GUJARAT INFORMATICS LIMITED
Block No: 2, 2nd Floor, Karmayogi Bhavan,
C & D Wing, Sector-10, Gandhinagar: 382 010
Phone No: 23256022, Fax No: 23238925

Tender for Selection of Service Provider for Design, Development and implementation of Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application for Gujarat Council of Vocational Training (GCVT), Gandhinagar.
(Tender No. SWT240120194)

Pre-bid meeting   :   04.02.2020 on 1500 hours

Last Date of Submission of Bid   : 18-02-2020 till 1500 hours

Last Date of Submission of Bid Processing Fees & EMD: 18.02.2020 till 1500 hours

Date of Opening of Technical Bid   : 18-02-2020 on 1700 hours

Bid Processing Fee: Rs. 17,700

Abbreviation

GCVT	Gujarat Council of Vocational Training
DST	Department of Science & Technology, GoG
GoG	Government of Gujarat
SDC	State Data Center
GIL	Gujarat Informatics Limited
ITB	Instruction to Bidder
EMD	Earnest Money Deposit
GCC	General Condition of Contract
SCC	Special Condition of Contract
PBG	Performance Bank Guarantee
TSP	Total Solution Provider
OCR	Optical Character Reorganization
SP	Service Provider
SSC	Sector Skill Council
CAAF	Centre Accreditation & Affiliation Form
PMKVY	Pradhan Mantri Kaushal VikasYojana
NSQF	National Skill Qualification Framework
NSDC	National Skill Development Corporation
TP	Training Provider
TC	Training Centre

TABLE

1. SECTION 1: INVITATION FOR BIDS

Gujarat Informatics Limited on behalf of Gujarat Council of Vocational Training (GCVT) online bids for "Selection of Service Provider for Design, Development and implementation of Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application for Gujarat Council of Vocational Training (GCVT)"

Actual award of contract will follow the conditions as per this document. This document is given for enabling the bidders to know the tender conditions so as to guide them in filling up the technical bid and financial bid for the said work.

1. The bidders may download the tender document from website of Gujarat Informatics Limited (www.gil.gujarat.gov.in) as well as from (https://gil.nprocure.com).

2. This RFP document is not transferable.

3. No Consortium will be allowed.

4. Bidders shall submit bid processing fees in the form of Demand Draft in the name of "Gujarat Informatics Ltd." payable at Gandhinagar along with the covering letter.

5. Bidders shall submit Bid security/EMD of **Rs. 3,00,000/-** in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 12 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (as per prescribed format given at Section 10) and must be submitted along with the covering letter.

6. The sealed cover should be super scribe as "Bid Processing fees & Bid Security/EMD for the Request for Proposal for "Design, Development and implementation of Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application for Gujarat Council of Vocational Training (GCVT)".

7. Important Information

Sl. No.	Information	Details
1.	Last Date, Time for submission of written queries for clarification only by e-mail as per predefine format.	**18.02.2020 up to 1500 hrs.** nitintatu@gujarat.gov.in hirenp@gujarat.gov.in
2.	Last date and time for submission of EMD/ Bid Security& Bid Processing fees in GIL physically along with original Affidavit of **Self Declaration.**	**18.02.2020 up to 1500 hrs.**
3.	Last Date and Time for the Submission of Proposal (Technical and Commercial) (Online)	**18.02.2020 up to 1500 hrs.**
4.	Place, Date and Time for opening of Technical Proposals	**18.02.2020 up to 1500 hrs.** Block no. 2, 2nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar-382010, Gujarat
5.	Tentative Date of presentation by qualified bidders based on pre-qualification	Block no. 2, 2nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar-382010, Gujarat
6.	Contact person for queries	DGM (App.), Gujarat Informatics Limited
7.	Address for communication	Block no. 2, 2nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar-382010.
8.	Place, date and time for opening of financial/commercial proposal	The place, date and time for opening of financial/commercial proposal will give to the technically qualified bidder later on.
9.	Bid validity	180 days

8. Technical and Financial bids will be opened in the presence of bidders' or their representatives who choose to attend on the specified date and time.

9. Financial bids of only eligible bidder matching the pre-qualification criteria of the bids and qualify in presentation will be opened.

10. In the event of the date specified for receipt and opening of bid being declared as a holiday by Govt. of Gujarat, the due date for opening of bids will be the next working day at the appointed time.

11. Gujarat Informatics Ltd./GCVT reserve the right to accept or reject any tender offer without assigning any reason.

12. Use & Release of Bidder Submissions:
GIL/GCVT is not liable for any cost incurred by a bidder in the preparation and production of any proposal, the preparation or execution of any benchmark

demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the GIL/GCVT and may be returned at its sole discretion. The content of each bidder's proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process.

13. The document/papers prepared in this connection shall be the property of the GCVT/GIL and will have to be deposited with the GCVT after the work is over.

14. Bid validity period is 180 days.

2. SECTION 2: INSTRUCTIONS TO BIDDERS

A. INTRODUCTION
2.1 Source of Funds.
2.1.1 **GCVT is calling the SP for availing the service for** Design, Development and implementation of Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application for Gujarat Council of Vocational Training **(GCVT) as mentioned in the Scope of work.**

2.1.2 The Work order for the required service will be placed on the selected service provider by GCVT directly and the payment for the service mention in the said work order will be made directly by the GCVT from their own source of fund as per financial terms and condition of RFP.

2.2 Pre-Qualification Criteria
The firm/company meeting the following eligibility criteria will be considered for further evaluation.

Sr. No.	Eligibility Criteria	Attachments
I.	The bidder should be a company registered/ incorporated under Indian company Act and must have 5 years of existence in India as on date of submission of bids.	Valid copy of the Certificate of Incorporation.
II.	The Bidder should be Software Development firm and should be in operations in successful Software Development, Software Customization & Implementation anywhere in India for at least 5 Years as on date of submission of bid.	Copy of Work Orders confirming year and area of activity.
III.	The Bidder should have an annual turnover from IT Software related services (Software Development/ Software Customization & Implementation only) of at least Rs. 15 Crores during each of the last three financial years (2016-17, 2017-18 & 2018-19) or cumulative turnover of Rs. 45	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years. CA certificate mentioning turnover of Software development/IT products development and Support service activities.

Sr. No.	Eligibility Criteria	Attachments
	Cr for the last three financial years (2016-17, 2017-18 & 2018-19)	
IV.	The Bidder should have a Positive net worth during each of the last three financial years i.e. 2016-17, 2017-18 & 2018-19.	Certificate from CA or audited financial statements
V.	The bidder should have successfully completed, at least ONE IT Project during last 5 years as on date of submission of bids in India where the value of the project should be at least Rs. 3 Crore. OR The Bidder should have successfully completed, at least 3 Software Development projects during last 5 years as on date of submission of bids, for any Government organization/ PSU's in India where the value of the assignment should be at least Rs. 1 Crore each.	Work Order / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value, sites and no. of users / Letter Signed by Authorized Signatory with clear scope of project.
VI.	The Bidder should be a Total Solution Provider (TSP) having ISO 9001:2015 or latest having scope of Software Development & Customization	Valid copy of the Certificates
VII.	The bidder should have at least 50 technically trained employees on its payroll as on date of submission of bids.	Authorization certificate from HR manager
VIII.	Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.	Affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights must be submitted by the bidder as per Attached format.
IX.	The Bidder should have at least one office in Gujarat and preferably support centers/logistics for the entire state. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open an office in Gujarat within 45 days from the date of issue of work order if he is awarded the work.	The copy of Property tax bill/Electricity Bill/Telephone Bill/G.S.T.-C.S.T. Registration/Lease agreement should be submitted as proof Or Undertaking Letter
X.	No Consortium will be allowed.	Self-declaration

All Supporting Documents are to be uploaded in our e-Tendering website https://gil.nprocure.com

2.3   Cost of Bidding

2.3.1   The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GIL will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

B. BIDDING DOCUMENTS

2.4   Contents of Bidding Documents

2.4.1   The bid must be submitted online on https://gil.nprocure.com

2.4.2   The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents in format or submission of a bid not substantially responsive to the biding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

2.5   Clarification of Bidding Documents

2.5.1   A prospective bidder requiring any clarification of the bidding documents may seek clarification of his/her query on the date indicated on RFP clause of this document. GIL/GCVT will respond to any request for the clarification of any bidding documents, which it receives during the meeting on the date mentioned on the RFP clause of this document GIL shall hold a pre-bid meeting with the prospective bidders on date & time given in Section 1.

2.5.2   The Bidders will have to ensure that their queries for pre-bid meeting should reach to Name, Address, Fax and email id of the officer mentioned by post, facsimile or email on or before on date & time given in Section 1.

Bidder's Request For Clarification		
Name of Organization submitting request	Name & position of person submitting request:	Address of organization including phone, fax, email points of contact
S.No. Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required
1		

Gujarat Informatics Limited shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the GIL/GCVT.

2.6   Amendment of Bidding Documents

2.6.1   At any time prior to the deadline for submission of bids, GIL/GCVT may, for any reason, whether on its own initiative or in response to the clarification may change their biding document by amendment; the amendment will be uploaded online through www.gil.gujarat.gov.in & https://gil.nprocure.com.

2.6.2   In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, GIL/GCVT at its discretion, may extend the deadline for submission of bids.

2.6.3   At any time prior to the last date for receipt of bids, GIL may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a corrigendum.

2.6.4   Any such corrigendum shall be deemed to be incorporated into this RFP.

C. PREPARATION OF BIDS

2.7 Language of Bid

2.7.1 The proposal prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and GIL shall be in English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the Bid, the translation shall govern.

2.8 Documents Comprising the Bid

2.8.1 The bid prepared by the Bidder shall comprise of the following documents:
   a. Cover of EMD and Bid Processing Fee (Physically at GIL)
   b. Technical Bid and a Financial Bid completed in accordance with ITB Clauses2.9, 2.10 and 2.11 (Online)

2.8.2 The bid documents and addendums (if any) together shall be considered as final and self-contained bid document not withstanding any previous correspondence or document issued by GIL/GCVT.

2.9 Bid Form

2.9.1 The Bidder shall complete the Technical Bid and a Financial Bid furnished with this document giving details as per the format mentioned in the e-Tendering website https://gil.nprocure.com.

2.10 Bid Prices

2.10.1 The bidder shall indicate the prices in the format mentioned in the financial bid.

2.10.2 The following points need to be considered while indicating prices:
   a) The prices quoted should also include, inland transportation, insurance and other local costs incidental to delivery of the goods and services to their final destination within the state of Gujarat
   b) The rates of any Indian duties, GST and other taxes which will be payable by the Client on the goods (if any) if this contract is awarded, should be quoted separately. The taxes will be extra and payable on invoice amount as on actual basis.
   c) Invoicing shall be from Gujarat only.

2.10.3 The Bidder's separation of the price components in accordance with the ITB Clause 2.10.2 above will be solely for the purpose of facilitating the comparison of bids by GIL and will not in any way limit the Client's right to contract on any of the terms offered.

2.11 Bid Currency

2.11.1 Prices shall be quoted in Indian Rupees only.

2.12 Period of Validity Bids

2.12.1 Bids shall be valid for 180 days after the date of bid opening. The GIL/GCVT shall reject a bid valid for a shorter period as non-responsive.

2.12.2 In exceptional circumstances, the tendering authority may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

2.12.3 Bid evaluation will be based on the bid prices without taking into consideration the above changes.

2.13   Format and Signing of Bid

2.13.1 Bidders have to submit the bids on the e-Tendering website **https://gil.nprocure.com**. All supporting documents in the form of scanned copies submitted online should have sign and seal of the bidder.

2.13.2 Before filling in any of the details asked, bidders should go through the entire bid document and get the required clarifications from GIL/GCVT during the pre-bid conference.

D. SUBMISSION OF BIDS

2.14   Sealing and Marking of Bids

2.14.1 All bids must be submitted online through **https://gil.nprocure.com** as per the formats mentioned therein using digital signatures.

2.14.2 Telex, cable, e-mailed or facsimile bids will be rejected.

2.15   Deadline for Submission of Bids

2.15.1 Bids must be submitted online not later than the time and date specified in the Invitation for Bids (Section I). In the event of the specified date for the submission of Bids being declared as a holiday for GIL, the bids will be received up to the appointed time on the next working day.

2.15.2 GIL may, at its discretion, extend this deadline for submission of bids by amending the bid documents in accordance with ITB Clause 2.6, in which case all rights and obligations of GIL and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.16   Late Bids

2.16.1 Any bid received by GIL after deadline for submission of bids prescribed by GIL pursuant to ITB Clause 2.15, will be rejected and /or return unopened to bidder.

2.17   Modification and Withdrawal of Bids

2.17.1 The bidder may modify or withdraw his bid before the last date of submission of bids through the e-Tendering website https://gil.nprocure.com

2.17.2 No bid may be modified subsequent to the deadline for submission of the bids.

2.17.3 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry period of the bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval shall result in the bidder's forfeiture of its bid security, pursuant to ITB clause 2.12.

E. OPENING AND EVALUATION OF BID

2.18   Opening of Bids by GIL

2.18.1 GIL will open all bids (only pre-qualification at the first instance), in the presence of Bidder or his representative who choose to attend, and at the following address:

> **Gujarat Informatics Limited**
> **Block no. 2, 2nd Floor, Karmayogi Bhavan,**
> **Sector-10A, Gandhinagar-382010, Gujarat.**

The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for the tendering Authority, the Bid shall be opened at the appointed time and location on the next working day.

2.18.2 The Bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite bid security and such other details, as GCVT, at his discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders pursuant to ITB Clause 2.18.

2.18.3 Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

2.18.4 Financial bids of only those bidders who qualify on the basis of pre-qualification, technical bid (presentation/demonstration) will be opened in the presence of the qualified bidders or their representatives at pre-specified time and date which will be communicated to the qualified bidders well in advance.

2.18.5 The bids will be evaluated on a Quality and Cost Based Selection [QCBS] basis. The proposals will be ranked according to their combined technical and financial scores using weights.

2.19 Clarification of Bids

2.19.1 During evaluation of bids GCVT/GIL may, at its discretion, ask the bidder for a clarification of its bid. GCVT/GIL may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

2.20 Preliminary Examination

2.20.1 GIL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

2.20.2 If a bid is not substantially responsive, it will be rejected by GIL/GCVT and may not subsequently be made responsive by the bidder by correction of the non-conformity.

2.20.3 Conditional bids are liable to be rejected.

2.21 Contacting GIL/GCVT

2.21.1 Subject to ITB Clause2.19, no Bidder shall contact GIL/GCVT on any matter relating to its bid, from the time of the bid opening to the time of contract is awarded. If he wishes to bring additional information to the notice of GIL/GCVT, he should do so in writing. GIL/GCVT reserves its right as to whether such additional information should be considered or otherwise

2.21.2 Any effort by a bidder to influence GIL in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the bidder's bid and also forfeiture of his bid security amount.

F. AWARD OF CONTRACT

2.22 Post-qualification

2.22.1 An affirmative determination will be a prerequisite for the award of the contract to the Bidder. A negative determination will result in rejection of Bidder's bid, in which event the department will proceed to the next lowest evaluated bid to make a similar determination of the Bidder's capabilities to perform the contract satisfactorily.

2.23 Award Criteria

2.23.1 Subject to ITB Clause2.25, GCVT will award the contract to the successful bidder decided as per the evaluation procedure mentioned in ITB clause no.2.18 mentioned above.

2.23.2 GCVT reserves the right to award the contract to the bidder whose bid may not have been determined as the lowest evaluated bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

2.23.3 GCVT reserves the right to award the contract in part to more than one bidder, provided further that the bidder(s) are determined to be qualified to perform the contract satisfactorily.

2.24 GCVT/GIL's Right to Accept Any Bid and to reject any or All Bids

2.24.1 GCVT/GIL reserve the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for GIL' action.

2.25 Notification of Awards

2.25.1 Prior to the expiration of the period of the bid validity, concerned GCVT will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.

2.25.2 The notification of award will constitute the formation of the Contract.

2.26 Signing of Contract

2.26.1 At the same time as GCVT notifies the successful Bidder that its bid has been accepted, GCVT will send the bidder the Contract Form, incorporating all the agreements between two parties.

2.26.2 Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to GCVT.

2.27 Corrupt or Fraudulent Practices

2.27.1 GCVT requires that the bidders under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, GCVT defines for the purposes of this provision, the terms set forth as follows:

    d) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution: and

    e) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or an execution of a contract to determent of the GCVT/GIL and includes collusive practice among the bidders (Prior to or after the bid submission) designed to establish bid prices at artificial

non-competitive level and to deprive the GCVT/GIL of the benefit of the free and open competition.

2.27.2 GCVT shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices and same shall be conveyed to Dept of Science & Technology/GIL or black listed by any of the Department of Government of Gujarat in competing for the contract in question.

2.27.3 GCVT shall declare a firm ineligible, and black listed either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract. The same shall be conveyed to Dept of Science & Technology/GIL.

2.27.4 If any of the qualifying documents submitted by the bidder are found to be fraudulent or bogus at any time after the award of contract, the contract shall liable to be terminated with immediate effect.

2.27.5 If it is found that bidder have violated/ infringement of any Indian or foreign trademark, patent register, design, or other intellectual property rights, department shall terminate the contract of bidder and / or declare a firm ineligible and black listed either indefinitely or for stated period.

2.28   Interpretation of the clauses in the Tender Document / Contract Document

2.28.1 In case of any ambiguity in the interpretation of any of the clauses in Bid Document or the Contract Document, GIL's interpretation of the clauses shall be final and binding on all parties.

2.28.2 However, in case of doubt as to the interpretation of the bid, the bidder may make a written request prior to the pre-bid conference to;

Gujarat Informatics Limited
Block no. 2, 2nd Floor, Karmayogi Bhavan,
Sector-10A, Gandhinagar-382010, Gujarat

GCVT/GIL may issue clarifications to all the bidders as an addendum. Such an addendum shall form a part of the bid document /Contract document.

3. SECTION 3: GENERAL CONDITION CONTRACT.

3.1 Definitions

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

a) "The Contract" means the agreement entered into between GCVT and the service provider, as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;

b) "The Contract Price" means the price payable to the service provider under the Contract for the full and proper performance of its contractual obligations;

c) "Services" means "all the services mentioned in scope of work of this document"

d) "GCC means the General Conditions of Contract contained in this section.

e) "GCVT" means client availing the service from the SP.

f) "The Client's Country" is the country named in GCC.

g) "The SP means service provider" means the individual or firm supplying the and / or Services under this Contract.

h) "Day" means a working day.

i) "Critical deliverables" means the deliverables supplies by SP

j) "Time required for approval" means the time lapsed

k) between the date of submission of a critical deliverables (complete in all respect for all the business functions /services) and the date of approval excluding the intermediate time taken by the Service Provider for providing clarifications/modifications and communication.

l) The "Bid Document" and "Tender Document" are the same.

m) "The Project Site", wherever applicable, means the place or places where the work is to be executed.

n) "Completion of work" means it should be certified by the authority considering the scanning and data entry work including design & development of software solution as proposed in the RFP/work order.

o) "Office Completeness" means the site should be complete in all respects i.e.
- Hardware is supplied, installed and commissioned
- Requisite Software is installed
- Requisite Application Software is installed.
- Connectivity setup is established.
- Requisite Manpower is deployed
- The entire setup as defined in the scope of work has become functional & the transactions can be done on computers.

p) "Maintenance" means
- Taking care of the machine
- Changing the Spares when they become faulty
- Locate, remove, and repair technical faults.
- Identify Software related problems such as run time error, viruses etc. & reload the machines with Software
- Housekeeping of all Hardware
- Ensuring continuous power supply to all machines during working hours.
- Any other task to be performed to keep the system functional.

q) Performance Standards

This factor incorporates the maintenance standards as defined below:

Service Level Standards: -
The agency has to meet the service level norms failing which the contract is liable to get cancelled.
a) Install high quality hardware and peripherals at all sites to ensure minimum downtime.
b) Provide skilled and efficient manpower to attain maximum production.
c) Provide quality consumables like branded CDs, Paper, Toners, Tapes, etc.
d) Absolutely avoid usage of low quality consumables, refilled toners, etc.

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

3.3   Country of Origin
3.3.1   All Services rendered under the Contract shall have their origin in the member countries and territories eligible i.e. India
3.3.2   The origin of Services is distinct from the nationality of the service provider.

3.4   Standards
3.4.1   The software supplied under this Contract shall conform to the standards and when no applicable standard is mentioned; to the authoritative standard appropriate to the country of origin and such standards shall be the latest issued by the concerned institution.

3.5   Use of Contract Documents and Information
3.5.1   The service provider shall not, without GCVT's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the in connection therewith, to any person other than a person employed by the service provider in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
3.5.2   The service provider shall not, without GCVT's prior written consent, make use of any document or information enumerated in GCC Clause 5.1 except for purposes of performing the Contract.
3.5.3   Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of GCVT and shall be returned (in all copies) to GCVT on completion of the service provider's performance under the Contract if so required by GCVT.
3.5.4   The Service Provider shall permit GCVT/GIL to inspect the service providers accounts and records relating to performance of the service provider with regards to this contract and to have them audited by auditors appointed by GCVT/GIL, if so required by GCVT/GIL.
3.5.5   The bid and all materials submitted to the GCVT/GIL must be considered confidential and must be submitted in sealed envelope clearly marked as "Confidential".

3.6 Patent Rights, Copy Right

3.6.1 The Service Provider shall indemnify GCVT/GIL against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

3.7 Intellectual Property Rights

3.7.1 The Department shall retain exclusive intellectual property rights to the software (including source code of customizations/ enhancements/ amendments done). Final solution IPR will be sole and exclusive property of department. Service Provider will have no claim to any base layer or any other component.

3.7.2 The Department shall have full rights of sharing source code with Gujarat State/ Govt. of India/Other states/Government Departments/Boards/Corporations or any other govt. body..

3.8 Inspection/Testing

Application:

a) As per Govt. Of Gujarat circular dated 10th March 2006, the GCVT applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by GCVT at the cost of SI. The SP must include testing cost in their financial bid. The different types of tests that has to be performed through EQDC/other competent agency are as mentioned below:

Stress/Load testing
Performance testing
Security testing

Application Security Audit:

In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In Empaneled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empaneled Security Auditors.

a) The SP must submit the test results to GCVT.

b) Should any inspected or tested software fail to conform to the specifications, the GCVT may reject the software and the SP shall either replace/redevelop the rejected software or make alterations necessary to meet specification requirements free of cost to GCVT.

c) No clause in the RFP document releases the SP from any warranty or other obligations under this Contract.

d) The inspection of the working of the developed software shall be carried out to check whether the software is in conformity with the requirements described in the contract. The tests will be performed after completion of installation and commissioning of all the software at the site of installation. During the test run of software, no malfunction, partial or complete failure of any module of software or bugs in the software is expected to occur. All the software should be complete and no missing modules/sections will be allowed. The SP shall maintain necessary logs in respect of the result of the test to establish to the entire satisfaction of GCVT, the successful completion of the test specified. An average uptime efficiency of 99.7% for the duration

of test period shall be considered as satisfactory. On successful completion of acceptability test and after GCVT is satisfied with the working of the software on the, the acceptance certificate of GCVT will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the software.

e) Before the Application modules are taken over by GCVT, the SP shall supply operation manuals. These shall be in such details as will enable GCVT to use the software as stated in the specifications. The documentation shall be in the English/Gujarati language and in such form and numbers as stated in the contract document. Unless and otherwise agreed, the software shall not be considered to be complete for the purpose of taking over until such documentation has supplied to GCVT.

3.9 Change Request

3.9.1 During the contract period, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.

3.9.2 GCVT may, at any time, by written order given to the SP make changes within the general scope of the Contract in any one or more of the following:
   o Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for GCVT;
   o The place of delivery; and/or the Services to be provided by the SI.
   o The bidder should be responsible for changes in the software system user Interface and due to change of legal/statutory/GR/Any ACT etc. changes issued by govt. time to time during the contract period.

3.9.3 Once the any module is developed and implemented, it will become the part of the Software application without any additional cost to GoG

3.9.4 Training of personnel of the GCVT in terms of hours/subjects will be without any additional cost.

3.9.5 Any change during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy Team mentioned in this RFP for any changes in the application.

3.10 Earnest Money Deposited (EMD)/Bid Security

3.10.1 The bidder shall furnish, as part of its bid, an Earnest Money Deposit in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 12 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMOdated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_ 2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (as per prescribed format given at Section 10) and must be submitted along with the covering letter.

3.10.2 Proposals not accompanied by EMD shall be rejected as non-responsive.

3.10.3 The successful bidder's bid security will be discharged from GIL only after the signing of the contract and submission of performance security.

3.10.4 Unsuccessful bidder's EMD will be discharged / refunded as promptly as possible, but not later than 30 days of the validity period of the bid.

3.10.5 The EARNEST MONEY DEPOSIT shall be forfeited:

    3.10.5.1 If a bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form;

    3.10.5.2 Or in case of a successful Bidder, if the Bidder fails to sign the Contract; or to furnish the performance security.

    3.10.5.3 No exemption for submitting the EMD will be given to any agency.

3.11 Performance Security/Performance Bank Guarantee (PBG)

3.11.1 The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract.

3.11.2 The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the receipt of notification of award for the duration of warranty of all Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMOdated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_ 2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is as per Section 11).

3.11.3 The Performance Security shall be in the form of Bank Guarantee valid for 97 months from the date of issue of work order.

3.11.4 The proceeds of the performance security shall be payable to the GCVT as compensation for any loss resulting from the Service provider's failure to complete its obligations under the Contract.

3.11.5 The Performance Security will be discharged by GCVT and returned to the Bidder on completion of the bidder's performance obligations under the contract.

3.11.6 In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.

3.11.7 No interest shall be payable on the Performance Bank Guarantee amount. GCVT may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

3.12 Delivery and Documents

3.12.1 Delivery of the Goods shall be made by the Service Provider in accordance with the terms specified by GCVT in the Notification of Award.

3.13 Incidental Services

The Service Provider is required to provide the following services, including additional services, if any.

3.13.1 performance or supervision of the on-site assembly and/or start-up of the supplied Goods;

3.13.2 furnishing of tools required for assembly and/or maintenance of the supplied Goods;

3.13.3 furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Goods;

3.13.4 Performance or supervision or maintenance and/or repair of the supplied Goods, for the period of time mentioned in the tender notification.

3.14 Prices
3.14.1 Prices payable to the service provider as state in the contract shall be fixed during the performance of the contract.

3.15 Assignment
3.15.1 The service provider shall not assign, in whole or in part, its obligations to perform under the Contract, except with prior written consent of GCVT.

3.16 Delays in the Service Provider's Performance
1) Delivery of the Goods and performance of the Services shall be made by the Service Provider in accordance with the time schedule specified by GIL/GCVT.

2) If at any time during performance of the Contract, the Service Provider or his sub-contractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Service Provider shall promptly notify GIL/GCVT in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, GIL/GCVT shall evaluate the situation and may, at its discretion, extend the Service Provider's time for performance with or without a penalty, in which case the extension shall be ratified by the parties by amendment of the Contract.

3) The bidders shall read & understand the requirements thoroughly & shall adhere to the schedule strictly. The supply, installation & commissioning of Hardware & software at all locations shall be completed within 15 days from the date of signing the Contract Agreement.

3.17 Termination for Default or otherwise
3.17.1 GCVT may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the service provider, terminate the Contract in whole or part:

a) if the service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by GCVT; or

b) If the service provider fails to perform any other obligation(s) under the Contract.

c) If the service provider, in the judgment of GCVT has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
For the purpose of this Clause:

"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
"Fraudulent practice: a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;"

d) If the Service Provider fails to conform to the quality requirement laid down/third party inspection/consultants opinion.

3.17.2 If Bidder has violated / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights.Certificate/affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights.

3.18 Force Majeure

3.18.1 Notwithstanding anything contained in the tender, the SP shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

3.18.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the service provider and not involving the service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3.18.3 If a force Majeure situation arises, the service provider shall promptly notify GCVT in writing within 10 days of such conditions and the cause thereof. Unless otherwise directed by GCVT in writing, the service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

3.19 Termination for Insolvency

3.19.1 GCVT may at any time terminate the Contract by giving written notice to the Supplier / service provider, if the Supplier / service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier / service provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to GCVT.

3.20 Termination for Convenience

3.20.1 GCVT by written notice sent to the service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for GCVT's convenience, the extent to which performance of the service provider under the Contract is terminated, and the date upon which such termination becomes effective.

3.20.2 The services / software that is complete and ready for rendering / deployment within 30 days after the service provider's receipt of notice of termination shall be accepted by GCVT at the Contract terms and prices. For the remaining services, GCVT may elect:
   a) To have any portion completed and delivered at the Contract terms and prices; and/or
   b) To cancel the remainder and pay to the service provider an agreed amount for partially completed services / software and for services / software previously procured by the service provider.

3.21 Resolution of Disputes

3.21.1 In this regard GCVT's decision will be final and binding on the service provider. In case of dispute, GCVT will refer the matter to Additional Chief Secretary, L&ED and he/she internally can decide the matter himself/herself or refer it to an arbitrator as he/she deems it fit.

3.22 Governing Language

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

3.23 Applicable Law

3.23.1 The Contract shall be interpreted in accordance with the laws of the Union of India and that of State of Gujarat.

3.24 Taxes and Duties

3.24.1 Service providers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted software/ services to GCVT. However, GST in respect of the transaction between GCVT and the service provider shall be payable extra as on actual at the time of invoicing.

3.25 Binding Clause

All decisions taken by GIL regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

3.26 Manpower Support:

3.26.1 The service provider will be bound to supply Support Manpower with good skills relevant qualification and past experience as specified in the Manpower deployment Plan.

3.26.2 All salaries and statutory benefits will have to be borne by the service provider & no payments will be made by these offices.

3.26.3 In case of absence of any of his employee, the service provider should provide alternative person the next day.

3.26.4 The service provider should ensure that the behavior of manpower is decent. The service provider will be held responsible for indecent behavior of manpower, & such employees should be immediately replaced when such matter is reported.

3.26.5 All statutory obligations of the service provider towards his employees shall be fulfilled by him and GCVT shall not be responsible for any such obligations.

3.27 GIL/ GCVT, Gandhinagar, reserves the right:-

3.27.1 To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or

3.27.2 To reject any or all the tender/s without assigning any reason whatsoever thereof or may terminate the tender process midway without assigning any reason.

3.27.3 The decision regarding acceptance of tender by GIL/GCVT will be full and final.

3.27.4 Conditional tenders shall be summarily rejected.

3.27.5 GCVT is free to phase out the work if it feels it necessary.

4. SECTION 4: SPECIAL CONDITIONS OF CONTRACT

G. Timeline for GCVT Project

4.1   Time Limit for GCVT Project

Sr. NO.	Activity/Milestone	Completion Timelines
1	Signing Contract & completion of other formalities (within 15 days from the issuance of Work order)	T (Date of Contract signing by both the parties)
2	Project Initiation	T1 = T + 1 week
3	Submission of URS, SRS and SDD as per the scope of work defined in this RFP for Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application	T2=T+2 Month
4	Design, Development, UAT Completion for Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application	T3=T+6 Month
5	EQDC Testing and Security Audit Completion	T4=T+7 Month
6	Go-Live (Design, Develop, Test, Implement and Train for GCVT portal & Mobile app to Staff)	T4=T+7 Month
7	Annual Application support and Maintenance for 7 years (Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application)	7 Years from the date of Go-live of full scope.
8	Continuous Development - a team of up to 3 developers with minimum 7 years of experience in development of similar application	7 Years from the date of Go-live.

Note: In case of urgency and some modules are ready to go-live, then partially go-live can be done as decided by Member Secretary, GCVT.

H. Payment terms

4.2   Payment:
4.2.1   Payment for the service shall be made in Indian Rupees as follows:

Sr. No.	Activity/Milestone	Payment terms
1	Submission of URS, SRS and SDD as per the scope of work defined in this RFP for Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application	10% Financial Bid Line Item 1
2	UAT Completion for Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application	20% Financial Bid Line Item 1

Sr. No.	Activity/Milestone	Payment terms
3	EQDC Testing and Security Audit Completion	20% Financial Bid Line Item 1
4	Go-Live (Design, Develop, Test , Implement and Train for GCVT portal & Mobile app to Staff)	30% Financial Bid Line Item 1
5	After 3 months of successfully running of application / portal	20% Financial Bid Line Item 1
6	License cost of the Software products like OS, Database or any other third-party software required to run the application for 7 years. Licenses should be deployed based on need phase wise. Need has to be cross checked by GIL/GCVT. In case of partial go-live, no. of laciness required initially will be less. The no. of licenses to be increase phase wise as per need.	Financial Bid Line Item 2 30% on delivery of the licenses (to be delivered before 15 days on actual go-live or as may be decided mutually) 70% on go-live of the application.
7	ATS/AMC of Software products like OS, Database or any other third party software required to run the application for 7 years (Production & Non-Production environment).	Financial Bid Line Item 3 Payment will be released yearly **after 6 months of the start of the year.** (After the submission of confirmation regarding the renewal of support/subscription.) It will be payable after date of Go live of the project yearly from the date of go-live.
8	Annual Application support and Maintenance for 7 years (Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application) including Continuous Development - a team of up to 3 developers as per dept.'s requirement with minimum 5 years of experience in development of similar application	Financial Bid Line Item 4 & 5 14.28% Payment will be released on quarterly basis for each year after completion of quarter.

Note:
I. In case of partial go-live, pro-rata cost of the module as decided by GCVT can be paid for milestone 2, 3 and 4 above.
II. SP needs to integrate software with SMS, email and payment gateway facility provided by GCVT. Charges incurred on sending SMS or payments made by payment gateway shall be borne by GCVT.

I. Service Level agreement (SLA) & Penalty clause

4.3 Service Level Agreement & Penalty Clause

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the SP to GCVT for the duration of the contract for providing applications, Training, Maintenance and Warranty support against the stated scope of work. GCVT shall regularly review the performance of the services being provided by the SP and the effectiveness of this SLA.

4.3.1 Definitions
For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings as set forth below:
- "Incident" refers to any event / abnormalities in the functioning of GCVT specified services that may lead to disruption in normal operations of GCVT services.
- "Response Time" shall mean the time taken after the incident has been reported at the concerned reporting center in resolving (diagnosing, troubleshooting and fixing) or escalating to (the second level, getting the confirmatory details about the same and conveying the same to the end user), the services related troubles during the first level escalation.
- The resolution time: the resolution time is the time taken for resolution of the problem and this includes provisioning of the work around to immediately recover the situation. The resolution time shall vary based on the severity of the incident reported.

4.3.2 Categories of SLAs
This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The SP shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the SP shall be reviewed by GCVT against this SLA. The SP shall:
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

4.3.3 Implementation related penalty of service levels
4.3.3.1 Implementation related penalty for Application Software Development
These SLAs shall be strictly imposed and a software audit/certification shall be carried out at the sole discretion of GCVT for adhering to the time line mentioned under section 4.1 as per the table below:

Milestone	Target	Severity	Penalty
Submission of SRS, URS and SDD	As per delivery Schedule	Critical	A Penalty of 1% of contract value of respective milestone of Software Application per week delay subject to maximum 10%. Beyond delay of 10 weeks, GCVT may terminate the contract.
Completion of Development	As per delivery Schedule	Critical	
UAT	As per delivery Schedule	Critical	
Training and Go-Live	As per delivery Schedule	Critical	

Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of GCVT. If delay exceeds maximum delay weeks at the particular milestone, GCVT may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

The SLA applicable after the implementation shall be purely measured on the availability of the services.

4.3.4 Operational Related Penalty

4.3.4.1 For Software Uptime

Sr. No.	Measurement	Target	Penalty
1	**Application Availability** Downtime required for maintenance, new initiatives undertaken by TSP or for Performance enhancement measures shall not be considered while calculating product availability. All major maintenance shall be carried out in a planned manner after announcing it across the platform.	>= 99.7%	INR 1,00,000 for every 10 hours of downtime at a stretch or in parts cumulatively adding to 10 hrs. on a quarterly basis. And INR 80,000 for every subsequent hour of downtime at a stretch or in parts adding up to an hour for total down time less or more than 10 hours on a quarterly basis.

The system administration activities such as patch upgradation; technical update/upgrade may not be included in downtime. Bidders has to take prior approval from department for planned downtime.

4.3.4.2 User Interface

SLA Measure	Severity 1	Severity 2	Severity 3	Severity 4	Flat Penalty Rs.
Month of March					
Response Time	15 Min	30 Min	45 Min	1 hr	

Resolution Time	< 30 Min	< 1 Hrs	<1 Hrs	<2 Hrs	NIL
	>0.5 hrs&< 1Hrs	>1Hrs &< 2 Hrs	>1 &<2 Hrs	>2 Hrs&< 3Hrs	10000 Per Hrs
	Above 1 Hrs or part thereof	Above 2 Hrs	Above 2 Hrs	Above 3 Hrs	20000 Per Hrs
(In Other Month)					
Response Time	30 Min	1 Hrs	1 Hrs	2 Hrs	
Resolution Time	< 1Hrs	< 1.5 Hrs	<2 Hrs	<4 Hrs	NIL
	>1Hrs &< 2 Hrs	>1.5 Hrs&< 3 Hrs	>2 &< 4 Hrs	>4 Hrs&< 8Hrs	5000 Per Hrs
	Above 2 Hrs or part thereof	Above 3 Hrs	Above 4 Hrs	Above 8 Hrs	10000 Per Hrs

Severity 1: Service is unavailable or a fatal error that makes the system unusable resulting in a direct business impact. The problem has resulted in the failure of business critical activities. Immediate action required.

Example: Application Software related problems affecting all or most of the users e.g. users are unable to log-in, Vendors are unable to register, Citizen are unable to access the Receipt Management portal, etc.

Severity 2: Service is adversely affected or an error that results in incorrect outputs leading to a major function being unusable resulting in indirect business impact but whose impact is localized and not system – wide. Immediate action is needed.

Example: authority are not able to issue the certificate or action as may need to take;

Severity 3: Service is adversely affected resulting in limited business impact or an error that makes a minor function unusable but which can be tolerated and is to be resolved as soon as possible.

Example: Some of the advance services such as detailed and complex reports are not available.

Severity 4: Service is not affected.

Example: Slow response of the system to user requests, minor suggestions and modifications in system functionality.

Penalty Calculations
I. Penalty calculations shall be calculated on accumulated non-compliance for all of the above SLAs.
II. Total Time shall be measured on 24*7 basis.
III. Any planned downtime for maintenance shall be with prior written permission from GCVT and must be intimated to all users.
IV. Delay which is not attributable to SP, will not be considered.

Any availability/uptime requirements under SLA shall be subject to standard downtime, the time lost due to any of the following reasons are taken into account while calculating the availability/ uptime requirement:

1. Time lost due to power failures;
2. Time taken to recover the system because of power failures;
3. Time taken for scheduled maintenance/troubleshooting either for preventive purposes or improvement in function or other purposes;
4. Time taken for reconfiguration or other planned downtime situations;
5. Scheduled shutdowns as required by Department

The Overall penalty cap during the contract period shall be capped at 10% of quarterly invoice value. However if such value of 10% is reached for any three consecutive months during the contract period, then the Gujarat Council of Vocational Training will have the right to terminate the contract.

4.3.5 Development/Change during O & M Period

SLA Measure	Target	Flat Penalty Rs.
Response Time	1 Day	-
Resolution Time	Upon Mutually agreed time	NIL
	> 1 Day < 7 Days	1000 Per day
	> 7 days	2000 per day

4.3.6 Operational Related Penalty for Development/Change during O & M Period
Once the change is developed and implemented, it will become the part of the Software application and the operation related penalty of the application software will be applicable on that, if any.

4.3.7 Operational Related Penalty for Continuous development Support

SLA Measure	Target	Flat Penalty Rs.
Absence of Manpower and not made alternate arrangement	> 1 Day	Per day penalty will be Monthly rate of manpower quoted divided by no. of working days in the calendar of Govt. of Gujarat for that month (X).
Not recruited/deployed manpower	> 7 days to < 15 days	2 * (X)
	> 15 days	2.5 * (X)

4.3.7.1 User Interface (*Response Time will be measure from DC to DC Client PC.)

Event	Maximum Acceptable Response Time	Penalty
1. Indicators, completing ordinary user commands (e.g. closing a	500 ms second	Gujarat Council of Vocation Training may randomly check

window), completing background tasks (e.g. reformatting a table) i.e. Application fine-tune		the response time of the application for about 10 days/month. If in more than 10% cases response time is measured more than response time mentioned in query no 3, than penalty of 0.1% of quarterly payment made to bidder will be deducted and subsequent every 5% cases of such increase, penalty will increase by 0.1%. Maximum penalty cap will be as define in revised RFP.
2. Displaying a graph or anything else a typical user would expect to take time (e.g. displaying a new list of all a company's personnel, transactions for an specified period)	1 second	
3. Accepting, processing and rendering output of a multiple variable MIS & DSS system – 4 variable task	3 seconds	

5. SECTION 5: SCOPE OF WORK

J. Background

Gujarat Council of Vocational Training is an autonomous organization, working independently under the purview of Director of Employment and Training promoting research and development in various aspects of vocational training and skill development. It is essential to have an integrated solution of all examination work and affiliation carried out by Gujarat council of vocational Training (GCVT), Gandhinagar.

K. Scope of Work
1. Design and Develop GCVT's responsive website and portal (for Desktop/ Mobile/ tablet browsers)
2. Android & iOS based mobile app for Dashboard, Center photograph upload, inspection & monitoring of different schemes
3. Bespoke development is preferable on open source technology.
4. GCVT Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application & Maintenance support for 5 years after go live
5. Continuous development to new features and modules for the website, Web Portal and Mobile app as directed by GCVT.

GCVT Online portal shall contain below modules
5.1) Designing and Develop CMS base website.
5.2) Affiliation management system.
5.3) Online Examination and Assessment Control System.
5.4) Dashboard for different level monitoring authorities for all modules.
5.5) Data Migration and Integration with existing systems and Deliverables.

5.1 Design and Develop CMS base website

CMS based website is mainly used where contents need to change very often. Each CMS comes with ready to use "Administration" section. This enables administrator to edit, add or remove text contents and images from the website.

In-line with the discussions and requirement generation, we propose to develop the website as mentioned below based on the availability of content and requirements.

A. Admin Panel of CMS (Content Management System) based website
❖ CMS (Content Management System) Menu
- TOP Menu
  User can add, update and delete website content or Link for TOP menu.
- Footer Menu
  User can add, update and delete website content or Link for Footer menu.

❖ News and Events
- Client able to add/update/delete News/Event with below fields.

- Title,
- Short Description,
- Image,
- Long Description,
- State Date.

❖ Exam calendar
  • Pre and post exam schedules with tentative dates with below fields,
    o Exam time table,
    o Bio data entry
    o Sessional entry
    o Formative entry
    o Verification
    o Hall ticket generation
    o Report Generation
    o Student mark sheet/Certificate collection dates.
    o Rechecking apply dates.

❖ Certificate verification.
  • Anybody can verify GCVT Exam certificates after filling up required data.

❖ Student Grade history
  • Student complete history will be listed after filling required fields.

❖ Student's corner

  • After trainee verification of head office, trainees can create their own user ID by entering required fields and OTP verification. By their personal user trainees will be able to
    o Pay exam fees
    o Download their own hall tickets
    o Apply for Mark sheets, certificates etc.
    o Check their details any time.
    o Can enter their employment details.
    o Can apply for rechecking.
    o Can apply for correction in personal details.
    o Document verification of trainee.

❖ Library :
  • Contents old question papers trade wise
  • Trade wise and subject wise bulk question bank available for practice.

❖ Industry corner:

- After registration of industry and approval of admin industries can ask for certified trainee details.
- Demand notification will be received by admin.
- Require reports can be download in Excel or PDF format by industries.

❖ Examiner entry module

- Client will be able to enter their details as per required field for examiner. Can upload required documents.
- After approval all the approved data will be listed in exam/assessment center user role and duty can be assigned to registered users.
- Data of all registered user will be listed in exam/assessment center as per required fields which will be customized as per requirement.
- Admin user role have rights to check all reports including register users, duty assigned to users by different centers.

❖ Paper setter management

- Client will be able to enter their details as per required field for paper setter. Can upload required documents.
- Data of all registered user will be listed in admin user as per required fields which will be customized as per requirement
- After approval admin user can assign paper setting work to different users as per requirement. Upload and download facility will be available.
- Admin user role have rights to check all reports including pending and completed assigned work.

❖ Convocation
- This module will be customized as per requirement.

❖ Syllabus Management:
  - Client able to create/update syllabus category in the system
  - On the selected category client able to upload course name and pdf file of the course.

❖ Circular Management
  - Client able to create/update Circular category in the system
  - On the selected Circular client able to upload course name and pdf file of the Circular and also able to select date for Circular.

❖ Result Management

- Client able to create/update Result category in the system
- On the selected Circular client able to upload Result name and pdf file of the Result and also able to select publish date of the result.
- Result can be verified by filling the required criteria.

❖ Photos gallery Management:
- With Help of this module client able to add/update/delete New Album for photo gallery. Fields for the album is stated below:
  - Title,
  - Cover Photo of album
  - Cover photo short description

- Client able to add/update/delete multiple photos in Created album.
  - Select Album,
  - Add Photo,
  - Short description for photos.

❖ Board of Director
- User can add, update and delete BOD.

❖ Tender Management:
- With the help of this module client able to add/update/delete new tender in the system with below fields:
  - Title,
  - Single Pdf file for upload,
  - State Date,
  - End Date.

❖ Feedback Suggestion:
- Use able to give Feedback and suggestion from android application / website and successful submitted data will be display in this module for review.

❖ Assets (For Upload and Download)
- User can add, update and delete Assets for Download.

❖ Useful links
- User can add, update and delete Useful Links.

❖ Download Forms
- With the help of this module client able to add/update/delete required forms with below fields.
  Select Form Category (separate master provided to create form category)

- Title,
- PDF file.
- Short description.
❖ Settings
- Notification (For Startup Pop up)
    Users add, update and delete Notification for website start up pop up.
- Site Configuration
    Users add, update and delete in site configuration Like Face book Link, Twitter Link etc…
- Forgot and change Password for admin

B. UI – look and feel
- Site navigation & organization
- Uniformity

C. Website Sections
- Home
    - Rotational Images (Dynamic)
    - About Organization (Dynamic content)
    - Course Management (Dynamic)
    - Download Forms (dynamic)
    - Syllabus Management (dynamic)
    - Result Display (dynamic)
    - Guide Lines (Dynamic content)
    - Tenders (Dynamic)
    - News (Dynamic)
    - Exam calendar
    - Student's corner.
    - Library
    - Industries corner
    - Certificate Verification
    - Student Grade history
    - Examiner entry module
    - Paper setter management
    - Convocation
    - Photo Gallery(Dynamic)
    - Awards & Collaborations(Dynamic)
    - RTI (Dynamic)
    - Useful Link (Dynamic)
    - BOD (Dynamic)
    - Contact Us / Support

- Contact Us
  - ➢ End user can enter their queries from this section which will reach to management via email.

D. Others

- CMS based web portal
- Custom Layout and designing
- Multiuser Interface
- Admin User, Visitor

5.2 Affiliation Management System for Long term and short term courses

Affiliation Management System will allow any new institute to register online by filling up the form provided. This online system will allow institute to pay their fees online via payment gateway. After filling up the form and paying fee the application will be sent to GCVT for initial approval and scrutiny. GCVT will review/scrutinize the submitted details by institute, can raise NC for discrepancy if any and can give approval if it`s found ok as per GCVT`s rules and regulations. In case of any issue and NC raised, applicant will be intimated by system and can be able to submit/edit details to correct particular NC. On submission of clarification against the NC and again request will come back to GCVT and if submitted clarification found satisfactory by GCVT official, they will grant approval for Stage1. After 1st stage approval from GCVT, application will be forwarded/moved to 2nd stage for further approval. In second stage the same above process will followed but the parameters are the different and on full filling the same parameters approval will be granted to institute.

After Stage1 approval, institute will be intimated and will be allowed to submit details for Stage 2. Like Stage 1 other process of approving the details by GCVT at 1st level and 2nd level will be repeated for Stage 2. Additionally, system will handle Physical Inspection details for particular application. Detailed level scope of the system will be as defined below for Long term and short term Courses.

Affiliation Procedure for Long Term Courses.

❖ **Institute Registration – Stage1**

▪ **Basic Details Management**

This module will allow institute to fill up basic details for registration. After providing basic details institute will get login details using which they can fill up Stage1, Stage2 details and can manage their application.

Below mentioned details will be required to fill up in the system for Stage1 of application.

I. Institute Detail

II. Trust/ Society/ Company / Organization Detail

III. Registration Detail (If registered under Public Limited Company / Trust / Society act)
IV. Trustee/ Member / Directors Details
V. Authorized Person Detail
VI. Particulars of the NCVT/GCVT trade/units if already working at the institute
VII. Particulars of the trade/units if Applied for NCVT affiliation
VIII. The Details of other NCVT/GCVT affiliated ITI which are running under the same organization / Trust and at other Place
IX. Trades and units for Which Affiliation sought
X. Proposed Course Fee: (Attach separate sheet if required)
XI. Infrastructure

Provide facility to attached document as required in above fields.

There will be a provision in the system to save data partially as per the requirement. System will preserve the details against particular application. After filling up complete details institute will be able to pay fees.

Validation will be applicable where ever required like for New ITI in Affiliation sought applicant will have to fill minimum four trades and each trade with minimum 2 batch and if institute is in Aspirational Taluka applicant will have to fill minimum two trades and each trade with minimum 2 batch. For existing ITI applicant will be able to apply for single trade of batch also.

- **Registration/Form Fees Payment**

System will allow institute to pay fees once the application details will be submitted in the system. There will be provision in system to manage registration fees. System admin can manage the fees and can change the fees as per the requirement. Also validation will be applying in fees structure like application fees is nil for government Institutes.

- **Application Submission**

After fees payment application is ready to be submitted for evaluation to GCVT. Unique application ID will be generate once application successfully submitted. Institute can now submit application to GCVT for evaluation. Applicant can be able to re print the application with filling application ID.

- **Application Status Review & NC Reply**

Submitted application can be tracked from institute login. Any NC generated by GCVT at the time of evaluation will be intimated to institute by email and same can be seen from institute login. System will allow institute to submit reply, provide required details for any NC raised during evaluation.

❖ **Registration Evaluation & Approval – Stage1**

▪ **Application Evaluation**

This module will allow GCVT to review all submitted application by institute. GCVT will be able to see details submitted by institute and can review the details and approve the same by approvers login ID.

▪ **NC Generation & Reply Review**

This module will allow GCVT to raise NC in case any discrepancy found in application. Same will be informed to Institute by mail and in their login. Any reply against NC can be also informed back to GCVT and can be evaluated and approved from system as well. Applicant have only one chance to clear his NC. In special case admin can increase the chance for clear NC. After everything is fine, GCVT will give level1 approval and application will be forwarded for level2 approval.

▪ **Application Approval**

After GCVT will approve Stage1 details application will be forwarded for 2nd level approval. likewise level 1 approval process in level2 approval process system will provide a way to review the details, raise NC for any discrepancy and give final approval in case of valid application.

Institute will be informed on Stage1 approval by email and through system. Now institute can submit details for Stage2 approval.

❖ **Institute Registration – Stage2**

▪ **Information Management**

This module will allow institute to fill up details required for Stage2. Below mentioned details will be required to fill up in the system for Stage 2 of application.
  i. General Details (will be fetched from Stage1 Institute Details)
  ii. Staff Details
  iii. Power Supply Details
  iv. Machinery Equipment and Tools Detail
  v. List of Other Facilities available with Institute such as IT Lab, Drawing Hall, Technical Library, Dispensary, Recreation Facilities, Audio visual aids, Sport Facilities available with institute.

  Provide facility to attached document as required in above fields.

After filling up the above details system will allow institute to pay affiliation fees. System will count total fees as per the number of trade and number of batch.

- **Application Submission**

After fees payment application is ready to be submitted for evaluation to GCVT. Institute can now submit application to GCVT for evaluation.

- **Application Status Review & NC Reply**

Submitted application can be tracked from institute login. Any NC generated by GCVT at the time of evaluation will be intimated to institute by email and same can be seen from institute login. System will allow institute to submit reply, provide required details for any NC raised during evaluation.

❖ Registration Evaluation & Approval – Stage 2

- **Application Evaluation**

This module will allow GCVT to review all submitted application by institute. GCVT will be able to see details submitted by institute and can review the details and approve the same.

- **NC Generation & Reply Review**

This module will allow GCVT to raise NC in case any discrepancy found in application. Same will be informed to Institute by mail and in their login. Any reply against NC can be also informed back to GCVT and can be evaluated and approved from system as well. After everything is fine, GCVT will give level1 approval and application will be forwarded for level2 approval.

After basic evaluation and document verification, application is now ready for physical inspection. Status of the application will set as Physical Inspection and can be sent for physical inspection. After completion of physical inspection intimation will come to GCVT. GCVT can review the inspection report and can give approval in case of all details found proper.

- **Application Approval**

After completion of stage 1 and stage 2 process intimation will come to GCVT. GCVT can review the inspection report and can give approval in case of all details found proper. Application will be forwarded for 2nd level approval and same process as level1 approval will be followed. At last institute will be given final approval after completion of level2 evaluation.

❖ Inspection committee setup

This module will allow to setup committee member like Chairmen, member entry with full details. This module is also allows to provide inspection to approved institutes. User will be created for each committee member.

❖ **Physical Inspection Management**

This module will allow user to setup the committee enter details which are gathered at the time of physical inspection. For example photographs of the place where inspection took place, Photographs of available equipments etc. Inspector/committee will be allowed to view the details submitted by institute in stage 1 and stage 2 and can draft his reply against details also inspector can approve or reject information filling by applicant after checking necessary documents or others in his user ID. After completion of physical inspection, inspector will submit report to GCVT within system. Same will be informed to GCVT and can be reviewed by GCVT.

❖ **Trade Details Management**

This module is the master module which will manage all trade for which GCVT is giving approval to institute to run the batch. Addition of new trade will be possible; termination of existing trade will be possible using this module only. Institute will be allowed to apply for all active trade entered through this module only.

❖ **Equipment Details Management**

Trade wise required equipment list will be managed using this module. System will ask institute to provide quantity of all the equipments at the time of selecting particular trade for running batch

❖ **Fees Management**

This module will allow admin user to manage different type of fees. For example Registration Fees, Processing Fees, Affiliation Fees etc.. Any changes in fees can be managed using this module and fees mentioned here will be taken from institute at the time of applying for affiliation.

❖ **User Management**

There will be a provision in the system to manage all level of users into system. Admin can create different types of users in system with different module rights for giving defined access in system.

❖ **Reports**

Required reports will be generated from the system. GCVT needs to provide all the formats of reports. System will cover all reports and will be able to generate report. Data filtration facility will be given in each report to filter out the report data.

The above stated scope of work prepared on the basis of application form for Stage 1 & 2 provided by GCVT which are enclosed herewith for your ready reference.

❖ **Auto e-Mail and SMS Intimation Module:**

This module will allow to send intimations by e-Mail and SMS for pending submission, approval of Stage 1 or stage2, after completion of institute registration etc to different users roles.

Affiliation Procedure for Short Term Courses.

The system should be designed in such a way that any new scheme can be created based on the rules (Centre Accreditation and Affiliation) defined in the system. At the time of project go-live, GCVT Short term trade schemes should be successfully implemented as per scope of work mentioned below.

- ❖ **Training Provider/ Training Centre (TP/ TC):**
  - Organizations/ Industry/ Company/ Trust/ NGOs/ Others can register themselves as TP/ TC).
  - TP can affiliate &accredited their TC(s) in accordance with job role/ course and can view the registration status after which apply for physical inspection.
  - The submission of center registration fee in the GCVT's bank account(s) through an online Payment Gateway using either a Credit card / Debit card / Net Banking facility at different stages and wherever applicable.
  - Candidate registration fees in the GCVT's bank account(s)/ treasury of GoG through an online Payment Gateway using either a Credit card / Debit card / Net Banking facility.
  - TC(s) should view their Centre's Grade which shall be automatically calculated as per the Grading metrics algorithm fed into the IT Application which is configurable.
  - TP/TC can download their center's physical inspection report done by Inspection agency or inspector.
  - TP can request for allocation of trainee (target) based on physical inspection report.
  - TP/ TC can generate login credentials only for those candidates who are shortlisted as per scheme-wise eligibility criteria and ready to start training at selected center.
  - Candidate enrolment & dropout, trainer registration (with Aadhar authentication) & batch creation by considering batch size/duration/ timing as per scheme specification.
  - Raise batch-wise invoice in accordance with pay-out milestone of different schemes.
  - Notifications & alerts
  - Password recovery
  - Candidate placement entry

Note: Please refer: http://smart.nsdcindia.org/knowledge_bank.aspx for Guideline for Accreditation – Affiliation, continuous monitoring of TC and Grading Metrics, Centre Accreditation Application Form (CAAF)

❖ **Candidate:**

Log in credentials should generate only for those candidates who are shortlisted as per scheme-wise eligibility criteria and ready to start training at center selected by candidate. Candidate login should contain candidate profile & online fees payment through payment gateway.

❖ **Admin:**
  ▪ Manage TP/ TC marking status as Deemed ready/ not ready
  ▪ Manage Accreditation – Affiliation for CAAF by marking Deemed ready/ not ready.
  ▪ Approval/ rejection of Job Role recommendation
  ▪ Generate & view reports for TP/ TC application status.
  ▪ Manage approval/ rejection of allocated trainee (target) & batch (allocated to TP based on their training centre's inspection report).
  ▪ Placement Verification
  ▪ Scheme & batch-wise invoice approval for payment
  ▪ Notification Module: alerts and notifications related to the module
  ▪ Excel upload facility for different skilling schemes run by skilling departments
  ▪ Disbursement of stipend to candidate(s).

❖ **Inspection Agency & Inspector (GCVT/ Third Party)**
  ▪ Registration of inspectors
  ▪ Alignment of Centers for inspection
  ▪ Inspection scheduling for marking star grading of center and surprised as a part of continuous monitoring
  ▪ Verify & generate inspection reports

❖ **Assessment Agency (GCVT/ SSC) & Assessor:**
  ▪ Assessment Agency profile
  ▪ Registration module for assessor
  ▪ Align assessment batch to assessor
  ▪ Result upload facility in assessor's login
  ▪ Approval/ rejection facility to assessment agency for the result uploaded by assessor
  ▪ Generation of certificate

❖ **Payment:**
  ▪ Module should capable for two-way transaction (One to many and many to one; payout to TPs & fees collection from candidates) in accordance with

scheme guideline.

- ▪ TP/ TC and Candidate registration fee & training pay-outs will be through an online Payment Gateway using either a Credit card / Debit card / Net Banking facility at different stages and wherever applicable.
- ▪ Batch-wise automatic calculation of pay-out according to scheme pay-out milestone.
- ▪ Reconciliation of all transaction(s) with bank(s).

❖ **Account & Finance:**
- ▪ Invoice entry of administrative expenses & approval/ rejection at different stages.
- ▪ Maintain electronic ledger for administrative expenses and schemes.

❖ **HR and Payroll:**
- ▪ Generate login credentials, manage employee profile
- ▪ Leave application & approval
- ▪ Travel claim & reimbursement
- ▪ Calculation of salary, tax and generation of salary slip
- ▪ Capture Aadhar enable bio-metric attendance
- ▪ Submit work report

There are 50 employees as of now at GCVT but system should have provision to scale up in case of staff increases in future.

❖ **Android & iOS based mobile app for Dashboard, Center photograph upload, inspection & monitoring of different schemes**

Mobile Application for Android and iOS (Native)

- ▪ For Training Centre:
  - ✓ Photograph upload facility with Geo-Tagging of Center Locations and Time- stamping during Centre Accreditation and Affiliation process.
  - ✓ Submission of Self Audit Report as a part of continuous monitoring; with Geo- Tagging of Center Locations and Time-stamping.
  - ✓ Notification Module: alerts and notifications related to the module.

- ▪ Inspection for Centre Star Grading Marking:
  - ✓ Profile page of the Inspectors.
  - ✓ Mobile Application for verifying Centre Accreditation & Affiliation as per Grading Metrics through physical inspection app with Geo-Tagging and Time- stamping photograph upload facility.
  - ✓ Inspector can manage aligned training center's inspections (allotted, pending

- ✓ & completed, cancel request by inspector etc.)
- ✓ Centre location linking with Google map.
- ✓ The information visible in the app for the respective TC will be as per the information filled in the CAAF by TC itself.
- ✓ Facility to add remarks.
- ✓ Marking/ flagging indicator for step by step inspection completion
- ✓ Inspection report generation facility (standard format for e.g.PDF) after verification of information and uploaded photographs.
- ✓ Notification Module: alerts and notifications related to the module.

- ▪ Inspection for monitoring:

  - ✓ Application will be replica of Point II of Mobile Application except "b" - marking star grading.
  - ✓ Inspector can add remarks & upload photograph with Geo-Tagging and Time- stamping facility once the training starts at center.

❖ Account Module:

- ▪ **Account scheme Master**
  Admin can Add, edit or modify schemes of accounts with required field. User can activate / Deactivate scheme also.

- ▪ **Registered Fund/Scheme**
  Admin can add fund to existing or new scheme with all details.

- ▪ **GCVT Account and Scheme account reports.**
  Admin can get all type of GCVT account and other scheme account reports.

- ▪ **Manage scheme by ITI.**
  ITI user can see details of scheme, activate/deactivate scheme, utilization certificate request and details.

- ▪ **GCVT Income entry.**
  ITI user can enter all types of income related to GCVT with require fields including bill and receipts.

- ▪ **Fund Utilization entry.**
  ITI /GCVT user can enter fund utilization details of different schemes with require fields.

- ▪ **GCVT account reports**

ITI/GCVT user can get all types of GCVT account reports as per requirement.

- **Account scheme wise reports**

  - ✓ ITI /GCVT user can get all types of account schemes reports as per requirement

5.3 Online Examination and Assessment Control system (OEACS)

Online examination and assessment control system will provide support the general requirement of the conducting the examination and analysis of the trainees and educational institutions.

This application will provide many flexible and convenient features, allowing educational institutions and users to maximize time and efficiency. This application gives the all detailed information about trainees, ITI, schemes, trades, exams, results and detailed analysis of each topic as well. It will keep track of the general information of the trainees, their trades, ITI names and their exam results. It will also help to generate reports like trade affiliation, trainees' general information, verification statuses, their results, admit cards, eligibility statuses and exam center distribution. Admin Utilities module will help Admin user to provide proper access rights to all the users in the system hierarchy.

❖ Basic Detail Management Module:

Basic Detail management module is used for maintaining geographical master, scheme management, trade management, ITI management**.**

- **Geographical Management**

  Geographical management will allow for managing country, states, region and district master data. Also will be used for adding, deleting and updating a country, states, region and district

- **ITI Affiliation Management**

  ITI Affiliation management is used for adding, deleting and updating ITI affiliation information for ITI organizations. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of ITI or Trade name in the search box.

- **ITI Affiliation Verification**

ITI affiliation verification will be used for adding scheme name, ITI name and trade name for verification of ITI organizations through Nodal, Region and head office level. On clicking submit button record will be saved for verification.

- **ITI Management**

ITI management is used for adding, deleting and updating details of ITI organizations with ITI grade details. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of ITI or its code in the search box

- **ITI Trade Management**

ITI Trade management is used for adding, deleting and updating the trade and batch details of particular schemes for ITI organizations. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of ITI in the search box.

- **ITI Trade Undo Delete**

ITI Trade undo delete is used for restoring the previously deleted ITI trades. On clicking undo delete selected records button we can restore the deleted trades. We can restore all records by clicking 'Undo Delete Selected Records' button if check box in the header of table is checked and in the same way we can also restore selected records as well.

- **Scheme Management**

Scheme Management module is used for managing the various long term and short term schemes. Scheme management will be used for adding, deleting and updating Schemes.

- **Scheme Trade Management**

Scheme Trade management is used for adding, deleting and updating a scheme name and effective date. We can active all records by clicking 'Active Selected' button if check box in the header of table is checked and in the same way we can also active selected records as well. We can de active all records by clicking 'De-Active Selected' button if check box in the header of table is checked and in the same way We can search specific record by inserting the name of trade scheme, effective date and total number of trade in that specific scheme.

- **Subject Management**

  Subject management will be used for adding, deleting and updating subjects for particular schemes.

- **Trade Group Management**

  Trade Group management is used for adding, deleting and updating a trade group and its code. We can search specific record by inserting the name of trade group name or by inserting the trade group code in the search box.

- **Trade Management**

  Trade management is used for adding, deleting and updating a trade name, trade name in regional, trade group, trade sub group, trade code, its classification, short name and its status

- **Trade Subject Management**

  Trade subject management is used for adding, deleting and updating a subject and grace in specific scheme and trade. We can search specific record by inserting the name of trade scheme, trade name in that specific scheme

- **Industry Master**

  Industry master is used to do master entry of industry partner details including address by ITI and Admin user.

❖ Admin Utilities Module:

Admin utilities module is used for giving rights to users, maintaining other modules and resetting user id and passwords of the users.

- **Menu Group**

  Menu Group Management is used to assign group to any parent group as required. On clicking edit button we can edit specific record and in a similar way we can delete a record as well. On clicking Add Menu Group button we can add new menu group and its parent group. We can search specific record by entering name of the group or name of the parent group in the search box.

- **Menu Object**

Object Management is used to assign object name, web page and its child webpage to any group. On clicking edit button we can edit specific record and in a similar way we can delete a record as well. On clicking Add Object button we can add new object group and its web pages. We can search specific record by entering name of the group or name of the parent group in the search box.

- **Reset Password**
  Reset Password is used to reset password for all the users of the system.

- **Right Wise Exam Display**

  This module will allow to display selected exam of particular forms to which the rights are given. Only the selected exams will be listed in particular role user.

- **Rights Management**

  This module will allow to assign access rights to selected user role. Either to all user or can be customized for selected user. On clicking View, Add, Edit and Delete checkbox we can assign the right to view, add, delete or edit the particular module for any role. Based on the rights assigned to the user, they can access and manipulate the particular module.

- **Role Management**

  Role Management is used to assign sub role to role. On clicking edit button we can edit specific record and in a similar way we can delete a record as well. On clicking Add Role button we can add new role and its sub role. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by entering name of the role or name of the sub role in the search box.

- **User Management**

  User Management is used to add, edit and delete user and some basic functionality to the user. On clicking Edit button, we can edit functionality of that particular user. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by entering name of the role or name of the user in the search box

- **User Alerts**

User Alert Management is used to add and edit some alert messages for the particular role users. On clicking Edit button, we can edit alert messages of that particular user. We can active or de-active all records by clicking 'Active Selected' and 'De-active Selected' button if check box in the header of table is checked and in the same way we can also activate or deactivate selected records as well. We can search specific record by entering name of the role in the search box.

❖ Trainee Management Module:

▪ Trainee Import

Trainee Import option is used for adding the profile of any new trainee in bulk from a specific format of excel sheet Scheme wise. Scheme wise format of upload will be different.

▪ Trainee Management

This module is used for adding, deleting and updating trainee for specific scheme in a specific ITI. On clicking Add Trainee button we can add new trainee for any ITI organization. On clicking edit button we can edit the record for specific trainee. On clicking delete button record will be deleted. We can search specific record by inserting the name of trainee or enrollment number or serial number in the search box.

After trainee verification of head office, trainees can create their own user ID by entering required fields and OTP verification. By their personal user trainees will be able to pay exam fees, download their own hall tickets, mark sheets, certificates and can apply for duplicate mark sheets or any correction in name or date of birth etc. and can check their details any time. Also after completion of their course trainee can enter their employment details.

▪ Apply for Duplicate Marksheet/Correction.

Trainee can apply for duplicate marksheet ,consolidated or certificate and for name and DOB correction by providing data of required fields and paying fees for the same where required. They can also check the status of their application and download corrected marksheet, consolidated and certificate once the same is resolved from ITI.

▪ Delete Single Trainee

It allows to delete single trainee record with the help of enrollment number of trainee from admin user.

- **Failed Import Report**

   This report will be generated only when trainees data uploaded is uploaded from Trainee Import option. Failed student import report is used for generating reports for students who have failed to map with their trade. On clicking submit button we can generate report for any student who failed to map the trade.

- **Trainee Edit**

   Trainee Edit helps in updating details of the trainee of any ITI trainee in a specific trade. On clicking Edit button we can update the details like name, date of birth, training period of the trainee and save it by clicking on submit button. We can search specific record by inserting the name of trainee or roll number or serial number in the search box.

- **Trainee Formative Assessment Marking**

   Trainee Formative assessment marking is used for entering formative marks of trainees for specific trade in a specific ITI.

- **Formative Assessment Marking Report**

   Formative Assessment Marking Report is used to generate report which shows marks obtained by trainees in the formative assessment. On clicking submit button we can generate report for any trainee for any specific trade and ITI. On clicking Print icon above the we can directly print the report.

- **Trainee Sessional Marking**

   Trainee Sessional marking is used for obtaining report of sessional marks of trainees for specific trade in a specific ITI.

- **Trainees Sessional Mark Report**

   Trainees Sessional Marks report is used to generate report which shows marks obtained by trainees in the sessional exams. On clicking submit button we can generate report for any trainee for any specific trade and ITI. On clicking Print icon above the we can directly print the report.

- **Import Trainee Sessional Marks**

   Provides details of sessional marks obtained by trainee by selecting particular scheme and exam. Marks can be viewed, edited or deleted by admin role user. Marks of

any trainee mapped to selected exam can be added from 'Add Trainee sessional marks' option.

- **Foundation & Industrial Marks**

Foundation & industrial marks individual entry as per enrollment number also generate and print the report after entry also delete the single entry (that is only for state scheme)

- **Foundation And Industrial Marks Bulk Entry**

Foundation & industrial marks bulk entry as per enrollment number also generate and export the report in excel sheet format after entry. (that is only for state scheme)

- **Assign Industry partner to trainee**

Industry partner name is assigned to all eligible trainees of selected exam and industry partner address will be auto fetched as per industry master.

- **Lock - Unlock Trainee for Edit**

Trainee data are locked once the hall ticket is generated and all the fields are disable. To edit any data of trainee it first needs to be unlocked by roll number and enrollment number. After the editing is done the data is locked again by the same process.

- **Re-Admitted Trainee Entry**

Allows to enter trainee data as re-admit trainee. exam in which trainee is mapped should be as first trail of trainee. Scheme, current and previous exam and trainee enroll number are required for the entry.

- **Repeater Trainee Entry**

Allows to enter trainee data as repeater trainee. Trainee must be failed in previous exam selected for mapping. Scheme, current and previous exam and trainee enroll number are required for the entry.

- **Student Search**

Provides information of trainee with help of roll number or enrollment number including trainee name, ITI, trade, exam details and result status. Mapping of trainee from particular exam can be removed from delete option by admin user.

As mentioned all the options are provided in ITI user excluding delete option.

- **Trainee Assignment No**

    Trainee & Assignment No is used to view and assign roll numbers to new admitted trainees in specific ITI.

- **Trainee Bulk Photo Upload**

    Trainee Bulk Photo Upload is used for uploading photos of the trainees. File which is to be uploaded should be in the zip format only.

- **Trainee Certificate for ITI**

    Trainee verification certificate is printed by ITI and submitted to nodal to further verification process.
    The certificate consists of exam details and trade wise trainee count details.

- **Trainee Certificate for Nodal**

    Trainee Verification is used for verifying trainees for specific exam in a specific ITI of that region that comes under that Nodal.

- **Trainee Certificate for Regional**

    Trainee certificate for region consists of all eligible trainee data ITI wise and trade wise trainee count of specific exam.

- **Trainee DGET Count**

    Trainees DGET Count Report is used to generate report which shows number of trainees in any trade and its count. On selecting scheme name and ITI name we can generate report for number of trainees of particular trade and its DGET count in ITI. We can check whether photographs of trainees are uploaded or not. Also details of Non eligible trainees of specific trades can be checked.

- **Generate Hall Ticket**

    This module is used for generating and downloading the hall tickets for the trainees. On clicking Adobe acrobat icon in the 'Generate hall ticket' column we can download the hall ticket for any trainee. Trainees can be marked not-eligible if attendance is not complete, fees is not paid or the trainee have left the institute.

- **Trainee Verification**

Nodal, Region and HO user can verify the data of their concern ITI for particular exam.

- **Trainee Verification Status**

Trainees Verification Status is used to generate report which shows verification status of ITI organizations. On selecting scheme and exam name we can generate report for verification status of the ITI at ITI, Nodal, RDD and Head office level.

- **Verify Trainee By Admin**

By selecting scheme, exam name, ITI name and trade all the trainees of selected combination can be verified through admin user for all nodal, region and HO role at once in single click.

- **Trainees General Information**

Trainees General Information report is used to generate report which shows complete information of all the trainees of specific scheme and exam. On clicking submit button we can generate report for any ITI and trade or consolidated report of selected scheme and exam. Print to pdf option is their to print the report for records.

- **Initiate Hall Ticket Generation Request**
By requesting initiate hall generation all the hall ticket in request are generated as per the criteria and subject eligibility for selected scheme.

- **Update Trainee Roll No**
Trainee roll number can be updated with help of old roll number and enroll number of trainee

- **Rechecking Request**
This options allows to give request for trainee result re-checking through ITI role user.

- **Rechecking Request Master**
Rechecking Request Master page user will be able to see list of rechecking request which user requested. Select Scheme Name and Exam Name to get the list of request. Print option is provided to print the listed request.

The consolidate report of all ITI is listed in Admin user. When data is exported to excel, packet code and assessment center details of all the records are fetched for further process.

Status of rechecking update will reflect in report in admin user.

- **Verify Rechecking Update**

Result of trainee can be updated from admin user role whose request for rechecking is received.

Rechecking status like pending, no updates in result, result updated will reflect in ITI user and iti can download updated mark sheet from pdf option provided if there is any correction in result.

- **Trainee Application Management**

All the application /request for duplicate mark sheet, name and DOB correction will reflect in ITI user role, which will be than processed further and the status of the same will reflect in Trainee user once the application is resolved/updated.

If the request will be for any duplicate mark sheet, consolidated and certificate the same will be resolved by ITI and if it is any correction related request the same will be processed further.

ITI can view request of their concern ITI in ITI user role and admin can view the consolidated requests of all ITI in admin user role.

- **Generate Duplication marksheet/ Correction form**

ITI can generate duplicate marksheet, consolidated and certificate by entering required trainee details. If any name correction the same has to be forwarded to Head Office by selecting correction option and providing required data and uploading the necessary documents. After correction the updated marksheet can be downloaded by the ITI from their login by download Pdf option provided.

- **Correction request**

All the request received by ITI's will reflect in clerk, Concern scheme and Admin user in various stage step by step for approval.

❖ Exam Management Module:

- **Exam Management**

Exam Management is used for adding, updating and deleting an exam name, start date, end date, year, grace marks to be applied and scheme of the exams. On clicking Add Exam button we can add new exam for any scheme. On clicking edit button we can edit the details of any exam. On clicking delete button record will be deleted. We can also

search records by entering exam name. This form has options for different exams as per requirement like semester, dual, annual etc.

- **Exam Center Definition Management**

This module is used for adding, updating and deleting an ITI and its seating capacity. On clicking Add Exam Center Definition button we can add new ITI in scheme and its seating capacity. On clicking edit button we can edit the details for ITI and its seating capacity. On clicking delete button record will be deleted.

- **Semester Management**

Semester management will be used for adding, deleting and updating a name and duration of semester. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of semester or by inserting the number of months in the search box.

- **Semester Trade Mapping**

Semester Trade is used for adding, deleting and updating semester for specific trade in a specific ITI. On clicking Semester Trade Mapping button we can add new scheme and semester for trade in that scheme. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of ITI or trade name in the search box.

- **Subject Group Management**

Subject Group management will be used for adding, deleting and updating subject group. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of subject group in the search box.

- **Subject Group Mapping**

Subject Group mapping management will be used for adding, deleting and updating a scheme and group of subjects. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of subject group name or by inserting the subject count in the search box.

- **Subject Group Marking**

This module is used for adding, deleting and updating subject group for each subject with a specific trade and scheme. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of subject group in search box

- **Subject Marking**

This module is used for adding, deleting and updating marks for each subject in the specific trade in a specific scheme. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of subject in specific trade in specific scheme

- **Admin Semester Trade Mapping**

This option allows to map the trainees of particular trades with the exam in which they are eligible to appear.

- **Trainee Transfer**

This module allows to transfer pass, fail and absent trainees of specific exam to next exam by admin user role.

- **Update Training Completed Trainee List**

Update Training Completed Trainee List is run for current exam of specific scheme to update trainee status for current exam by admin role user.

- **Bulk Subject Group Marking**

Bulk Subject group marking is used for adding and updating maximum and minimum marks including sessional marks for each subject group according to the trade classification for specific exam and scheme. User will be able to fetch bulk group marking of earlier exam to next exam.

- **Bulk Subject Marking**

Bulk Subject group marking is used for adding and updating maximum and minimum marks including sessional marks for each subject according to the trade

classification for specific exam and scheme. User will be able to fetch bulk marking of earlier exam to next exam.

- **Eligible Subject**

Updates the eligible subject for all trainees for specific scheme and exam. Eligible subjects for trades are updated on basis of subject mapped in specific trade in master data.

- **Bulk Exam Time Table Upload**

Bulk Exam Time Table is used for adding, updating and deleting details for exams to be conducted. On clicking edit button we can edit the details of any exam for any Trade and subject. On clicking delete button record will be deleted.

- **Exam Time-Table**

Exam Time Table Management is used for adding, updating and deleting an exam name, subject, exam date and time. On clicking edit button we can edit the details of any exam. On clicking delete button record will be deleted. We can also search records by entering exam name for a specific subject in a specific trade name.

- **Multiple ITI Exam Center Mapping**

In this module we can map multiple ITI to particular exam center for selected scheme and exam. Also exam center can be uploaded by excel file.

- **ITI Exam Mapping**

ITI Exam mapping is used for adding, deleting and updating ITI exam center for ITI organizations. On clicking add Exam center mapping button we can add Exam and its center for any ITI organization. On clicking edit button we can edit the record for specific ITI. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of ITI or Trade name in the search box.

- **Admit Card Generation**

Admit card generation reports is for admin user which help to get the ITI trade wise trainee count for whom the hall ticket is generated by selecting scheme and exam. Also allows to know the exam centre and status of hall ticket generated.

- **Exam Center Packet Code Generation**

   Exam Center Packet Code generation is used for generating packet code for any exam in any scheme.

- **A to Z Packet Code Report**

   A to Z packet code report is a consolidated report of packets to be received according to the alphabetical order for exam center, region office and head office.

- **ITI Trainee Seat Details.**

   This module will allow to generate report which shows enrollment number of the trainees in specific trade of ITI. On selecting scheme name, ITI name, exam and exam center and then clicking submit button, we can generate report which shows enrollment number of trainees and subject wise total number of trainees eligible to apple in selected exam. After the report is generated we can print it by clicking on print button. This report can be exported to excel.

- **Manually Exam-Center Distribution**

   The report lists all the records of assessments centers to which exam center, trade and subject wise trainees are allotted for assessment entry. The report also shows total trade wise subject wise trainee count. On clicking edit button we can edit the details of any assessment center.

- **Missing Distribution or Packet Code**

   The report shows exam center, trade and subject wise list for which distribution and packet code are missing or not generated for selected scheme and exam.

- **RDD Repot For Assessment**

   Assessment center wise packet code slips are generated that shows regions wise and total number of packets to be distribution to particular assessment center.

- **Subject wise Failed Trainees Count**

   Subject wise Failed Trainees Count is run for last previous exam to update eligible subject for current exam for repeater trainees by admin role user.

- **Trainee Applicable Subject Edit**

The report shows eligibility status of all trainees for selected scheme, exam, trade and subject. Eligibility of any trainee can be edited by this option from admin user role.

- **Trainee Applicable Subject List**

The report shows list of eligible subject of all trainees for selected scheme, exam, trade and subject.

- **Trainee Exam Mapping by Admin**

Trainee Exam Mapping by Admin lists ALL and eligible trainee details for selected scheme, exam, ITI and trade. Exam centers, trail number and previous exam details can also be checked and edited by this option by admin user role.

❖ Exam Centre Management Module:

- **Attendance and Evaluation sheet**

This module will allow to print attendance sheet containing details of candidate for specific scheme, trade and subject and evaluation sheet for assessment.

- **Exam Center Trainee Seat Details**

Details of trainee appearing in selected exam and trade to make necessary sitting arrangements at exam center. After the report is generated we can print it by clicking on print button. This report can be exported to excel.

- **Packet Code List**

Packet code link is open in exam center to get trade wise and subject wise codes to be written on sealed packets.

- **Packet Code Management**

Packet code management is consolidate report that lists all the codes allotted to exam centers with assessment center and trade details. Any new code can be allotted to exam center from Add packet code option by admin user.

- **Exam center inspection Management**
  This module allows to assign staff for inspection during exams. Message and email will be sent to respective staff after assigning duty. Required reports can be uploaded by staff and can be download and verified by the admin user.
  Reports required for this module will be customized as per requirement.

❖ Question Bank Management Module:

▪ Paper setter Management:

This module will allow admin user to assign work of paper to different registered users as per requirement.

Reports of this module will be customized as per requirement.

▪ Question Bank Management

This module will allows to add question manually for different questions types for selected trade and subject. Also allows to upload bulk question bank in excel format by admin and ITI user role.

ITI user role can create question bank unit wise, trade wise and subject wise to generate question papers for the use of ITI with the help of this module.

Admin user can generate question papers as per requirement.

▪ Exam Paper Structure

Question paper structure entry is done as per Scheme Name, Exam, Trade, Subject, Question Type, Total Questions, Questions To Be Attempted, Total Marks, Question Order, Question paper header to generate question paper for specific scheme and exam.

▪ Exam Question Paper Report

This module will allow to generate customize reports for question bank management. Report can be exported to Excel.

▪ Generate Paper Automatically

Question papers are generated automatically as per selected scheme, exam, trade and subject or as per requirement.

▪ Generate Paper Manually

Question papers are generated manually as per selected question type for specific scheme, exam, trade and subject or as per requirement.

❖ Assessment Management Module:

▪ Assessment Center Definition

Assessment Center Definition Management is used to add, edit and delete assessment code, center name and packet code for any exam in any scheme. On selecting the scheme name from the drop down menu we can see the assessment details for each exam in a specific scheme. On clicking Edit button we can edit the assessment details of that particular exam in any scheme. On clicking Add Assessment Center Definition we can add new assessment entry for any exam in any scheme.

- **Assessment Center Distribution**

Exam Center Distribution is used to distribute the trainees to exam centers for any exam in any scheme. The combinations which gets generated after clicking distribute button will show exam center name along with trainee count. We can search specific record by entering name of the exam center or trainee count in the search box. Distribution criteria/ validation can be changed as per requirement.

- **Assessment Center Mapping**

This module allow to add, edit and delete assessment center to particular exam center for any exam. On selecting the scheme name from the drop down menu we can see the assessment center mappings for each exam in a specific scheme. On clicking Edit button we can edit the record for that particular exam. On clicking Add Assessment Center Mapping we can add new assessment center mapping for any exam in any scheme.

- **Assessment center wise Paper Distribution**

Assessment Center Wise Paper Distribution Details is used to generate distribution details of exam papers. On selecting scheme name and exam name we can generate paper distribution report for that particular region. After the report is generated we can print it by clicking on print button.

- **Assessment Packet Code List**

A complete list of all the packet codes allotted to the assessment center will be listed by selecting scheme and exam details and assessment centers will have to enter roll number details of present and absent trainees. In admin consolidated report of all the centers will be listed once the report is submitted by the assessment centers.

- **Assessment Result Entered Count**

By selecting scheme and exam details complete details of assessment centres are listed that shows the status of assessment entry done by assessment centres. The report

shows student count, result count, locked count and verified count of the ITI for selected exam in specific scheme name. Also by clicking on pending entries it shows list/details of pending entries in admin user role.

- **Bulk Paper Structure Entry**

  Bulk Paper Structure Management is used to add the paper structure for any exam in specific scheme according to the trade classification. On selecting the scheme name from the drop down menu we can see the paper structure for the exams in that scheme. On clicking Edit button we can edit paper structure of that particular exam and in a similar way we can delete the record. On clicking Add Question Structure we can add new paper structure for any exam in any paper. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well.

- **Paper Structure Management**

  This module is used to add, delete and edit the paper structure for any exam in specific scheme for specific trade. On selecting the scheme name from the drop down menu we can see the paper structure for the exams in that scheme. On clicking Edit button, we can edit paper structure of that particular exam and in a similar way we can delete the record. On clicking Add Question Structure we can add new paper structure for any exam in any paper. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well.

- **Exam Center - Trade Wise Distribution**

  Exam Center-Trade Wise Distribution Details report is used to generate report for distribution of exam centers according to trade. On selecting scheme name and exam name we can generate paper distribution report for that particular trade. After the report is generated we can print it by clicking on print button

- **Trade Practical Distribution**

  Trade practical distribution is done when exam center itself is allotted as assessment center for assessment entry.

- **Result Entry**

  This module allows to edit and add marks of trainees. On selecting the scheme name from the drop down menu we can see the result entries in a specific scheme. On clicking Edit button we can edit the marks of that particular result entry of the trainee. On

clicking Add Result Entry we can add new result entry for any exam in any scheme. We can search specific record by entering name of the exam or the name of the trade or enrollment number of the trainee in the search box.

- **Request Result Unlock**

This options allows to send request to unlock the result entry of trainee for editing whose data is locked by assessment user role.

- **Result Unlock Approval**

This options allows to unlock the result entry of trainee for editing whose data is locked through double authentication password by assessment user role.

- **Pending Result Entry Details**

The reports display all the records for which the entry is pending by selecting scheme, exam trade and subject details. Trainee roll number with ITI and exam center name and packet code details are listed in this report.

- **Trainee Result Marks**

Trainee Result Marks is used to generate report which shows marks obtained by trainees in specific trade subject in scheme name. After the report is generated we can print it by clicking on print button. On clicking the print button report will be printed on the letter pad as follows.

- **Verify Result Entry**

This is the final step of assessment center. All the result entries are verified by assessment center user role once the trainee data are locked. Double authentication password is used to verify the result entry. This option also works in admin user.

- **Result Entered Count Report**

This module is used to generate report which shows student count, result count, locked count and verified count of the ITI for selected exam in specific scheme name and specific subject. On selecting scheme name, exam and subject we can generate report which shows verification count status in the. After the report is generated we can print it by clicking on print button

- **Trainee Attendance Status and Marks Details**

Trainee Attendance Status and Marks Details is an excel report that lists complete details of entry done by assessment center or by bulk upload including ITI, Exam center, Trade, trainee details, subject, assessment center name, result status and marks by selecting scheme, exam and subject.

- **Trainee Result Status Modification**

This option allows to add or update trainee result marks from admin user

❖ Result and Certification Module:

- **Upload Result**

Upload result entry option allows to upload result data subject wise by excel sheet in specified format by selecting scheme and exam by admin user role. Fail to upload records will be displayed with reason/error if any. Scheme wise format may be different.

- **Trainee Import with result.**

Admin user can import complete trainee details with result for summary report for any scheme.

- **Result Process**

Result process is done by admin user for specific selected scheme, exam, region, ITI and trade. Process can be done for all and for specific trainee or for selected combination.

- **Result Process Only For Annual**

Result process is done by admin user for specific selected scheme, annual exam, region, ITI and trade. Process can be done for all and for specific trainee or for selected combination.

- **Result Process Only For CTS/Dual system**

Result process is done by admin user only for CTS Affiliated scheme, exam, region, ITI and trade. Process can be done for all and for specific trainee or for selected combination by admin user role.

- **Result Grace Process**

Grace marks are applied to trainee result as per the criteria for selected scheme and exam after result process is done. Grace process can be run for all trainees or for specific trainee or for selected combination by admin user role.

- **Result Grace Process Only For CTS/Dual system**

  Grace marks are applied to trainee result as per the criteria for selected scheme and exam after result process is done. Grace process can be run for all trainees or for specific trainee or for selected combination by admin user role.

- **Result Grace Process Only For Annual**

  Grace marks are applied to trainee result as per the criteria for selected scheme and annual pattern exam after result process is done. Grace process can be run for all trainees or for specific trainee or for selected combination by admin user role.

- **Remove Result Entry**

  Remove Result Entry allows to remove result of selected records that are upload by excel through upload result option by admin user through double authentication password.

- **Export Result Sheet COE Data**

  This option allows to get the complete result data is excel file for selected scheme and exam.

- **Bulk PDF Request Generate**

  Bulk request for mark sheet, consolidated and certificates can be given in single click for elected scheme and exam by admin user role.

- **Generate Certificate**

  Request can be placed by admin and ITI user role to generate certificate for selected scheme, exam, ITI and trade.

- **Generate Consolidate Marksheet**

  Request can be placed by admin and ITI user role to generate consolidated mark sheet for selected scheme, exam, ITI and trade.

- **Generate Marksheet**

Request can be placed by admin and ITI user role to generate marksheet for selected scheme, exam, ITI and trade.

- ### Initiate Certificate

By requesting initiate certificate by admin user role all the certificates in request are generated as per the criteria for selected scheme.

- ### Initiate Consolidate Marksheet

By requesting initiate consolidate marksheet by admin user role all the consolidate marksheets in request are generated as per the criteria for selected scheme.

- ### Initiate Marksheet

By requesting initiate marksheet by admin user role all the marksheets in request are generated as per the criteria for selected scheme.

- ### Result Sheet (General)

Result sheet General lists result status of all trainees including subject wise marks for specific scheme, exam ITI and trade by ITI and admin user role. Print to pdf and export to excel both the option are available to save the report for records.

- ### Result Statistics

By selecting scheme and exam details from admin user role region wise result is listed showing total number of eligible, appear, pass, pass with grace, fail and absent trainees count. Also it shows number of trainees who are eligible to get consolidated in selected exam.

- ### Result Statistics Process

ITI wise, trade wise and ITI Trade wise statistics process is done by admin user role for selected scheme and exam.

❖ Remuneration Module:

- ### Exam Duty Master

This option have the master entry of wages given per day to different duty allotted persons of assessment and exam centre users. Also restrictions are given to users for bill

calculation as per criteria. We can add data from "add duty type' option by admin user. to edit duty type click on 'Edit' icon and to remove any entry click on "Delete" button.

- **Bank Master**

  Bank master consists of lists of all bank names. Any bank name can be added or deleted by this option by admin user role.

- **Employee Management**

  Employee Management page user will be able to see employees list who are registered in the system by assessment center. User will be able to add, update, remove employee from Employee Master. Data will can be exported in excel. Employee bank details will be verified with bank server.

- **Exam Bill Entry Management**

  Exam Bill Entry management is used for adding, updating and deleting an exam bill name, start date, end date, number of total working days, for particular scheme and exam. On clicking Add exam bill name button we can add new exam bill for any scheme. On clicking edit button we can edit the details of any exam bill. On clicking delete button record will be deleted only if none of the exam centers have calculated the bill.

- **Exam Center Trainee Management**

  Data of total number of trainees of all exam centers are fetched for selected scheme and bill name. All the entries are saved for making bills. Number trainees can be edited once the entries are saved. Data of exam centers can also be added manually from "Add Particular "option for any scheme or user will be able to bulk upload by excel sheet.

- **Exam Room Allocation Management**

  Room Allocation Management, user will be able to see Room allocation details for particular exam bill. User will be able to add, view, remove Room Allocation. To View allocation click on 'Edit' icon and to remove allocation click on "Delete" button

- **Exam Duty Allotment**

  Exam Duty Allotment, user will be able to see Duty allocation details for particular exam bill. User will be able to add, view, remove Duty allotment. To allocate duty click on **"Add Exam Duty Allotment"** button, to edit duty allocation click on 'Edit' icon and to remove allocation click on "Delete" button. Data can be exported to Excel.

Admin user can see all the duty allotted by different exam centers by selecting scheme or as per requirement.

- **Calculate Bill**

This module will allow to auto calculate the bill as per criteria mentioned in exam duty master by selection of scheme and exam bill name. After calculation of bill the data can be exported to excel to cross verify all the details as per the duty allotted. Any data found incorrect can be edited before the bill is locked and verified.

- **Exam Center Bill Summary**

Select scheme and assessment bill name for view exam center bill summery. Export the data to excel and cross verify all the details as per the duty allotted. Summary report includes complete details of particular bill.
Short summary report is also available for print.

- **Exam Center Bank Details**

In this module by selecting scheme and exam bill name bank details can be viewed. The bank detail report can be exported to excel to cross verify all the details entered. Bank detail report have a signature column when report is printed to take signature of each and every employee after they cross verify their bank details. All the employee's bank detail will be listed here who are allotted duties in particular bill.

- **Exam Center Bill Summary Lock and Verify**

Select scheme and exam bill name for 'Lock and Verify' exam bill and 'Generate PDF' and View 'Bill Status'. A detailed report of employee with duty allotted, bill amount and bank details will be listed. Export to excel facility is given to cross verify all the details, mainly numbers of days, name of employee to whom the duty is allotted and bank details of employee before lock and verify the bill. Bill status will be updated in exam centre user role in "exam center bill summary Lock and Verify" once the bill is received, returned and processed. All the data related to the selected bill will be locked can cannot be edited.

- **Exam Center Bill Pending Report**

Report shows list of total number exam center and name of exam centers who have submitted the bills, not calculated the bill, bill return and processed for selected exam bill name. Report works in clerk ,account and admin user.

- **Exam Center Bill Status Report**

Report shows list of total exam center centers status who have locked the bills, not calculated the bill, bill return and processed for selected exam bill name. We can download the pdf reports of bill summary reports by this option. Report works in clerk ,account and admin user

- **Assessment Bill Entry Management**

This module is used for adding, updating and deleting an assessment bill name, start date, end date, number of total working days, for particular scheme and exam. On clicking Add assessment bill name button we can add new assessment bill for any scheme. On clicking edit button we can edit the details of any assessment bill. On clicking delete button record will be deleted only if none of the assessment centers have calculated the bill.

- **Assessment Center Trainee Management.**

Data of total number of trainees and packets distributed to all assessment centers are fetched for selected scheme and bill name. All the entries are saved for making bills. Number of packets and trainees can be edited once the entries are saved. Data of assessment centers can also be added manually from "Add Particular "option for some schemes or user will be able to bulk upload by excel sheet.

- **Assessment Duty Allotment Management**

Assessment Duty Allotment, user will be able to see Duty allocation details for particular assessment bill. User will be able to add, view, remove Duty allotment. To allocate duty click on "Add Assessment Duty Allotment" button to edit duty allocation click on 'Edit' icon and to remove allocation click on "Delete" button before the bill is locked and verified. Data can be exported to excel.
Admin user can see all the duty allotted by different assessment centers by selecting scheme or as per requirement.

- **Calculate Bill (Assessment)**

This module will allow to auto calculate the bill as per criteria mentioned in exam duty master by selection of scheme and assessment bill name. After calculation of bill the data can be exported to excel to cross verify all the details as per the duty allotted. Any data found incorrect can be edited before the bill is locked and verified.

- **Assessment Center Exam Summary**

Select scheme and assessment bill name for view assessment center bill summery. Export the data to excel and cross verify all the details as per the duty allotted. Summary report includes complete details of particular bill.

Short summary report is also available for print.

- **Assessment Center Exam Lock and Verify**

Select scheme and assessment bill name for 'Lock and Verify' assessment bill and 'Generate PDF' and View 'Bill Status'. A detailed report of employee with duty allotted, bill amount and bank details will be listed. Export to excel facility is given to cross verify all the details, mainly numbers of days, name of employee to whom the duty is allotted and bank details of employee before lock and verify the bill. Bill status will be updated in assessment center user role in "assessment center bill summary Lock and Verify" once the bill is received, returned and processed. All the data related to the selected bill will be locked can cannot be edited.

- **Assessment Center Bank Details**

By selecting scheme and assessment bill name, bank details can be viewed. The bank detail report can be exported to excel to cross verify all the details entered. Bank detail report have a signature column when report is printed to take signature of each and every employee after they cross verify their bank details. All the employee's bank detail will be listed here who are allotted duties in particular bill

- **Assessment Center Exam Bill Pending Report**

Report shows list of total number assessment center and name of assessment centers who have submitted the bills, not calculated the bill, bill return and processed for selected assessment bill name. Report works in clerk ,account and admin user

- **Assessment Center Exam Bill Status Report**

Report shows list of total assessment center centers status who have locked the bills, not calculated the bill, bill return and processed for selected assessment bill name. We acne download the pdf reports of bill summary reports by this option. Report works in clerk ,account and admin user

❖ Apprenticeship Management Module:

- **Trainee Apprentice Management**

Apprentice Trainee Management is used for updating details and deleting trainee. On clicking Add Trainee button we can add new trainee in the Apprentice scheme. On

clicking edit button we can edit the details for specific trainee in apprentice scheme. On clicking delete button record will be deleted. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well. We can search specific record by inserting the name of trainee or serial number or enrollment number in the search box.

- **ATS Trainees General Information Report**

ATS Trainees General Information is used to generate report which shows general information of the ATS trainees. On selecting scheme name, ITI name and trade name we can generate report which shows general information of the ATS trainees. After the report is generated we can print it by clicking on print button.

- **ATS Trainees Check List**

ATS Trainees check list is used to generate checklist of ATS Regular trainees. On selecting scheme name, ITI name and trade name we can generate report for those particular trainees. After the report is generated we can print it by clicking on print button**.**

- **ATS Center Trainees Check List**

ATS Center Trainees check list is used to generate checklist of ATS Central Sector trainees. On selecting scheme name, ITI name and trade name we can generate report for those particular trainees. After the report is generated we can print it by clicking on print button**.**

- **Ex-ITI Trainees Information**

ATS Ex-Trainees General information is used to generate report which shows general information of the ATS Ex-trainees. On selecting scheme name, ITI name and trade name we can generate report which shows general information of the ATS Ex-trainees. After the report is generated we can print it by clicking on print button.

- **Establishment Management**

Establishment Management is used for searching, adding, updating and deleting details for any specific company. On clicking Search button we can find any company from the list. On clicking Reset button all fields will be set to zero. On clicking Add Establishment button we can add new company. On clicking edit button we can edit the details for specific company. On clicking delete button record will be deleted. We can delete all records by clicking 'Delete Selected' button if check box in the header of table is checked and in the same way we can also delete selected records as well.

- **Trainees Establishment Information**

  Trainees Establishment is used to generate establishment information of trainee. On selecting scheme name, ITI name and trade name we can generate report for those particular trainees. After the report is generated we can print it by clicking on print button

- **ATS Center Trainees Result Sheet**

  ATS Center Trainees Result Sheet is used to generate Result Sheet of ATS Central Sector trainees. On selecting scheme name, ITI name and trade name we can generate report for those particular trainees. After the report is generated we can print it by clicking on print button.

- **ATS Annexure Report**

  ATS Annexure Report is used to generate apprentice establishment details report of Apprentice scheme. On selecting scheme name, ITI name and trade name we can generate report for those particular trainees. After the report is generated we can print it by clicking on print button.

- **Rebate Master**

  This function works in Apprentice scheme as per trade duration exemption for Ex_ITI passed or fresher Apprentice.

- **ATS Trainee Trial Update**

  Update trial number manually in ATS Scheme if require.

- **ATS Skill Competition Exam Data**

  For select trade first Apprentice in based of apprenticeship result in particular 15 authorized trade in ATS Scheme.
- **ATS Exam Center Distribution**

  Exam Center-Trade Wise Distribution Details report is used to generate report for distribution of exam centers according to trade for ATS Scheme only. On selecting scheme name and exam name we can generate paper distribution report for that particular trade. After the report is generated we can print it by clicking on print button.

- **ATS Exam Center Packet Code**

ATS Exam-Center Packet Code generation is used for generating packet code for exam in Apprentice scheme only.

- **Generate ATS Pro Certificate**

Generate request given by ITI for apprentice provisional national certificate after result declared of Apprenticeship scheme.

- **Initiate ATS Pro Certificate**

Initiate the certificate by admin side after Generate request given by ITI user for apprentice provisional national certificate after result declared of Apprenticeship scheme. Certificate is generated and downloads in pdf format after initiate.

- **Generate ATS Certificate**

Generate request given by ITI for apprentice provisional national certificate with marks obtain details after result declared of Apprenticeship scheme.

- **Initiate ATS Certificate**

Initiate the certificate by admin side after Generate request given by ITI user for apprentice provisional national certificate with marks obtain details after result declared of Apprenticeship scheme. Certificate is generated and downloads in pdf format after initiate.

- ❖ **Report Analysis Module:**

- **Trade Affiliation Report**

Trade Affiliation report is used for used for generating reports for trades affiliated with ITI organizations. On clicking submit button we can generate report for any ITI trade affiliation. On clicking Adobe PDF icon above the we can export report to PDF file. On clicking Print icon above the we can directly print the report

- **Trade Non Affiliation Report**

Trade Batch report is used for used for generating reports for trades which are not affiliated with ITI organizations. On clicking submit button we can generate report for any trade batch report. On clicking Adobe PDF icon above the we can export report to PDF file. On clicking Print icon above the we can directly print the report.

- **Export Consolidate Marksheet**

Export consolidated marksheet report provides data of trainees eligible to get consolidated marksheet in specific scheme and exam including ITI- trade details and marks of all semester of trainees in ITI and admin user role

- **General Filter Report**

Trainees General filter report is used to generate report which shows complete information of all the trainees of specific scheme and exam. On clicking submit button we can generate report for any ITI and trade or consolidated report of selected scheme and exam. The report consists of result and verification status also. This report is generated in excel format by admin user role.

ITI can generate the same report for trainees of their concern ITI only.

- **Trainee Not Eligible Trade Count**

Trainees Trade Wise Not Eligible Count Report is used to generate report which shows number of trainees who are not eligible for the trade. On selecting scheme name and ITI name we can generate report for number of trainees who are not eligible for particular exam in particular trade. On clicking view button in the specific trade we can directly generate report for the number of trainees not eligible in that trade or in particular selected exam. After the report is generated we can print it or we can export it to PDF file when required.

ITI can generate the same report trade wise or exam wise for particular selected scheme of their concern ITI only.

- **Trainees Statement**

This module is used to generate trainees' statement report. On selecting scheme name, ITI name, exam, duration and trade name we can generate report for those particular trainees. After the report is generated we can print it by clicking on print button or we can export it to excel sheet by clicking on X button. Report works in admin user for consolidated report and in ITI user for concern ITI only.

- **Type Wise Trainees Count Information**

Trainees Type Wise Count Report is used to generate report which shows number of trainees according to trainee type in respective ITI organization. On selecting scheme name and type we can generate report for number of trainees in ITI. On clicking Print icon above the we can directly print the report.

- **ITI Trade wise Result Sheet**

ITI wise trade wise result is listed by selecting scheme and exam details in admin user role. ITI type option is available which can generate report as per requirement.

- **ITI wise Result Sheet**

    ITI wise result is listed for selected scheme and exam details in admin user role.

- **Trade wise Result Sheet**

    Trade wise result is listed by selecting scheme and exam details in admin user role

- **ITI Wise Trainee Result**

    Blank Structure Result lists complete details of trainees of all trades including result status and total marks obtained by trainee for selected scheme exam and ITI by admin user role.

- **Result Analysis District wise/Taluka wise**

Provides result data District wise, Taluka wise or both in admin user role for selected scheme and exam.

- **Result Analysis Gender Wise**

Provides result data gender wise in admin user role for selected scheme and exam.

- **Result Analysis Other Classification Wise**

    Provides result data caste wise, gender wise and qualification wise in admin user role for selected scheme and exam.

- **Consolidated Result summary**
    Provide data for no. of trainees who are eligible to get consolidate/Certificate of particular selected scheme and exam. This report will have different fields like ITI name, trade name, district, taluka, Gender, Caste etc. For CTS and ATS scheme result summary report will be fetched from uploaded excel file of trainee import result.

❖ Auto e-Mail/ SMS Intimation Module:

    This module will allow to send intimations for pending work by email and SMS to different users roles for various category of pending works as well as intimation prior to work. This option will have require fields.

- **Intimation schedule management**

  This module will used to define dates for different phases of entries of ITI, Exam center, Assessment center, Nodal and RDD user roles to sent intimations by email and SMS to complete work in given time or for any pending work by admin user role.

❖ Online Examination Module

- **Trainee setup**

  This module will allow to setup trade/subject wise trainee data to conduct online exam. Trainee will be fetched automatically as per subject eligibility.

- **Question Bank Management**

  This Module is used to setup question bank. upload or enter manually the question bank trade/subject wise for particular exam in at least two Languages. Question authoring and publishing. Review and finalizing question bank. Assigning Question set to trainees as per trade and subject of trainees as well as time slot allotted to trainees.

- **Exam center setup, Time table and Hall ticket.**

  This module will allow to setup online exam time table, setup exam center node capacity. Assigning trainees to exam center as per node capacity and set minimum distance from ITI to exam center for trainee automatically. Generate hall ticket as per Time table and assigning center to trainees.

- **Configure Exam schedule.**

  This module is used to setup exam parameters. Total timing of the exam, mode of question display (manual or automatic), question selection mode (fixed or random), set exam timing, allow anytime finish option, set duration to end exam, show clock, display score or not, email the score, enforce change password, re- login time period setting, capture the image as per set time intervals, exam alert duration, list of services enable during exam etc.

- **Exam center Server module.**

  This module is used by the exam center. Exam center can download the exam schedule from main server. In download module they get all trainee data, question bank details for their exam center. After conducting the exam this module will help to upload

the result data of trainee to main server. This module also provides report facility to exam center like total trainee list with roll no. and password, attendance report etc.

- **Exam conduct Module for trainees.**

In this module trainee exam will be conducted. Trainee can login with given user and password. Questions on the screen will appear randomly in two languages to each trainee. Answers for the similar questions will be jumbled for each trainee. Trainee will be able to go to next, previous and jump to the any question. Resume the exam from where exam is stopped if the exam breaks incidentally at any given point of time. Exam will be finished automatically as per defined schedule.

- **Reports and other facilities.**

Facility to export report to excel. Customize standard reports as per requirement. Nodes report before exam. Facility to record student's log. Facility to capture image of trainee at given intervals. Facility to view center wise activity such as no of trainees appeared at particular exam center.

❖ Online Payment Management Module:

- **Exam Fee Payment.**

This module is used to Enter exam fee by trainees. Trainee have to enter his basic details, scheme, ITI, trade and exam details. After all the details are entered the page is directed to SBI gateway to pay fees. Trainee receive receipt and reference ID after successful payment.

- **Self-finance ITI affiliation fee payment**

This module used to pay application affiliation fees of Self finance ITI. Company/trust have to enter their establishment details, training institute details, and proposed trade details to be started. Once the user agree to the term and conditions the page is directed to SBI gateway to pay the fees. After successful payment user receive receipt and reference ID.

- **Check Payment status and re-print receipt.**

User can check his payment status and can print receipt using payment order number and reference ID.

- **User management.**

This module used to create, modify or delete used. ITI role user and admin role user can change password.

- **Reports for ITI and Admin role user.**

This module allows to download reports day wise, trade wise, exam wise with payment status reports in ITI user. Admin role user can also check and download all transaction reports including successful and failed transactions as per requirement. (ITI wise, trade wise, day wise)

- **Original Certificate Fee**

This module is used to pay fees for NTC certificate by ITI user. ITI have to enter all the required details and pay the fees.

- **Duplicate Certificate/Mark sheet Fee**

This module is used to pay fees for duplicate mark sheet, consolidated and certificate of trainee by ITI user. ITI have to enter all the required details of trainee and pay the fees.

- **Certificate/Mark sheet Verification Fee**

This module is used to pay fees for verification of consolidated and certificate of trainee by ITI user. ITI have to enter all the required details of trainee and pay the fees.

- **Exam Paper Re-checking Fee**

This module is used to pay fees for rechecking of paper of trainee by ITI user. ITI have to enter all the required details of trainee and pay the fees.

- **Other Fee.**

This module will be used for collecting fees other than mentioned above**.**

5.4 Dashboard for different level monitoring authorities for all modules

- It should have analytical dashboard of various skilling schemes considering different parameters like scheme-wise TP / TC, district, taluka, batch, candidate, category, gender, no of enrolled, trained, certified, placed with graphical view.
- The entire portal needs to be developed with facility to give access and

revoke roles to the different users.
- It should also have complete decision support system for the management with multiple report generation capability.
- Prepare a Monitoring dashboard and MIS to perform Continuous Monitoring of the accredited Centers. This system shall have capability to generate scorecards for each Centre.
- To provide list of Training Centers to be taken up for Scheduled and Surprise Visits based on their Grading and performance, List of Training Centers approaching renewal of Affiliation / Accreditation
- Dashboard for different stakeholder with respect to their concerned activities
- Any other customized report as required by the Mission

5.5 Data Migration and Integration with existing systems and Deliverables:

❖ Data Migration and Integration

- Existing OEACS portal all data migrate to our new portal to function all activities as per old data.
- SMS & e-mail services.
- Aadhar vault for Aadhar authentication
- NIC portal for Aadhar enable bio-metric attendance system
- Scheme-wise integration with payment gateway as well with bank for reconciliation.

❖ Deliverables:

The following is the list of deliverables in the form of documents to be submitted by the SP in the course of project implementation.
- As-Is Process Report for all the processes of services.
- User Requirement Specification documents.
- System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, data flow, workflow based on the BPR report, interface specifications, application security requirements.
- High Level Software Design document including Software Architecture design, Logical and Physical Database Design etc.
- Software Design Document
- Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan)
- User Acceptance Test Plan, Security Test Plan, Load & Performance Test Plan.
- Integration Plan with other applications
- Details study report for the requirement of IT Infrastructure based on the application developed.

- User manuals in English & Gujarati languages
- FAQ for concerned stakeholders
- Documentation including code structure and architecture on every six months.

5.6 Gujarat Council of Vocational Training (GCVT) Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application Operation and Maintenance scope of work

The SP has to provide the operation & maintenance for the period of 7 years Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc. changes.
- Ongoing technical support for application
- Fine Tuning updates/patches reporting
- Fixing logical/run-time errors in the applications
- Development, Testing and Implementation for Bug-Fixes
- Generate reports on changes made in applications
- Generate reports on change given to support team
- System administration and database management support
- Development of new application release
- Deployment of new application on production servers
- Synchronize the application release in all application servers of GCVT
- Maintaining checklist for the status of deployment on all servers
- Monitoring & Reporting Server/ System performance (Department will provide the server. However, the monitoring has to done by selected bidder. Bidder shall be responsible for server OS installation, management and administration. Back and restoration software for DC will be provided by department.)
- Provide warranty/on-site maintenance product, software that shall be supplied and installed under this procurement throughout the period of contract as per SLA and also provide warranty execution/onsite maintenance of the Database S/W.
- Undertake Performance Tuning and ensuring optimum performance of the equipment supplied.
- The support coverage shall be as per the service window mentioned in the Section – "Service Level".
- Provide manpower for operations, maintenance and onsite warranty support of all supplied items.
- SP will provide 2 trainers for conducting 25 training sessions regarding the use of web portal and mobile app needs to be provided as and when required by GCVT. GCVT will provide necessary facilities to conduct training.
- The SP shall be responsible to maintain version control and change request by utilizing the necessary tools and giving access to GCVT for monitoring and tracking purpose as and when required.

Operation and Maintenance Period bidders are expected to carry out change that is required due to change in functionalities, Act, Rule, GR etc. during the 5 years of Operation and Maintenance period. No additional payment will be made during O&M period. During the course of O&M, bidder may suitably- deploy more resources, if required to perform any changes in the developed application.

5.7 Continuous development to for the Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application scope of work

For Continues development of the GCVT Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application for new features and module development as required by GCVT, a team of up to 3 developers with minimum 5 years of experience in development of similar types of application needs to be provided as per the requirement of GCVT. Team will be stationed at GCVT office.

5.8 Hosting of the website, web portal and mobile app

Bidder is required to propose the required compute power, storage and other requirement to host the new application considering the **500 concurrent users**. The necessary compute infrastructure will be provided by Govt. of Gujarat.

The Govt. of Gujarat will provide the virtualization/cloud environment. Bidder has to provide proposed bill of material as following format in the technical bid.

a. Bill of Material for Hardware

Sr. No.	*Description	vCPU	RAM	HDD Space	Quantity	Remarks, if any

*Description: required DB servers, app severs, reporting servers or any other server (for production), equipment required for running the application at DC.1 physical core = 2 vCPU

For Development, testing, UAT, Bidder will use their own development & testing environment to run the applications. GSDC will provide only Production hosting environment at the time of go-Live once UAT and security audit completes.

6. SECTION 6: TECHNICAL EVALUATION METHODOLOGY

A Three stages procedure will be adopted in evaluating the bids:

(i)   An Eligibility/Pre-qualification evaluation:

The eligibility evaluation will be carried out based on the criteria mentioned in the tender document. All those bidders who matches all the eligibility criteria will be called for the presentation Evaluation.

(ii)   Technical Evaluation:

The following criteria shall be used to evaluate the technical bids.

Technical Evaluation		
Sr. No	**Evaluation Criteria**	**Maximum Marks**
Bidders Existence		
1	The bidder should have a registered office in India and should have been in existence for last Five (5) years	5
	1. 5 – 7 Years = 3 Points	
	2. More than 7 Years = 5 Points	
Turnover		
2	Average Annual Turnover (Software Development/Software Customization & Implementation only) for last 3 years:	10
	More than INR 15 Cr. And Less than INR 25 Cr. – 5 points	
	More than INR 25 Cr.– 10 points	
	(Bidders are required to submit audited Turnover Statements for last 3 years.)	
Past Experience		
3	Experience of doing such projects with examination, assessment & certification Development Portal of Govt. Departments / Boards / Corporates / PSU / Govt. Institute.	15
	- 1 project = 5 points	
	- 2 Projects = 10 Points	
	- 3 or more Projects = 15 Points	
4	**Presentation/demonstration evaluation**	20
Total Marks		50

The bidder shall be required to get at least 60% marks out of 50 marks to qualify for next stage i.e. opening of the financial bids.

Presentation/demonstration evaluation criteria:

Sr. No.	Parameters	Marks
1	Proposed solution for Web portal and Mobile app as per requirement • Understanding of the requirements • Clarity on solution offered • Integration Architecture	5
2	Design, Develop and implementation Approach and methodology	5
3	Proposed Team for in all phases Development, O& M and Continuous Development	10
	Total	**20**

(iii)   Financial evaluation

The financial bids of all the bidder who get 60% marks in the Technical evaluation stage will be opened.

(IV) Final Evaluation:

The bids will be evaluated on a **Quality and Cost Based Selection [QCBS]** basis. The proposals will be ranked according to their combined technical and financial scores using weights

Proposals will be ranked according to their combined technical and financial scores using the weights (**T=0.60** the weight given to the Technical bid and **P=0.40**, the weight given to the Financial Proposal. The final evaluation will be based on Final Score which shall be calculated as shown below:

$$\text{Final Score (S) = Tn x T + Fn x P}$$

The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder with the higher normalized technical score will be invited first for negotiations for awarding the contract.

7. SECTION 7: FINANCIAL BID

#	Particular	Total Cost (Rs.)
1	Design, Develop, Test , Implement and Train for Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application - Android & iOS app for GCVT **– Part 1**	
2	License cost of the Software products like OS, Database or any other third-party software required to run the application for 7 years **– Part 2**	
3	ATS/AMC of Software products like OS, Database or any other third party software required to run the application for 7 years **– Part 3**	
4	Application Operation and Maintenance support for 7 years (website, web portal & Mobile app) **– Part 4**	
5	Total cost of Continuous Development Team for seven years (3 resources for seven years) **– Part 5**	
	Grand Total (Item no. 1+2+3+4+5) (Rs.)	

Note:
- All taxes are extra as applicable at the time of invoicing.
- The grand total of item no. 1 to 5 will be considered for final evaluation.
- The cost of the above parts should be matched with the breakup of component mentioned in Part.

Part 1- Design, Develop, Test, Implement and Train for Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile Application-Android & iOS app for GCVT

Sr. No.	Item Description Original	Total Man month effort	Rate per Man-month	Total amount (Rs.)
	A	B	C	D
1	Design, Develop, Test, Implement and Train for Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application-Android& iOS app			
			Total Amount (Rs.)	

Team will be stationed at GCVT office. Office Space, Sitting Space, required Furniture, Electricity will be provided by the department to the deployed resources.

Rest anything required during the project shall be provided by the bidder.

Part 2- License cost of the Software products like OS, Database or any other third-party software required to run the application for 7 years

Sr. No.	Particular	Cost (Rs.)
	A	B
1.		
2.		
3.		
..		
..		
Total Amount(Rs.)		

Part 3- ATS/AMC of Software products like OS, Database or any other third party software required to run the application for 7 years for (Production & Non-Production environment)

Sr. No.	Particular	Unit Rate	No. of Unit	Yearly Cost (Rs.)				
				Y1	Y2	Y3	Y4	Y5
	A	B	C	D	E	F	G	H
i.								
ii.								
iii.								
iv.								
v.								
..								
Total Amount(Rs.)								

Part 4- Application Operation and Maintenance support for 7 years (web portal & Mobile app)

Sr. No.	Particular	Yearly cost (Rs.)				
		Y1	Y2	Y3	Y4	Y5
	B	C	D	E	F	G
I.						
II.						
III.						
IV.						
V.						
..						
Total Amount(Rs.)						

Bidder will submit manpower cost like project manager, developers for the O&M period. Team will be stationed at GCVT office. Office Space, Sitting Space, required Furniture, Electricity will be provided by the department to the deployed resources.

Rest anything required during the project shall be provided by the bidder.

Part 5 - Total cost of Continuous Development Team for five years (3 resources for 7 years)

#	Particular	Total Months	Per month Rate (Rs.)	Total Cost (Rs.)
	Continuous Development Team	**(A)**	**(B)**	**(C= A*B)**
	3 Software Developers with minimum 5 years of experience in development of similar web & Mobile application development (3X12X7)	252		
	Total Amount(Rs.)			

Team will be stationed at GCVT office. Office Space, Sitting Space, required Furniture, Electricity will be provided by the department to the deployed resources.

Rest anything required during the project shall be provided by the bidder.

8. SECTION 8: BID FORM

Date: Tender No:

To,
DGM (App.), Gujarat Informatics Ltd.

Dear Sir,

Having examined the Bidding Documents including Addenda Nos. _____ (insert numbers, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render "Selection of Service Provider for Design, Development and implementation of Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application for Gujarat Council of Vocational Training (GCVT)" in conformity with the said bidding documents for the same as per the technical and financial bid and such other sums as may be ascertained in accordance with the Financial Bid attached herewith and made part of this bid. We have not placed any condition for the bid on our part and agree to bind ourselves to the terms and conditions of this tender unconditionally. Any conditions placed by us elsewhere in the present bid are hereby withdrawn unconditionally.

We undertake, if our bid is accepted, to render the services in accordance with the delivery schedule which will be specified in the contract document that we will sign if the work order given to us.

If our bid is accepted, we will obtain the guarantee of a bank for the sum indicated as per tender document for the due performance of the Contract, in the form prescribed by GCVT.

We agree to abide by this bid for a period of 180 (One hundred and eighty only) days after the date fixed for bid opening of the Instruction to Bidders and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.
Name:
_____

Address:_____
We understand that you are not bound to accept the lowest or any bid you may receive.
Dated this _____day of_____2020
Signature
(in the capacity of)
Duly authorized to sign Bid for and on behalf of_____.

9. SECTION 10: FORMAT OF EARNEST MONEY DEPOSIT IN FORM OF BANK GUARANTEE

Ref: Bank Guarantee No.
                                                             Date:

To,
DGM (App.)
Gujarat Informatics Limited
Block -2, 2nd Floor, Karmayogi Bhavan,
Sector - 10, Gandhinagar – 382010.
Gujarat, India.

Whereas -- (here in after called "the Bidder") has submitted its bid dated ---------------- in response to the Tender no: SWT240120194 for RFP for "Selection of Service Provider for Design, Development and implementation of Website, Web portal for Online Examination, Assessment Control, Affiliation Management System and Mobile application for Gujarat Council of Vocational Training (GCVT), Gandhinagar" KNOW ALL MEN by these presents that WE ------------------------- -- -- having our registered office at ------------ ----------------------- ---------------------------- (hereinafter called "the Bank") are bound unto the _____, Gujarat Informatics Limited in the sum of ----------- ------------- for which payment well and truly to be made to Gujarat Informatics Limited , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this --------------day of ----------------------- ----2020.

THE CONDITIONS of this obligation are:
1. The E.M.D. may be forfeited:
    a. if a Bidder withdraws its bid during the period of bid validity
    b. Does not accept the correction of errors made in the tender document;
    c. In case of a successful Bidder, if the Bidder fails:
        (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
        (ii) To furnish performance bank guarantee as mentioned above or
        (iii) If the bidder is found to be involved in fraudulent practices.
        (iv)If the bidder fails to submit the copy of purchase order & acceptance thereof.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 9 months from the last date of bid submission.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____2020.

_____

Signed and delivered by
_____

For & on Behalf of

Name of the Bank & Branch &
Its official Address

Approved Bank: Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time.

10. SECTION 11: PERFORMANCE BANK GUARANTEE

To: _____

WHEREAS _____
(Name of Service provider) hereinafter called "service provider" has undertaken, in pursuance of Contract No. _____ dated _____ _ to render services for _____ hereinafter called "The Contract". AND WHEREAS it has been stipulated by you in the said Contract that the SP shall furnish you with a Bank Guarantee by any Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/ Gandhinagar) for the sum specified therein as security for compliance with the Supplier / SP's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier / SP a Guarantee:

WE, THEREFORE, hereby affirm that we are Guarantors and responsible to you, on behalf of the SP, up to a total of _____ (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the SP to be in default under the Contract and without cavil or arguments, any sum or sums within the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand of the sum specified therein.

This guarantee is valid until the_____ day of _____ 20 _____

Signature and Seal of Guarantors
_____
Date _____
Address_____
_____

Approved Bank: Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time.

11. SECTION 12: SELF DECLARATION

(TO BE SUBMITTED PHYSICALLY ALONG WITH EMD & BID PROCESSING FEES)

AFFIDAVIT

(To be submitted IN ORIGINAL on Non-Judicial Stamp Paper of Rs 100/- duly attested by First Class Magistrate/ Notary public)

I/We, _____, age_____ years residing at _____ in capacity of _____M/s. _____ hereby solemnly affirm that

All General Instructions, General Terms and Conditions, as well as Special Terms & Conditions laid down on all the pages of the Tender Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same.

I I We have submitted following Certificates I Documents for T.E. as required as per General Terms & Conditions as well as Special Terms & Conditions of the tender

Sr. No.	Name of the Document
1	
2	

All the Certificates I Permissions I Documents I Permits I Affidavits are valid and current as on date and have not been withdrawn I cancelled by the issuing authority.

It is clearly and distinctly understood by me that the tender is liable to be rejected if on scrutiny at any time, any of the required Certificates I Permissions I Documents I Permits I Affidavits is I are found to be invalid I wrong I incorrect I misleading I fabricated I expired or having any defect.

I I We further undertake to produce on demand the original Certificate I Permission I Documents I Permits for verification at any stage during the processing of the tender as well as at any time asked to produce.

I I We also understand that failure to produce the documents in "Prescribed Proforma" (wherever applicable) as well as failure to give requisite information in the prescribed Proforma may result in to rejection of the tender.

My I Our firm has not been banned I debarred I black listed at least for three years (excluding the current financial year) by any Government Department I State Government I Government of India I Board I Corporation I Government Financial Institution in context to purchase procedure through tender.

I I We confirm that I I We have meticulously filled in, checked and verified the enclosed documents I certificates I permissions I permits I affidavits I information etc. from every aspect and the same are enclosed in order (i.e. in chronology) in which they are supposed

to be enclosed. Page numbers are given on each submitted document. Important information in each document is "highlighted" with the help of "marker pen" as required.

The above certificates/ documents are enclosed separately and not on the Proforma printed from tender document.

I I We say and submit that the Permanent Account Number (PAN) given by the Income Tax Department is _____, which is issued on the name of _____ [Kindly mention here either name of the Proprietor (in case of Proprietor Firm) or name of the tendering firn;1, whichever is applicable].

I I We understand that giving wrong information on oath amounts to forgery and perjury, and I/We am/are aware of the consequences thereof, In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/PBG/cancel the award of contract. In this event, this office reserves the right to take legal action on me/us.

I / We have physically signed &stamped all the above documents along with copy of tender documents (page no. ---- to --).

I I We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliment with specification mentioned in the bid document.

My I Our Company has not filed any Writ Petition, Court matter and there is no court matter filed by State Government and its Board Corporation, is pending against our company .

I / We hereby commit that we have paid all outstanding amounts of dues I taxes I cess I charges I fees with interest and penalty.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of Tender Committee for disqualification will be accepted by us.

Whatever stated above is true and correct to the best of my knowledge and belief.

Date: Stamp & Sign of the Tenderer

Place: (Signature and seal of the Notary)

12. SECTION 13: Particulars of the Bidder's Organization

Sr. No.	Particulars	Details
	Basic information of Organization	
I.	Name of firm	
II.	Address of the corporate headquarters with Name, Address, telephone no., contact person, mobile no., email ID	
III.	Date of incorporation	
IV.	PAN/TAN/Service Tax Details	
V.	List of current directors	
VI.	Other key man agement persons	
VII.	Key contact person/s for this project along with designation and contact details (Mobile no., email ID etc.)	

Note: Above details are mandatory, Bidder may use additional sheets for above submissions.

(Authorized Signatory)

Name:_____
Designation & Authority:_____
Place:_____
Date:_____
Stamp:_____
Company Name:_____
Business Address:_____

Note: - Kindly attach necessary supporting documents

13. SECTION 14: Format for Financial Capability

Financial Information			
	FY 1	FY 2	FY 3
Total Turnover (in INR Crores)			
Turn over from IT related services(in INR Crores)			
TurnoverfromSoftwareConsultancy,developmentandimplementation(inINRCrores)			
Profit after tax (in INR Crores)			
Net worth (in INR Crores)			
Other relevant information			

Note: Please attach relevant sections of the documentary proofs

14. SECTION 15: Format for Relevant Experience

Assignment name:	**Approx. value of the contract:**
Country: **Location within Country:**	**Duration of assignment(months):**
Name of Client:	**Total No of staff-months of the assignment:**
Address:	**Approx. value of the services provided under the contract (in Current INR):**
Start Date(Month/Year):Completion Date(Month/Year):	**Number of Man-Months of Professional Staff Provided by Associated Consultants:**
Project Completion Certificates:	**Licensing/User Base/Geographical Spread:**
Acceptance from Concerned Officers:	**Name of senior professional staff of your firm Project Manager:**
Narrative Description of Project:	
Description of Actual Services Provided by SI/Vendor:	

Note: Please attach relevant documentary proofs.

15. SECTION 16: Proposed Project Team

The entire team of the project proposed by bidder will be at onsite/Client location/GCVT office.

Using the format below, please provide the summary information on the profiles you propose to include for evaluation and the roles they are expected to play in the project:

Sl. No.	Proposed Role	Number of Resources	Area of Expertise	Key Responsibilities

CV for Professional Staff Proposed
Please provide detailed professional profiles of the staff proposed for evaluation. The profile for a single staff member must not exceed two pages.

Sr. No.	Description	Details
1	Name	
2	Designation	
3	Role proposed for	
4	Current responsibilities in the responding firm	
5	Total years of relevant experience	
6	Years of experience with the responding firm	
7	Educational qualifications:	
	Degree	
	Academic institution graduated from	
	Year of graduation	
	Specialization (if any)	
8	Professional certifications (if any)	
9	Professional Experience details (project-wise):	
	Project name	
	Client	
	Key project features in brief	
	Location of the project	
	Designation	
	Role	
	Responsibilities and activities	
	Duration of the project	

16. SECTION 17: Original Equipment Manufacturer Form for OS and Database and other readymade software support required to run the new application

No. _____ dated _____

To
Ref: Tender No. _____

Dear Sir,

We _____ who are established and reputed developers / manufacturers of _____ having development center / factories at _____ *(address of development center / factory)* do hereby authorize M/s. _____ _____ *(Name and address of Agent)*to submit a bid, and sign the contract with you against the above IFB.

We hereby extend our full guarantee, warranty, support and maintenances Clause of the General Conditions of Contract for the product and services offered by the us against this tender.

We hereby extend our full guarantee and warranty for the complete project duration, with respect to the Goods/services offered by the above firm in reply to this Invitation for Bids. We also confirm that the Goods/Services supplied as a part of the RFP shall not be End of Sale / Life / Support for the entire contract period. Also the Goods / Services supplied as a part of RFP shall be supported for the entire contract period. The products offered by us are of equivalent or higher specifications as mentioned in the RFP.

Yours faithfully,
(Name)
(Name of manufacturers)

Note: This letter of authority should be on letter head signed by a person competent and having the power of attorney to bind the OEM.