidder and its intent to perform the contract.
- k. “Acknowledgement of Work Order” shall mean the Bidder’s letter conveying the acceptance of the tender as per the terms and conditions as has been stated therein.
- l. The “Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
- m. “Letter of Intent” shall mean the Letter issued by MYC to the successful bidder for informing that the bidder is successful after all stages of evaluation for this RFP.

- n. "Work Order" shall mean MYC's letter which may be issued in the way of a letter containing detailed terms and conditions of the work and such other particulars which MYC may like to convey to the Agency pending signing of a formal written Contract.
- o. "Writing" shall include any manuscript type written or printed statement under or over signature or seal as the case may be.
- p. Works importing "PERSON" shall include firms, Companies, Corporations and other bodies whether incorporated or not.
- q. Words importing the singular only shall also include the plural and vice version where the context requires.
- r. Terms and expressions not herein defined shall have the same meaning as one assigned to them in the Indian Contract Act (Act IX of 1872) and falling that in the General Clause Act, 1897

4.2 Contract

After the selection of a successful bidder, MYC will issue a Letter of Intent (LOI) and subsequently a detailed Work Order (WO) to such bidder. A contract shall be entered between MYC and the successful bidder.

4.3 Contract Value

Contract Value shall be termed as total order value as quoted / accepted by the Successful Bidder in the Financial Bid.

4.4 Contract period

The contract period shall be initially for a period of 3 years including the Procurement, Setup, Roll-out, and Maintenance period, counted from the date of award of contract. The contract period may further be extendable as per mutual agreement.

4.5 Implementation & Project Maintenance Period

The implementation period of the project shall as defined in this document where all the hardware, software, resources, etc. should be procured/installed/deployed by the Agency. The implementation period for this project shall be maximum 1 year from the date of award of contract. This will be followed by 2 years of maintenance period. While, implementation and maintenance period are flexible, the total duration of the project shall not exceed 3 years.

4.6 Termination of Contract

If the services rendered by the Agency fail to meet the bare minimum requirements of MYC for three consecutive months after commencement of work then, MYC will have liberty to terminate the contract. Bare minimum requirement is,

- a. Project Schedule Variance should be less than 10%
- b. Project Cost Variance should be less than 10%
- c. Implementation part should be completed within 1 year.

4.7 Fallback Arrangement

- a. In the event of failure of the Agency to fulfill its obligations, duties and responsibilities as per the terms & conditions of the Contract, MYC shall inter-alia have the right, at any time, to resort to fallback arrangement. Under such arrangement, MYC shall take charge of all facilities and systems whether in operation or under execution after giving

suitable notice as provided in the Contract and can recover the losses suffered due to such failure from the PBG/s and other holding/s of Agency with MYC. If the PBG/s and other holding/s of the Agency is/are insufficient, the Agency shall pay the difference to MYC failing which MYC shall have the right to recover the sum through legal or other means.

- b. The MYC shall have the right in such circumstances to manage the system itself after taking charge of the facilities as above or through any other agency as it may deem fit and no claim of Agency for compensation in this respect shall be entertained/entered.
- c. The MYC shall have the right in such circumstances to blacklist/bar/disqualify the Agency from submission of Bid to any Govt. Agency in Mizoram for at least two years.

4.8 Handing Over on Termination / Project Completion

- a. The Contract shall require the Agency to cooperate in handing back the facilities, records, data backup and documents, software license/s if any with documentation, manuals, etc. to MYC after termination of Contract.
- b. The ownership of all data, information, application, database, software, hardware, Intellectual Property rights, designs, diagrams, architecture, and Patents, etc. shall be with MYC.
- c. The MYC shall have full rights without any hindrance/inhibition to use all components of the system setup under this project for any further enhancement, or development.
- d. The bidder may not claim any stake in the project after completion of the contract period.
- e. MYC may decide to select another bidder for any future enhancement, development or O&M of the component setup under this project after completion of the bidder's contract under this project.
- f. In the event of termination or expiry of contract, the bidder shall be responsible for the transition activities to be completed across a transition period as decided by MYC (within the contract period). These activities shall also be applicable in case of reduction in scope of services if applicable. The successful bidder shall provide knowledge transfer to the operations team through workshop, discussion sessions and response to queries. The bidder should ensure that its team has handed over administration rights/passwords to the new operations team as nominated/decided by MYC.

In case MYC observes the lack of willingness to manage transit/ sharing of information or lack of support from the Agency (selected through this RFP), MYC shall have absolute discretion to levy severe penalties and deduct the amount from monthly billing or Performance Bank Guarantee/s.

4.9 Performance Bank Guarantee (PBG)

- a. A Performance Bank Guarantee (PBG) equivalent to 5% (Five Percent) of the total contract value shall be furnished by the Successful Bidder within 15 days of receipt of Work Order from MYC, through crossed Bank Demand Draft or by way of Bank Guarantee. The Performance Bank Guarantee shall be valid for three months in addition to the entire contract period (i.e. Contract time period + 3 months). It will be the responsibility of the Agency to get its PBG extended, if required. The MYC may invoke the Performance Bank Guarantee without giving any information to the Agency if validity of PBG expires in less than the mentioned time period.

- b. The Bank guarantee in the prescribed format must be from any Nationalized/Scheduled Bank. The Agency may furnish Bank Guarantee on stamp paper of Mizoram state and shall furnish a certificate of Banker that the stamp duty has been paid as per prevailing rules of Mizoram.

4.10 Agency to Fully Inform Itself

The Contract shall be considered to have come into force from the date of its signing. The Agency shall be deemed to have carefully examined the Tender document including General Conditions, specifications and schedules. Also, it shall be deemed to have satisfied itself with the nature and character of the work to be executed and where necessary, of the site conditions and other relevant matters and details. Any information thus had or otherwise obtained from the MYC or any of its employees shall not in any way relieve the contractor from his responsibility for the supplying of the Infrastructure, hardware, software and other equipment and executing the work in terms of the contract including all details and incidental works and supply all accessories or apparatus which may not have been specifically mentioned in the contract but necessary for ensuring complete erection and safe and efficient working of the envisaged system.

4.11 Contract Documents

- a. The order placed under this Tender document shall be governed by the terms and conditions as incorporated in this Tender document and as given in the detailed work order. The terms and conditions as specified in this Tender document if differ from the terms indicated in the detailed work order the latter shall prevail.
- b. The contract shall for all purposes be construed according to the Laws of India and subject to jurisdiction of Mizoram Courts only. For the due fulfillment of the contract, the Agency shall execute the Contract in the prescribed form, in prescribed number of copies on Mizoram State Non-judicial stamp paper bearing stamp duty as applicable. The expenses of completing and stamping the Contract shall be borne by the Agency. Such Contract shall be executed and signed by the authorized signatory of the Agency on each page thereof.
- c. Such complete agreement forms along with the contract documents together with a “Power of Attorney” in favor of the Executants shall be required to be returned to the MYC within a period of 15 days from the receipt of order duly signed on each page. One copy of the executed agreement duly signed by the MYC shall be sent to the Agency.
- d. The contract documents shall mean and include the following:
 - i. Contract agreement.
 - ii. Notice Inviting Tender (NIT).
 - iii. Complete Tender document including its amendments if any.
 - iv. Bid submitted by bidder.
 - v. BID SECURITY / EMD.
 - vi. Letter of Intent and its acknowledgement.
 - vii. Security Deposit/ Performance Bank Guarantees (PBG).
 - viii. Detailed Work Order and its annexure/s, if any.
 - ix. Addenda that may hereafter be issued by the MYC to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and MYC.

- x. The agreements to be entered as per Tender Document.
- xi. Requisite Power of Attorney in favor of the authorized signatory of the Bidder.

4.12 Maintenance of Facilities and Personnel

- a. The Agency shall maintain all requisite facilities at Aizawl of its own as required to carry out the work as per the Tender document.
- b. **Facilities** - The Agency shall provide and maintain a controlling office with requisite infrastructure at Aizawl with proper staff & facilities like telephone with fax, mobile phone, Internet etc. at its own cost and shall remain open at all reasonable hours to receive communications. Proof of office address in Aizawl shall be furnished along with the bid document.
- c. **Personnel** - The Agency shall deploy exclusive supervisory and other personnel for efficient management of the work under contract. Apart from the personnel specified in the scope of work. However, this contract is on service model, Agency shall be responsible for smooth & timely execution of work by appointing enough manpower
 - i. Manager or an alternate shall be available for communication during 10 a.m to 6 p.m on all days.
 - ii. Agency shall not change the Manager/nodal officer, if the employee has not left the service.
 - iii. Agency shall immediately inform MYC about any change of personnel/contact numbers through Email and post.
 - iv. Agency shall issue identification cards (ID card) to all its personnel engaged in the work under the contract. The identification card duly signed by authorized signatory of managerial position of the agency. The format of such ID cards shall be approved by the concerned MYC Officer. The ID card format shall consist of key details of employees and photographs of the concerned personnel along with the logo of the Agency. The MYC will countersign the ID cards and return the ID cards to the Agency for distribution to the concerned personnel. The IDs shall be handed back to the MYC after the completion of work under the contract.
- d. **Nodal Officer for Execution of Project** - After award of contract, to interact between the field offices and Agency, MYC shall appoint a Nodal Officer. Similarly, the Agency shall communicate the name of the authorized person(s) that would act as a Nodal Officer(s) from Agency's side

4.13 Agency's Rights

- a. The Agency will be given rights to operate in the area during the Contract period for carrying out the work, which shall cease to exist on completion of the said period or on termination of the Contract.
- b. The Executing Agency shall execute the works at approved cost as per approved .
- c. The Executing Agency shall be wholly, solely and fully responsible for the timely completion of the project.

4.14 Contract Agreement

- a. The Contract shall set out specific events of default by one party that will entitle the other party to terminate the Contract. The party committing an event of default, which

is capable of being remedied, will be given a reasonable opportunity to remedy the default.

- b. The Contract can however be otherwise terminated by either party by giving two-month notice and on terms to be mutually agreed which may include payment of suitable compensation for losses suffered by the other party due to such termination.
- c. Agency shall indemnify MYC against any claims, demands, costs and expenses whatsoever which may be made against MYC, because of failure of the Agency or its representatives in the performance of their duties and negligence, any accident or injury to any person.

4.15 Mode and Terms of Payment

- a. The project outlined is a service-oriented initiative, and payment to the Partner will be contingent upon the successful delivery of services as specified in the agreement.
- b. Payments to the Partner will be processed according to the Payment Schedule and Terms of Payment detailed in this RFP. To facilitate payment, the Partner must submit invoices accompanied by the necessary Sign-Off from MYC.
- c. In the event of early termination of the agreement before the project launch, the Partner will forfeit any right to compensation or payment
- d. However, if the agreement is terminated after the commencement of operations, the Partner will be entitled to payment for the services rendered up to the date of termination.

SL. NO.	MILESTONE	DETAIL	PERCENTAGE OF PAYMENT
1	Milestone 1	-Develop and manage overall project strategies -Define partnership levels -Create documents and reports -Define SOPs to implement, track and report project activities	30%
2	Milestone 2	-Setting up infrastructure for the platform -Creating user story -UI/UX Design -Software Development -Cloud Hosting -Integration with different skill proving platform. -Enhancing the system to support Multiple states.	50%

3	Milestone 3	-Launching -On-boarding of the Youth and employer in the platform	20%
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4.16 Penalties / Service Level Agreement (SLA)

Operational penalties shall be applicable on the Bidder and shall be discussed and written on the agreement after award of contract. Service Level Agreement (SLA) is the contract among the Mizoram Youth Commission and the Project Implementation Successful bidder. SLA defines the terms of the System Integrator's (SI) responsibility in ensuring the performance of the Project based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators for the project, which can be considered by the State in the Service Level Agreement with operator.

The Table below summarizes the Indicative Performance Indicators for the services to be offered by the project Implementation Successful bidder.

#	Indicative SLA Parameter	SLA Target
1	Completion of all work modules & milestones	95%
2	Availability of all critical functionalities of all the modules	98%
3	Resolution of Priority 1 Calls	Within 6 Hours of logging the call
4	Resolution of Priority 2 Calls	Within 24 Hours of logging the call
5	Resolution of Priority 3 Calls	Within 48 Hours of logging the call

a. **Measurement of SLA:** - The Measurement of SLA parameters shall be decided by PMU and PMC jointly). Implementation Successful bidder should provide necessary monitoring software like SLA Monitoring tools, peripherals and other network devices.

b. **SLA Reporting:** - Other than the standard reports generated from SLA tool, any other customized reports required by Mizoram Youth Commission must be submitted by the selected bidder to be mutually agreed by both the parties.

c. Penalties

Parameter	Availability during working hours	Penalty
Application	Within SLA	Nil
	Less by 1% of SLA	0.5% of the Scheduled Payment milestone/ amount
	Less by >1% but < 2% of SLA	Additional 1% of the Scheduled Payment milestone/ amount
	Less by >2% but <5% of SLA	Additional 2% for every %age
	Less by >5% but <20% of SLA	Additional 2.5% for every %age
	>20% of SLA No Payment	No Payment
	Within SLA	No penalty

4.17 Implementation and Roll-out Schedule

Software Implementation Timeline

#	Task	Duration
1	Project Kickoff	T
2	Preparation of Software Requirement Specification (SRS)	T+5 weeks
3	Software Design	T+15 weeks
4	Software Development	T+25 weeks
5	Software Testing	T+35 weeks
6	Integration Testing	T+45 weeks
7	User Acceptance Testing	T+48 weeks
8	Training & Capacity Building	T+52 weeks
9	Support & Maintenance - Post User acceptance testing & Training	T+156 weeks

4.18 Governing Laws and Jurisdiction

The Indian Law shall govern the agreement. Only appropriate courts in Mizoram shall have exclusive Court Jurisdiction to deal with any matter arising out of or relating to the agreement or otherwise.

4.19 Jurisdiction for Legal Proceedings

The contract shall be governed by the laws of India for the time being in force and be subject to the court of competent jurisdiction at Aizawl, Mizoram. All disputes, differences questions whatsoever arising between the MYC and the agency upon or in relation to or in connection with the Contracts shall be deemed to have arisen at MYC Headquarter only and no court other than court at Aizawl, Mizoram shall have jurisdiction to entertain or try the same.

4.20 Settlement of Disputes

At any time any question, dispute or difference whatsoever which may arise between MYC and the Agency, the same shall be decided by Secretary, MYC or by the settlement committee constituted by them and shall be final and binding on both the parties.

4.21 Conduct of Agency Staff

If any of the Agency's employees shall, in the opinion of MYC, be guilty of any misconduct or incompetence or negligence, then if so, directed by MYC, the Agency shall at once remove such employee and replace him by an equally qualified and competent substitute.

4.22 Lien

In case of any lien or claim pertaining to the work and responsibility of the Agency for which MYC might become liable, it shall have the right to recover such claim amount from the Agency.

4.23 Force Majeure Conditions

If at any time during the currency of the Contract the performance in whole or in part be prevented or delayed by reason of any war hostility acts of public enemy, civil commotion, sabotage, fire floods, explosion, epidemics, quarantine restrictions, strikes, lockouts or acts of god (hereinafter referred to as Events) then, provided notice and adequate proof of the production/dispatch having suffered on account of these events is given within 21 days from the date of occurrence thereof the provision of penalty Clause/s shall not be invoked by MYC provided further that the deliveries under the contract shall be resumed, as soon as practicable after such event (s) has ceased to exist and the decision of the MYC as to whether the deliveries have been so resumed or not shall be final and conclusive provided further that in case the strike/lockout prolongs beyond a period of seven days, the supplier shall immediately inform about the same to the MYC in which case the MYC reserves the right to procure the material equipment on order or part thereof from any other source at the risk and cost of the agency.

4.24 Completeness of Contract

The contract shall be considered completed on termination of the contract period after full handing over of data, documents or material and clearing all dues towards the agency as specified in this document and certified by the Secretary, MYC.

The bidder shall ensure that all Intellectual Property (IP) rights which were created or acquired for this project must be handed over / transferred in the name of MYC or its representatives before final sign-off or project completion report. Any data, system, application, or any custom development which is done for this project during the tenure of the project by the successful

bidder shall belong to the MYC. The bidder or consortium partner/s or their representatives or employees shall not have any ownership of the same.

4.25 Inspection and Testing

All the materials which will be supplied shall undergo pre dispatch inspection by MYC officer's / representatives/s'. Before supply of items, clearance from MYC is required. The agency will have to offer in writing for material inspection. Suppliers will be required to pay for travel, stay, hospitality and other expenses of inspecting officials performing necessary inspections of materials and installation.

The designated officer/ representative of MYC shall on giving seven-days' notice in writing to the agency setting out any grounds of objections which agency may have in respect of the work, be at liberty to reject any drawing and all or any plant, or workmanship connected with such work which in his opinion are not in accordance with the contract or are in his opinion defective for any reason whatsoever.

The bidder shall state in its bid the places of inspection.

The vendor shall intimate at least 7 days in advance through notice(s) about the readiness of material for dispatch commensurate with specific delivery schedule to enable the purchaser to depute his representative for inspection testing and checking of the material/equipment. For this purpose, the date of receipt of the letter in the office of the purchasing authority shall be deemed as the date of call for inspection and not the date mentioned in the letter and the date of dispatch.

The purchaser reserves the right of having any inspection of a special test of a reasonable nature at the agency's premises or at contract sites in addition to those prescribed in applicable standards and the enclosed technical specification. Unless the inspection is specifically waived no material shall be dispatched without inspection and clearance for dispatch by the purchaser's representative.

The purchaser reserves the right to reject all or any part of the material being manufactured or awaiting dispatch, due to any defect or deviations from the standard specifications prescribed as observed during the Inspection. In case of any dispute/difference in this regard the decision of the Secretary shall be final and binding.

The purchaser also reserves the right to get the material/equipment tested in any recognized Government Laboratory & claiming any compensation or rejecting the material/equipment, if not found in accordance with the specification. All charges consequent to such rejection and replacement / rectification shall be borne by the Agency.

4.26 Death, Bankruptcy, etc.

- a. If the Agency shall die or dissolve or commit any act or bankruptcy or being a corporation commence to be wind-up except for reconstruction purpose or carry on hits, business under a receiver, the executors successors, or other representatives in law of the state of the Agency or any such receiver, Liquidator, or any persons to whom to the contract may become vested shall forthwith give notice thereof in writing to the MYC

for one (1) month during which it shall take all reasonable steps to prevent stoppage of the work, have the option of carrying out the contracted work subject to providing such guarantee as may be required by the MYC but not exceeding the value of the work provided however that nothing mentioned above shall be deemed to relieve the Agency or his successors of his or other their obligations under the contract under any circumstances.

- b. In the event of stoppage of the work the period of the option under this clause shall be seven (7) days only. Provided that, should the above option be not exercised, the contract may be terminated by the MYC by notice in writing to the Agency and the same power and provisions reserved to the MYC as mentioned in the Tender in the event of taking the work out of the Agency's hand's shall immediately become operative.
- c. Change of name of the Agency at any stage after the Bidding Process, the MYC shall deal the same as per prevailing rules of the MYC.

4.27 Rules and Regulations

The job shall be carried out as per the rules, regulations as prevailing in MYC, which shall be made available to the Agency. These rules and regulations may be modified by MYC from time to time and would be intimated to the Agency for incorporating during the currency of Contract.

The Agency will also follow the labour regulations and the directions of Government and other authorities enforcing the regulations and comply with any other relevant legislation in force from time to time.

4.28 Failure to Execute the Contract

Agency failing to execute the order placed on them to the satisfaction of MYC under terms and conditions set forth therein, will be liable to make good the loss sustained by the MYC, consequent to the placing of fresh orders elsewhere at higher rate, i.e. the difference between the price accepted in the contract already entered into and the price at which fresh orders have been placed. This is without prejudice to the imposition of Penalty/ Liquidated Damages and forfeiture of Performance Bank Guarantee (PBG).

4.29 Effective Recoveries

Any loss, arising due to non-fulfilment of this contract or any other contract, will be recovered from the Performance Bank Guarantee (PBG) held and or any other amount due to the Agency from the MYC from this Contract as well as from other contracts, if any.

SECTION 5: Scope of Work

5.1 Software Development and Operations

The scope of work to be performed by selected agency will include (but is not limited to) the following tasks:

- a) The Agency shall develop Software as per the Software requirement issued by the Department.
- b) The agency shall render all required support to the Employer for follow up action, as may be required.
- c) The Agency shall complete the development of software as per the schedule below:

Phases	Duration (Month)	Outcome	Key Activities
Phase 1	1	Technical and functional roadmap for development of NER Job Portal	<ol style="list-style-type: none"> i. Kick-off meeting ii. Requirement Gathering iii. As-is Study of the system iv. To-Be document of the system v. Technical and Functional Requirement Roadmap vi. Sign off by MYC
Phase 2	4	Launch of the Portal/App for pan NER users with new User interface	<ol style="list-style-type: none"> i. Setting up Infrastructure for the platform ii. Setting up devops for the platform iii. User stories for technical development iv. Development of new platform with new UI/UX for v. Coordination with States in NER region for discussion and onboarding vi. eKYC through Aadhar of the youth vii. Enhancing the system to support Multiple states viii. Profile creation of the user who wants to offer his service ix. Mechanism to connect Service seeker and service provider based on slot booking x. On boarding of employers so that they can post jobs xi. Mechanism for Job seekers to apply for the job. (Job Fulfillment is outside the system) xii. Multilingual as per the language mentioned in the document xiii. Dashboard and Reporting xiv. First time user experience on the redesigned portal and app xv. Sign off by MYC

			xvi. Launch of the Portal/APP
Phase 3	4	Enhancement of the Portal/App with more features and integrations	<ul style="list-style-type: none"> i. Functional requirements and user stories ii. Payment gateway integration iii. Rating Framework iv. Feedback management v. Cert-IN and GIGW compliance vi. Testing, Security and release of features on Web/App
Phase 4	3	Portal Compliance and Support & Maintenance	<ul style="list-style-type: none"> i. Cert-IN and GIGW compliance ii. Support & Maintenance

5.2 Cloud Deployment

The agency shall provide sufficient cloud hosting for the software with a configuration specified by the bidder to meet the system requirements of the project.

5.3 Training Requirements for Administrators:

The Implementing Agency shall provide training sessions to officers or representatives identified by MYC. The primary objective of the training is to achieve 100% user adoption through technical and behavioral competencies. The training sessions shall be conducted in the English or the local language of the region. The Implementing Agency shall provide a training plan (including training curriculum and calendar) so that there is a proper transfer of knowledge about the deployed systems to MYC officers/representatives. The training shall cover technical, functional aspects.

The Implementing Agency is expected to complete / be involved in the following activities but not limited to:

- i. The Implementing agency shall host interactive training sessions where users can discuss their specific challenges and receive personalized guidance on using the platform effectively.
- ii. The training shall be organized via in-person workshops and online webinars to accommodate different learning preferences and schedules.
- iii. The training should equip internal staff with the skills to configure and customize the system according to organizational needs, including handling sensitive information and ensuring regulatory compliance.

- iv. The Implementing Agency shall ensure that all training materials and documentation are up-to-date and reflect the latest updates and features of the job portal.
- v. The Implementing Agency shall Monitor the progress of users post-training and provide additional support.

ANNEXURE I: Technical Proposal Submission Sheet

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Technical Evaluation Criteria.

Technical Proposal shall comprise of following forms:

FORM 1: Forwarding for submission of bid

To,

The Secretary
Mizoram Youth Commission
Govt. of Mizoram
Khatla
Aizawl, Mizoram - 796001

SUB: Submission of Bid for “North Eastern Region (NER) Online-Job Portal against RFP number XXXXX

Dear Sir,

We hereby submit our bid for “North Eastern Region (NER) Online-Job Portal" against RFP number XXXXX

We, the undersigned, declare that:

A. Declaration

- 1) We have examined and have no reservations to the Bidding Document, including Agenda No. YYYYYYY (if Any).
- 2) We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule, and the specifications mentioned in the bid document.
- 3) We are submitting our proposals with a complete set of enclosures.
- 4) We agree for execution of tendered work as per the terms & conditions as specified in this Tender Document.
- 5) We hereby confirm that the bid complies with all requirements set out in the bidding document and NO TECHNICAL and COMMERCIAL Deviation are contained in the Bid.
- 6) We understand that the proposals with Deviation from the requirement laid down in this document shall be considered as Non-Responsive.
- 7) The prices are as mentioned in Bill of Material (BOM).
- 8) The prices quoted are valid for a period of 120 days from the date of opening of “Financial proposals”.
- 9) The quoted / agreed prices are inclusive of all applicable Taxes (As per prevailing rates): YYYY, YYY.

- 10) We have noted the standard terms of payment and undertake to abide by the same.
- 11) The execution of work shall strictly be in accordance with the work completion schedule as given in the Tender Document. In case we fail to execute the work as indicated therein as per the tender specifications, the penalty provisions shall be applicable as per provisions of the Contract.
- 12) The material supplied by us shall conform to your specification.
- 13) We confirm that we agree to adhere to all the commercial terms and conditions as well as the technical stipulation of your specification and there is No Deviation. Such acceptance has also been confirmed in prescribed schedules of this offer.
- 14) We confirm that we are qualified for bidding in terms of Qualification Requirements specified in the bidding documents and have submitted the requisite qualification Certificate & data / documents with the bid.
- 15) Until a formal contract is prepared and executed, this together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
- 16) We understand that the quantity mentioned in the financial schedule is just for evaluation purposes, any payment shall be made based on actual numbers.
- 17) We understand that MYC, Govt. of Mizoram reserves the right to invite detailed proposals from any private entrepreneur or company; irrespective of the fact whether the company or entrepreneur has been pre-qualified.
- 18) We also understand that the MYC, Govt. of Mizoram reserves the right to reject any or all the proposals without assigning any reason thereof.
- 19) We understand that the prices quoted in the BOM are as defined in the RFP & the financial evaluation of the L-1 bidder shall be per Bid.
- 20) We agree to abide by all the conditions governing the proposals and decisions of the MYC, Govt. of Mizoram.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

FORM 2: General Profile of the Bidder

Kindly attach a copy of the latest Registration Certificate issued by the Registrar of Companies (RoC) to substantiate the information furnished against the general profile of the bidder.

Details	Responses
Bidding Entity Nature (Single Bidder/ Consortium) In case of consortium, mention Lead Bidder or Consortium Partner	
Full legal name of the firm	
Year of establishment	
Registered Office Address	
Address for Correspondence	
Authorized person(s) to be contacted	
Telephone number(s)	
Email id	
Fax number	
Names, Addresses, Contact Emails and Mobile Nos. of the Key Management Personnel of Firm such as MD/Directors/CEO, etc.	
Type of the firm Private limited/Public limited/Government sector /other	
Whether registered under companies act, Partnership Act, or any other act applicable for registration of Firms in India	
Registration Number & Date	

FORM 3: Compliance Sheet for Technical bid qualification:

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
1	<p>The responding firm / agency</p> <p>(a) Should have made a payment of Rs. 1500 (Rupees five hundred only) for the RFP document</p> <p>(b) Should have submitted a EMD of ₹ 15,00,000</p>	<p>a. DD/Cash Receipt for Rs. 1500</p> <p>b. EMD of ₹15,00,000</p> <p>In case of Small Scale Industries of Mizoram (MSME) EMD and Tender fee will be exempted however MSME registration proof needs to be attached</p>	Yes	
2	The bidder should be a registered company or firm in India	Copy of Registration Certificate with date of Incorporation or Registration	Yes	
3	The Firm / Company should be in the business as System Integrator for at least 3 years as of 30th March, 2024	Work orders confirming year and Area of activity	Yes	
4	The Net Worth of the responding firm must be positive as per the last audited Balance Sheet.	CA Audited Balance Sheet or Certified documents for the turnover		

5	The Bidder should have not been blacklisted by any Govt. or Govt. agency in India as on date of bid submission	Self-Declaration for No Blacklisting on appropriate non-judicial stamp paper duly Notarized		
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Form 4: Compliance Sheet for Technical Proposal

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1	Covering Letter for Technical Proposal	As per Form 1	Yes/No	
2	Past Experience in System Integration projects	Work Orders		
3	ISO Certification	ISO Certificate	Yes/No	
4	Past Experience in Software Development Project	Work Orders	Yes/No	
5	Empanelment	Empanelment Certificate	Yes/No	
6	Solution proposed by the responding firm	As per Form 5	Yes/No	
7	Training: Trainings proposed by the vendor and the amount of emphasis laid on Training the employees schedule details, locations, sessions and their description	A note on training containing a) Training model b) Approach c) Deliverables	Yes/No	
8	Profile of proposed team members: Relevant assignment experience / Years of experience / Number of Certifications in Technology	Form 7		
9	Proposed Implementation & Management Plan	As per Form 6		
10	Availability of office in Aizawl	Proof of Address		

FORM 5 : Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology.

Form 6: Proposed Work Plan & Maintenance Plan

Proposed Work Plan:

S No.	Activity	Calendar Months												
		1	2	3	4	5	6	7	8	9	10	11	12	12-
1														
2														
3														
4														
5														
6														
7														
8														

Support & Maintenance Plan:

S No.	Activity	Calendar Months												
		1-24 months												
1														
2														
3														
4														
5														
6														
7														
8														

- a) Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser

approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

- b) Duration of activities shall be indicated in the form of a bar chart.
- c) All activities should meet the 8/80 criteria i.e should take at least 8 hours and a maximum of 80 hours.

Form 7: Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Time committed for the engagement

Form 8: Curriculum Vitae (CV) of Key Personnel

(Key personnel include key positions such as Project Manager, Cloud & Infrastructure Engineer, Security & Compliance Officer etc.)

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> ● 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	

<p>Number of complete life cycle implementations carried out</p>	
<p>The names of customers (Please provide the relevant names)</p>	
<p>Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)</p> <p>Prior Professional Experience covering: Organizations worked for in the past</p> <ul style="list-style-type: none"> ● Organization name ● Duration and dates of entry and exit ● Designation Location(s) ● Key responsibilities <p>Prior project experience</p> <ul style="list-style-type: none"> ● Project name ● Client ● Key project features in brief ● Location of the project ● Designation ● Role ● Responsibilities and activities ● Duration of the project 	

ANNEXURE II: FINANCIAL PROPOSAL TEMPLATE

Form 1: Covering Letter

<Location, Date>

To:

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <Amount in words and figures>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 120 calendar days from the date of opening of the Bid. We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections. We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the . These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

7. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. 3 years from the date of award of contract. We understand you are not bound to accept any Proposal you receive. We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

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

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 2: Financial Proposal

Project Team		Cost in INR (inclusive of taxes)
1	Project Management	
2	Onboarding	
3	Content and Translation	
4	Technology Team	
5	Hosting Charges	
6	Maintenance for 2 years	
Grand Total (1+2+3+4+5+6)		(Both in figures and in words. In case of discrepancies, figures written in words shall be taken as final)