



राष्ट्रीय इलेक्ट्रॉनिकी एवं सूचना प्रौद्योगिकी संस्थान (रा.इ.सू.प्रौ.सं)
National Institute of Electronics and Information Technology (NIELIT)
(An Autonomous Scientific Society of Deptt. of Electronics and IT)
Ministry of Communications and IT, Government of India
Electronics Niketan, 6, CGO Complex, New Delhi - 110003

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Request for Proposal (RFP)

NIELIT, an organization with Department of Electronics & Information technology (DeitY), involved in Capacity Building and conducting Online Examinations invites RFP for “Development and Implementation of a Web Based End to End Customized Software Solution for NIELIT Activities” in the prescribed format from the organizations engaged in similar activities.

For further details, the interested firms may visit the websites: <http://www.nielit.gov.in>, <http://eprocure.gov.in>, <http://deity.gov.in>

The last date and time for submission of the bids is 7th September 2015 1500 Hrs

Pre-bid meeting date and time is 18th August 2015 1100 Hrs

Request for Proposal(RFP)
for
Development & Implementation of a Web Based End to End Customized Software Solution
for NIELIT activities

[Reference No. 60(19)2013/NIELIT .HQ Dated: 10th August, 2015]

Place for opening of the Bid	Conference Room National Institute of Electronics and Information Technology (NIELIT), Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi - 110 003, India
Last Date & Time of Submission of Bid	7 th September, 2015 1500 Hrs
Date & time of Opening of Technical Bid	7 th September, 2015 1530 Hrs

Name of the Bidding Company/ Firm:	
Contact Person:	
Authorized Bid Signatory:	
Correspondence Address:	
Mobile No Telephone Fax	
Website	
Official E-mail Address	

Disclaimer

This RFP is not an offer by NIELIT, but an invitation to receive offer from bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officer of NIELIT with the bidder.

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Chapter-1

INTRODUCTION TO NIELIT

Introduction

NIELIT (erstwhile DOEACC Society) is an Autonomous Scientific Society under the administrative control of Department of Electronics and Information Technology (DeitY), Ministry of Communications and Information Technology, Govt. of India. It was set up to carry out Human Resource Development and related activities in the area of Information, Electronics & Communication Technologies (IECT).

NIELIT has a presence all over India with a network of 31 own Centres besides about 800+ Accredited Centres and around 6000 Facilitation Centres. NIELIT own Centres are located at Agartala, Aizawl, Ajmer, Aurangabad, Calicut, Chandigarh, Chennai, Chuchuyimlang, Churachandpur, Delhi, Gangtok, Gorakhpur, Guwahati, Imphal, Itanagar, Jammu, Jorhat, Kohima, Kolkata, Kokrajhar, Leh, Lucknow, Lunglei, Patna, Ranchi, Senapati, Shillong, Shimla, Silchar, Srinagar, Tezpur with its Head quarters at New Delhi.

NIELIT is engaged in carrying out Education & Training Programs - both in the Formal & Non- Formal sectors in the area of IECT. Its mandate includes development of Industry oriented quality education and training programs in the state-of-the-art areas, to establish standards and to be the country's premier institution for Examination and Certification in the field of IECT. It is also a National Examination Body, which accredits institutes/organizations for conducting courses in the non-formal sector Education in the field of IT and related areas.

NIELIT Centres are conducting long-term courses at Postgraduate level (M.Tech) in Electronics Design & Technology, Embedded Systems etc. which are not normally offered by Universities/Institutions in the formal sector. Other long term courses conducted by the Centres are Diploma Level courses in Electronics Production & Maintenance, Electronic Engineering, Computer Science & Engineering, Masters in Computer Application, and Bachelor in Computer Applications etc., which are affiliated to respective State Universities/Technical Boards.

As for non-formal Sector, NIELIT Centres are conducting various long term courses viz. NIELIT 'O', 'A', 'B' & 'C' level Courses, Computer Hardware & Maintenance O/A Level and O/A/B level courses in Bio-informatics, Entrepreneurship development, etc. depending upon the demand in respective region. NIELIT also offers Course on Computer Concepts (CCC), Basic Computer Course (BCC), ESDM and Other Customized IT/Computer courses which are basically IT Literacy Level Courses for anybody and everybody.

NIELIT Centres are also imparting training in Short Term Courses in the areas of Information Technology, Electronics Design & Technology, Manufacturing Technology, Maintenance Engineering, ITES-BPO etc. Besides the training activities, NIELIT Centres are offering consultancy services and undertaking software development projects in addition to Govt. sponsored projects in the area of Education & Training, R & D, etc.

Core activities of NIELIT - Education & Training in the area of Information, Electronics and Communication Technology (IECT) are different from other educational programs of similar nature, in scope and quality, in the following aspects:

- Flexible programs with consistent and timely updating of Course Curricula to conform to industry needs, so that the students graduating from NIELIT should not only find employment but also be sought after by the Industry.

- Industry participation in the formulation and running of programs, particularly for imparting hands-on-experience.
- Latest Technology is used in all operations of the Institution.
- Regular feedback from customers i.e. students and Industry.

The above IT Education & Training Programs are categorized as follows:

- IT Education & Training for fresh students;
- Continuing Education (Refresher training/up-gradation) for working professionals through Short-Term/Long-Term Courses;
- Formal long term course in collaboration with state universities.
- Training of Trainers at various levels; and
- New courses in emerging areas of IECT
- Provide Accreditation and facilitation centres to conduct various courses of NIELIT in non-formal education sector.

Vision

To develop Excellence and Standards in the areas of Information Technology, Electronics, Communications Technologies and allied verticals by Capacity Building through Skill Development, Accreditation, Examination, Certification, Projects, Consultancy & Services.

Mission

To be a source for generating quality Human Resources through Industry Oriented Courses targeted towards Self-Reliance, Employability and Entrepreneurship.

Objectives

The main objectives of NIELIT are

- To generate quality manpower and develop skilled professionals in the area of Information, Electronics & Communications Technology (IECT) and allied fields, by providing world class education & training and accreditation services.
- To provide continuing support to learners and trainers through active design & development of innovative curricula and content aligned with the dynamically changing IECT scenario as and when required.
- To establish a quality system of examination and certification that is globally recognised providing a fair assessment of the competency of students.
- To implement the Scheme for Computer, Electronics and other allied courses in the Non-formal Sector and align NIELIT Courses with NVEQF/NSQF or other such frameworks promulgated by the Government from time to time.
- To undertake such developments, research, consultancy, publications and manpower training programmes as may be necessary to achieve the overall objectives of NIELIT, DeitY and NSDC(for PhD purposes)
- To collaborate with Industries, R&D Laboratories, Academic Institutions, Polytechnics etc. so as to advance the development of IT, Electronics, Communication technologies and allied verticals in the country.
- To impart continuing education for up-gradation of knowledge and skills of Industry professionals & academicians considering high obsolescence in the area of IECT.
- To provide entrepreneurship development program in the area of IECT.
- To develop and promote the culture of market to encourage and nurture industry oriented design and development.
- To provide Consultancy and Services to Government and non-Government Organizations in IECT

Chapter - 2

ABBREVIATIONS & DEFINITIONS

Web based Application Development/ Project	Development of web enabled integrated application software
Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
Bid	"Bid" means the response to this document (later defined as RFP) presented in Financial Bid, which is supplied with necessary documents and forms, complete in all respect adhering to the instructions and spirit of this document.
Bidder	"Bidder" means any firm/ agency/ company/ contractor/ supplier/ bidder responding to Invitation for Bids and who is participating in the Bid.
Cert-IN	Indian Computer Emergency Response Team
CMAP	Content Management and Approval Policy
CMC	Contract Monitoring Committee.
CMS	Content Management System
Contract	"The Contract" means a legally enforceable agreement entered into between NIELIT and the selected bidder with mutual obligations.
Day	"Day" means a working day as per Government Of India (GoI).
DeitY	Department of Electronics & Information Technology, Government of India (GoI).
Deployment	Implementation, Maintenance and Support
EMD	Earnest Money Deposit.
GIGW	Guidelines to Indian Government Website
GoI	Government of India.
Goods	"Goods" means a tangible physical product that can be contrasted with a service which is intangible i.e. all the products which the bidder is required to supply to Purchaser under the Contract.
LoI	Letter of Intent
NIELIT	National Institute of Electronics and Information Technology.

NIT	Notice Inviting Tender.
PC	Procurement Committee
Project Site	“The Project Site”, wherever applicable, means the designated place or places.
PSD	Performance Security Deposit (also called as SD/Bank Guarantee), for details see below)
Purchaser/ Tendering Authority	Person or entity that is a recipient of goods or services provided by a seller (bidder) under a purchase order or contract of sale; also called buyer. NIELIT in this RFP document.
Request for Proposal (RFP)	Request for Proposal (Bid document), is issuing an invitation for firm/ agency/ company/ contractor/ supplier/ bidder, through a bidding process, to submit a bid on a specific commodity or service.
SAD	System Analysis and Design
SDD	Software Design Development
Security Deposit (SD)	Submission of the 10% amount of Estimated cost of Contract as per RFP by the selected Bidder and the same shall be retained and be kept alive till the successful completion of the project and the extended period of the contract, if any.
Services	“Services” means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract. A service is the intangible equivalent of an economic good.
SLA	Service Level Agreement is an agreement between two parties wherein one is NIELIT and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
SoW	Scope of Work
SRS	Software Requirement Specification
SSP	Software Service Provider
STQC	Standardisation Testing and Quality Certification.
URS	User Requirement Specification

Chapter-3
Invitation for Request for Proposal (RFP)

Ref. No 60(19)2013/NIELIT-HQ

Dated: 10th August, 2015

NIELIT invites RFP for “Development & Implementation of a Web based End to End Customized Software Solution for NIELIT activities” in the prescribed format from Proprietorship Concern/Company registered under Indian Company Act, 1956/ Firm registered under The Partnership Act 1932/ Society registered under Societies Act, 1860/Autonomous bodies or any other venture not covered above which are engaged in providing web enabled end to end integrated Solutions preferably for Educational Institutions. **The bidder must have its own developed integrated software solution which should be 60%-70% similar to the requirements of NIELIT and can be customized as per the requirements of NIELIT. The solution should have been implemented and completed 1 academic cycle as on 31-March-2015 in all respects in at least two Educational Institutions having its branches/offices/colleges at various locations or the application should be running successfully for last one and half years as on 31-March-2015 in at least two organizations involved in activities similar to NIELIT having its branches/offices at various locations. The value of work order for each project should be equal or more than Rupees 80.00 lakh.**

The schedule of dates is as follows:

S.No	Nature of the project	Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities
1.	Cost of Request for Proposal (RFP) Document (non-refundable)	Rs 5,000/-
2.	Estimated cost of work for 3 years	Rs 3,00,00,000/-
3.	Earnest Money Deposit (EMD)	Rs 15,00,000/-
4.	Publishing Date of RFP	10 th August, 2015
5.	Pre-Bid Conference	18 th August, 2015 1100 Hrs
6.	Last date and time for Submission of Bid	7 th September, 2015 1500 Hrs
7.	Date and Time of Opening of Technical Bids.	7 th September, 2015 1530 Hrs
8.	Date & Time of Technical Presentation by eligible bidders.	Will be intimated later to the Technically qualified bidders.
9.	Date & Time of opening of Financial bids	Will be intimated later to the Shortlisted bidders
10.	Website for downloading Tender Document, Corrigendum, Addendums Etc	http://www.nielit.gov.in http://eprocure.gov.in http://www.deity.gov.in

11.	Request for Proposal (RFP) and Financial Bid Validity	180 Days from the date of bid submission
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This Request for Proposal (RFP) establishes the fundamental requirements for automation and integration of various application softwares of the different stakeholders including NIELIT HQ , its own 31 Centres*, for entering into a contractual relationship with a qualified respondent entity which is willing and able to meet the expectations of NIELIT.

Queries related to pre-bid may be sent to following email latest by **Monday,17th August, 2015 1500 Hrs** at shameem@nielit.gov.in along with the duly filled in **Annexure-13**.

* As of now, there are 31 Centres of NIELIT and a few new centres are coming up in near future. Therefore, the number of NIELIT Centres may increase in future.

Chapter- 4

General Information to Bidders regarding procedure for submission of Request for Proposal (RFP)

1. The RFP document has to be downloaded from web site (www.nielit.gov.in or www.deity.gov.in or www.eprocure.gov.in) and be submitted along with **document fee of Rs. 5,000/- (non refundable)** in form of demand draft/Banker's Cheque in favour of "NIELIT" payable at New Delhi along with Technical Bid. There is no exemption from payment of tender document fee and tenders without requisite fees shall not be accepted.
2. Interested applicants are advised to study the document carefully. Submission of Application shall be deemed to have been done after careful study and examination of the document with full understanding of its implications.
3. The Bidder shall bear all costs associated with the preparation and submission of its bid and NIELIT will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bid process
4. **Bidders are required to attach a letter from an authorized signatory of the company owning the patent of the technology being offered clearly detailing the deliverables / ownerships and rights for implementation and service.**
5. Each offer shall specify only a single solution which is cost effective and meeting the RFP/tender specifications and it is the responsibility of the bidder to decide the best of breed solution.
6. Bidders are not allowed to submit multiple bids. In case of detection of such, their bid (s) is/are liable to be rejected.
7. The Managing Director, NIELIT reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the Managing Director, NIELIT shall be final. Initially the contract will be for three years which may further be extended on mutual consent on terms and conditions to be decided between the parties.
8. The overall escalation in price shall not be more than 20% of price quoted in the initial Financial Bid which shall be decided and fixed on mutual consent between the parties.
9. **Financial Bid**
 - a) The bidder shall indicate the prices/rates as specified in the Financial Bid format given at Annexure-4.
 - b) The bidders should quote their most competitive prices/rates.
 - c) All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words **shall render the bid liable for rejection**. Bidders should ensure that there is no alteration / correction in the prices/rates submitted by them.
 - d) In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.
 - e) The prices/rates quoted shall be firm throughout the period of the validity of the offer and

subsequently during the currency of the contract and shall not be subject to any variation/revision.

10. Security Deposit and EMD

- a) The bidder should enclose EMD of Rs.15,00,000/- (Rupees Fifteen Lakhs only) in form of Demand Draft/Banker's Cheque drawn in favour of "NIELIT" and payable at New Delhi, with the Technical bid.
- b) The bids without EMD shall be summarily rejected.
- c) **The successful bidder shall be required to deposit 10% amount of Estimated cost of the contract as per RFP and the same shall be retained and be kept alive till the successful completion of the project and the extended period of the contract, if any. Performance Security deposit shall be in the form of Fixed Deposit Receipt/ Bank Guarantee from a nationalised bank in favour of NIELIT, New Delhi in an acceptable form to NIELIT and shall be submitted by the vendor within 15 days from the award of the contract which remains valid up to 60 days beyond the date of completion of all contractual obligations of the vendor. The EMD of the successful bidder shall be returned only after submission of Performance Security.**
- d) EMD will be returned to unsuccessful bidders without interest within 90 days after award of contract or setting aside of the tender, as the case may be.
- e) EMD will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.

11. Acceptance of offer

NIELIT reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

12. Excuse from Claim

The Bidder at no point of time can excuse themselves from any claims by NIELIT whatsoever for their deviations in conforming to all the terms and conditions as mentioned in the RFP document.

13. Adherence to Schedule

The Bidder has to adhere to the time schedule of activities mentioned in the RFP and no request to change the last date or to extend period / time shall be entertained by NIELIT. However, NIELIT reserves the right to extend the date/time for schedule of activities without assigning any reason by notifying in its website.

14. Presentation before Technical Committee

The eligible bidders will be required to make presentation on technical and operational aspects including the demonstration of the module and technology to be used. The bidders need to score the minimum marks in each criterion individually as per the column no 4("Minimum Marks Needed") along with a total of minimum 50 points as mentioned in the table specified in "Evaluation of Technical Bids (9.1.5)" failing which the bids will be summarily rejected by the

technical committee and financial bids of such bidders will not be opened. No representation in this regard shall be entertained.

15. Software Licenses

The software licenses required if any will have to be procured by the selected bidder at its own cost. NIELIT shall not bear any cost for the procurement of Software licenses. The system software licenses required shall be genuine, perpetual, unrestricted providing patches, fixes, security updates directly from the OEM at no additional cost to the NIELIT, for the entire period of contract.

16. Submission of Bid

The bidders shall submit their bids in two parts

- (i) Technical Bid and
- (ii) Financial Bid

The tender is a "Two Bid" document. The Technical bid shall contain all the relevant information and requisite enclosures in the prescribed format along with Cost of Tender Document and Earnest Money Deposit (EMD). The Financial Proposal should contain only Financial Bid as per Annexure- 4. **In case, any bidder puts the financial bid within the envelop of technical bid, the same shall be rejected summarily.**

The bids shall be submitted only in the prescribed format as mentioned as per RFP. Submission of Technical Bid and Financial Bid in any other format may result in invalidation of such bids and such bids may be rejected. Bid once submitted cannot be modified.

All information called for in the enclosed Annexures shall be furnished against the respective columns in the Annexures. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However the bidders are cautioned that non furnishing of the complete information called for in the tender forms or furnishing it in unclear terms or making any change in the prescribed Annexure or deliberately suppressing the information may result in the bid to be summarily disqualified.

Bids shall reach to **Registrar** on or before **7th September, 2015 1500 Hrs.** NIELIT will not be responsible for any delay or non-receipt/non delivery of bids.

17. Bid Response Format

The bidder shall effectively communicate the solution and shall cover all the requirements as given in the Request for Proposal (RFP). The bidder shall use the following procedure to submit the bid response:

- The documents of the Technical Bid shall be placed in lacquer sealed envelope clearly marking it as "**Technical Bid for Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities**".

- The Financial Bid shall be placed in separate lacquer sealed envelope clearly marking it as **“Financial Bid for Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities” (Do not open with Technical Bid).**
- The above two envelopes shall be placed in third envelope, which shall also be appropriately lacquer sealed and marked as **“Request for Proposal (RFP) for Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities ”**

If the outer envelope is not sealed and marked as required, NIELIT will assume no responsibility for the Bid’s misplacement or premature opening and such bids will be summarily rejected and will be returned to bidders.

18. Confidentiality of Process

Information relating to the examination, clarification, evaluation and comparison of bids, and recommendations for the award of the contract shall not be disclosed to Bidders or any other person until the award of work to the successful Bidder has been announced.

19. Right to Termination/Cancellation of Bid

NIELIT reserves the right to cancel/terminate the bid/proposal/process without assigning any reason whatsoever, at any time and NIELIT shall have no liability for any such act.

20. Consortium

Consortium of companies/firms is not allowed.

21. Authentication of Bid

The Bid document shall be typewritten and there shall not be any overwriting or cutting or fluiding etc. The Bid Document shall be signed by authorized signatory of the firm. **A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person signing the Bid Document shall sign and stamp at the bottom of all pages of the Bid Document and each page of the bid document shall be properly numbered** and submitted as a package along with forwarding letter on bidder’s letter head. **Any correction/ overwriting/ cutting/use of whitener etc. will lead to rejection of the Bid.** All the Bidders have to abide by all the terms and conditions mentioned in this RFP document.

22. Enclosures of Request for Proposal (RFP)/BID

The supporting documents to be enclosed with the Technical and Financial Bid shall be as per the compliance sheet at **Annexure - 11.**

23. Address for Submission of Bid

Request for Proposal (RFP)/Bid complete in all respect shall be addressed to:

**The Registrar,
National Institute of Electronics and Information Technology (NIELIT),
Electronics Niketan,
6, CGO Complex,
Lodhi Road, New Delhi - 110 003, India**

In addition to the above, all envelopes including the inner envelopes shall indicate the name and address of the Bidder.

- The documents of the Technical Bid shall be placed in lacquer sealed envelope clearly marking it as **“Technical Bid for Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities”**.
- The Financial Bid shall be placed in separate lacquer sealed envelope clearly marking it as **“Financial Bid for Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities” (Do not open with Technical Bid)**.
- The above two envelopes shall be placed in third envelope, which shall also be appropriately lacquer sealed and marked as **“Request for Proposal (RFP) for Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities ”**

If the outer envelope is not sealed and marked as required, NIELIT will assume no responsibility for the Bid’s misplacement or premature opening and such bids will be summarily rejected and will be returned to bidders.

24. Late Bids

Any Bid received by NIELIT after the deadline for submission of Bids prescribed in this document, will be summarily rejected and returned unopened to the Bidder. NIELIT shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

25. Opening of Bids

NIELIT will open bids as per schedule Reference to be given. Bidders may depute their authorised representative(s) for the event. The Bidder’s authorised representative shall sign the attendance roll evidencing his/her attendance during the bid opening event. Even if no representative of the bidder is available, bids would be opened as per schedule. In the event of the specified date of Bid opening/presentation being declared a holiday for NIELIT, bids shall be opened at the scheduled time and location on the next working day.

26. Announcement at the time of Bid Opening

The Bidder's names, the availability or non availability of requisite tender fees and EMD will be announced at the opening of Bids. No Bids shall be rejected at the time of opening except late bids.

27. Clarification of Bids

For seeking clarification during examination, evaluations and comparison of bids, NIELIT may, at its sole discretion, ask the Bidder for clarification on Bid submitted. The request for clarification may be in writing by post or email or by facsimile etc. The response shall be submitted in writing by registered/speed post/courier duly signed by authorised signatory of the bidder. **If the response to the clarification is not received within the prescribed timelines such bids are liable to be rejected.** No representation in this regard would be entertained.

28. Completeness of Bids

NIELIT will examine the Bids to determine whether they are complete in all respects (whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document). Information must be furnished in comprehensive manner against each column of the Bid Document.

29. Rectification of Errors

Bidders are advised to exercise utmost care in entering the pricing figures. No requests regarding correction of mistakes in the financial bids will be entertained after the bids are submitted. If any interlineations, erasures, alterations, fluid-marking, additions or overwriting are found the bid shall be rejected summarily. Arithmetical errors in bids will be considered as follows:

- (a) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- (b) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the evaluation, there is obviously a gross error such as a misplacement of a decimal point etc., in which case the line item total will govern or whichever is logically correct.
- (c) Notwithstanding the above, the decision of the Evaluation Committee shall be final and binding.

30. Rejection of Bid

The Bid shall be submitted duly filled in by downloading RFP document from the specified websites. Bids submitted by Telex, Fax or e-Mail shall not be entertained.

Bid may be rejected at any stage of the evaluation if it is found that the company has provided misleading information or has been blacklisted by a Central or any State Government or has

indulged in any malpractice/ unethical practice and has not honoured contractual obligations elsewhere.

If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, NIELIT reserves the right to reject such a bid at any stage.

A bid that does not meet all eligibility and pre-qualification criteria or has not been responding to queries/clarifications/documents sought shall be rejected by NIELIT and no request for review in this regard will be considered.

Even though bidder may satisfy the qualifying criteria, it is liable to be disqualified if it has record of poor performance.

31. Validity of Bid

Bids shall be valid for acceptance for a period of at least 180 (One Hundred and Eighty) days from the last date of submission of bid. The Bid with lesser validity period is liable to be rejected. However, the validity period of bid can be extended for further period, if required, with mutual consent of concerned parties.

32. Opening of Financial Bids

Financial Bids will be opened and compared after the evaluation of technical bids and subsequent presentation by the technically qualified bidders. The financial bids of only the shortlisted bidders shall be opened. The name of Bidder, prices quoted by each shall be announced by NIELIT during opening of financial Bid.

The date, time and venue of opening of financial bid of the shortlisted bidders will be intimated by displaying the same on the website of NIELIT <http://www.nielit.gov.in>.

33. Undertaking for reasonableness

The bidder will give an undertaking with financial bid that to the best of their knowledge and belief:

- (a) The rates quoted by them are at par with the prevailing market rates and are not more than the price usually charged for services of same nature/class or description from any purchaser either Government or Private.
- (b) In respect of indigenous items for which there is a controlled price fixed by law, the price quoted are not higher than the controlled price.
- (c) Services/Products/Goods supplied, will be of requisite specification and quality.

34. Pre-Bid Conference Enquiries and Clarifications

NIELIT will host a Pre-Bid Conference of prospective bidders as per the schedule mentioned at page no 8. The representatives of the interested organisations may attend the pre-bid conference at their own cost. A maximum of 2 representatives of each prospective bidder shall

be allowed to participate in pre-bid conference. In respect of clarifications sought, the following shall apply:

1. NIELIT reserves the right not to consider any changes/suggestion in the tender terms & conditions that is found unacceptable.
2. If in the opinion of NIELIT, certain conditions are acceptable, in whole or in part, the same shall be incorporated as such.

The venue for the pre-bid conference is mentioned below:

**Electronics Niketan,
6, CGO Complex, Lodhi Road,
New Delhi – 110003**

Pre-bid queries will be entertained in the prescribed format only attached as Annexure-13.

If NIELIT deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements to this RFP. Such supplementary information, including but not limited to, any additional conditions, clarifications, will be put up on NIELIT Website (<http://www.nielit.gov.in>). Any such supplement shall be deemed to be incorporated by this reference into this RFP.

In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, NIELIT, at its discretion, may extend the deadline for the submission of bids, and the extended date will be displayed on the website <http://www.nielit.gov.in>.

Designated Contact person is:

**Sh. Shameem Khan, Joint Director (Systems)
National Institute of Electronics and Information Technology,
Electronics Niketan, 6, CGO Complex, New Delhi – 110 003, India
Ph No: +91 11 24363330, 24367715
Email: shameem@nielit.gov.in**

Chapter - 5 Terms of Reference

Objective:

The main objective of the project is automation and integration of all the activities of NIELIT HQ and its Centres through an integrated web based system in order to realize its vision to achieve end-to-end automation of its operations and interfaces with all its stakeholders.

The scope of the Project includes customization, development, supply, implementation, deployment, training, Software support, backup policy, disaster recovery management, load balancing etc and if required, even integration and synchronization of all the existing applications and data with the proposed solution.

NIELIT intends to award work to competent and professional firms already engaged in providing end to end Customized Software Solutions for the organisations which are involved in the activities similar to NIELIT such as Educational Institutions/organizations having its branches/offices/colleges at various locations. The proposed solution must have strong MIS besides dynamic Reporting & Query system. All the reports shall be drilled down and dashboard features will be incorporated reflecting the real time statistics. The bidder must have its own developed integrated software solution which should be 60%-70% similar to the requirements of NIELIT and can be customized as per the requirements of NIELIT.

The selected bidder will have the sole responsibility to customize, implement and maintain software and online services for all activities related to NIELIT processes. **The selected bidder shall be responsible for the procurement of required necessary Infrastructure for deploying the application atleast at the Tier-3 data centre/Cloud which should be CERT-In certified as per the norms of Govt. of India issued from time to time and the Data Centre has to be located in India only.**

In addition to above, the selected bidder will deploy a team of technically qualified experienced adequate manpower to manage the entire application along with necessary hardware and software to be provided by the selected bidder only. The selected Bidder shall assess the infrastructure requirements and make their own arrangements for necessary hardware, men, machine and material, system software and transportation of personnel deployed and security at the site. The assessment should be done taking into account the entire period, and in case of any shortfall thereto, update/replace or enhance the infrastructure, in order to meet the Service Level Requirements of the solution at no extra cost to NIELIT.

1. General Features of the Software Application

The software application should be developed keeping following basic principles in consideration:

A. Enterprise architecture of the application

The architecture of the application should allow integration with other systems, applications & users. The architecture should be:-

- a. Robust - lacking bugs and tolerant of external faults
- b. Maintainable - easy to maintain and extend
- c. Useful - utility, beyond the immediate need (due to flexibility and extensibility)
- d. Scalable - ability to grow in capacity, features
- e. Common Vision - direction, strategy
- f. Agile - simple and "elegant" enough to refactor easily; flexible

- g. Extensible – The application must be able to cater to the evolving business requirements of the Corporation.
- h. Responsive - performance now and after adding features or expanding scale.

B. Technology

The proposed software should be developed based on recent technology trends and philosophies such that it is able to cater the future requirements of NIELIT as well as any technological requirements which may come up in future. The application should have the following features:-

- a. Advanced User Interface which would facilitate enriched end-user experience
- b. Minimal trouble-shooting problems
- c. Allow Disabling/Enabling/Swapping services or modules

C. User Access Management

Users should be granted access to information, data and software on a "need to know"/role basis. Access should be restricted according to the user's requirement to read, write, execute or delete information, data or software on the basis of least privilege to achieve the desired function. Also, there should be provision for binding the modules with IP addresses and MAC addresses.

D. Effective Password Management Controls

The system must have the ability to perform password management functions including: controlled password expirations, forced password change with optional grace logins, minimum password lengths and strong password policy, minimum number of numeric characters, non dictionary words, password history logging, and user lockout from failed login attempts.

E. Access Control to Information

The security solution must facilitate access controls for specific users to only certain resources/services in the system and at the same time system must provide ability to integrate with single sign-on to all functional areas in future.

F. Single Sign-on

The system should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session. It should work across all modules and should not be confined to a single module and be open to integrate with new modules as and when required.

However, the provision of authorization through digital signatures shall be mandated for some confidential or highly sensitive transactions, as decided by NIELIT from time-to-time.

G. Secure communication over network

The system should support the exchange of data through secure channels of communication protected by standards such as the SSL protocol. Such facility shall provide support for the following functionality:

- a. Confidentiality of communication - Encryption of all messages between client and server.
- b. Authenticity – Authenticate all messages between client and server, confirming the identities of messages/transactions.
- c. Integrity – Message Authentication Codes (MACs) provide integrity protection that allows recognizing any manipulation of exchanged messages.

- d. Secure communication between the user and the portal with SSL and encrypted logon information using algorithms with strong key lengths.

H. Secure Storage of Critical Items

The system must provide for the ability to securely store critical data so that database administrators or any unauthorized users do not have access to items such as transaction information, passwords, user profiles and other critical items.

I. Detailed session management abilities

The solution must provide for session settings such as idle or max session time-outs, concurrent sessions and other session control settings.

J. Access Filtering

The system must examine all traffic to all services and all access attempts to the new application or directly to any resource managed/access by the application, should be intercepted, and examined for authentication and authorization requirements defined for the resource. IP Address, MAC Address along with other informations shall be captured in the database.

K. Security Monitoring

The system implemented for new application must be capable of comprehensive logging of the transactions and access attempts to the resources/applications through the system. It should be capable of logging transaction history, unauthorized access attempts, and attempts to login that fail. It should also be capable of notifying appropriate parties of suspicious activity.

L. Security - User Profiles

- a. For the first login by a user, the system should prompt the user to change his/her password.
- b. When a user logs-in, the system should show him the date & time of last login
- c. The System must restrict user access based on the privileges assigned to the user
- d. The system should maintain a log of all the activities carried out by any user including administrator along with a date and time stamp.
- e. The system should also capture the IP Address, MAC Address along with other log informations in the database.

M. Other security services

- a. The sensitive and confidential information and documents must be stored in an encrypted format in the database.
- b. The system should support 128-bit encryption for transmission of the data over the internet.
- c. Any access to the end users to database should only be via application/portal authorization
- d. The data centre(minimum Tier-3) should comply with ISO 27001 and DeitY CERT-In guidelines/standards issued from time to time.

N. Restricted report generation

The system should enable a proper logging mechanism by which the system generated reports bear the name/ user id / time details during the printing of such report.

2. Information Security Controls: The following are the features on Information Security Controls

A. Internet Use –

User provided with the Internet facility will have only http / https / SMTP services available. Services like telnet, FTP shall be available only for uploading the data backup files to the central server. All internet connections will pass through a firewall or a proxy server.

B. Backup and Recovery Procedures

Backups will be in line with required operational backup and disaster recovery plan for servers, PCs and other resources. Access to backup media will be restricted on a 'need to know, need to do' basis.

C. User Account Management Rules

There will be a one-to-one relationship between user accounts and individuals. Access to any resource of the Information System via shared user accounts is not permitted unless authorized.

D. Password Management and Protection

Passwords will be mandatory for all user accounts. A password expiration policy will be set so that users are forced to change their passwords according to the policy of NIELIT. However, the password for privileged accounts, like administrator accounts will have to be changed atleast once every fortnight.

E. Review of User Access Rights

User's access rights and privileges on systems, project folders, and applications will be reviewed by the Department anytime using the reports provided in the system.

3. Brief Scope of Work

A. Existing Applications:

Given below is a brief description of various existing modules that are currently working in NIELIT (both Online as well as in Offline mode)

- (i) **Student Enrolment System** – This module caters to the different functionalities of NIELIT like Centralised Online registration, Examination system for students and Institutes. Currently, only online submission of application form with online payment facility (NEFT/Credit Card/Debit Card/Net Banking/CSC-SPV) is available. The system must have complete student life cycle, right from joining NIELIT till issuance of certificate. ***(Proposed solution is required to be integrated with UIDAI services like KYC and E-KYC for authentication and retrieving the demographic details of users and it shall have the feature for Aadhaar seeding of the existing candidates)***

(The selected bidder has to migrate existing data to new application and synchronise the same with new application. However, NIELIT shall be using the new system only customised by the bidder and after complete data migration and successful implementation of the proposed system, there may not be any need to integrate with existing/old applications.)

- (ii) **Online Accreditation System** – This module take care of the processes relating to the online submission of application for Accreditation of institutions conducting various courses of NIELIT like O,A,B,C Software accreditation; CCC/BCC Facilitation application; O,A Hardware accreditation; Cyber Security; ESDM; Multimedia; BPO etc. Rest of the processing of

application is done in offline mode.

- (iii) **Integrated Application software** – This software caters to the offline activities for Examination, Registration and Accreditation. Data captured from online services of NIELIT gets processed through this application software.
- (iv) **AIMS (Activity Information Management System):** This module monitors and controls Leave and Tour, Building Projects & Event Management, Finance Monitoring System, Court/Vigilance Cases Monitoring System etc.
- (v) **Placement Module:** NIELIT is managing placement portal where in the student/employer can register themselves which helps students & employers to search Jobs & Employees.

B. Additional modules proposed

- (i) **Civil Projects** – This module takes care of the management of lands, buildings, quarters and structures owned by NIELIT and its centres, various projects related to this activity should be monitored and managed through this module. It will have sub-modules catering to all the activities namely land Record, Lease & Tenancy, Billing, assessment, proposal, status of various building projects etc.

(ii) Government Sponsored Projects

This module shall include projects granted by different Govt. Departments such as Deity, DGE&T etc. in the field of :

- a. Training
- b. Research & Development
- c. Consultancy
- d. Services and facilities
- e. Civil & Building Projects

- (iii) **Personnel and Administration System** : Basic data related to P&A is maintained in-house. An automated interface is required to be designed to cater to the needs of P&A division like Details of Employees, LTC Records, Leave Records, maintenance, housekeeping services etc.
- (iv) **Purchase & Store management System** :- This module needs to be developed to take care of all the activities of material procurement and inventory control of different stores with huge stock and non- stock items. This module has sub-modules for all functionalities of Material Management department.
- (v) **Financial Accounting System (FAS):** Currently Tally 9 ERP is being used. Financial Accounting Systems needs to be automated and to ensure uniformity among the NIELIT Centres including online receipts reconciliation and end to end web based solution.

(vi) Annual Maintenance Contract Management system

(vii) Call Centre Query Module

As mentioned earlier, the bidder must have its own developed web based integrated software solution which should be 60%-70% similar to the requirements of NIELIT and which can be customized as per the requirements of NIELIT. The proposed web based end to end integrated software should have but

not limited to the following modules -

- Student Information System (SIS)(Exam and Registration): Complete Student Life Cycle i.e. starting from enquiry of a course, enrolment/registration, examination, issuance of certificate. This module should also be integrated with “**Online Examination System**”
- Placement Module
- Financial Accounting System (FAS)
- Personnel and Administration System
- Purchase/Inventory Management System
- Accreditation System
- Expert Empanelment
- Civil Projects
- Library Management System
- Co-ordination with Govt. Departments related to Sponsored Projects
- Training/Courses Management
- Dak Monitoring
- Annual Maintenance Contract Management System.
- Call Centre Query Module.

The proposed solution must have strong Reporting features with all graphs/charts wherever appropriate, MIS outputs along with drill down and dashboard features will be incorporated reflecting the real time statistics. Anything in terms of Hardware/Software required will have to be provided by the selected bidder only.

The selected bidder will deploy a team of technically qualified experienced adequate manpower to manage the entire application along with necessary hardware and software to be provided by the selected bidder only.

- Manage the smooth running of entire application.
- Manage the integration/Installation etc.
- maintain/debug and upgrade the software with any new requirement due to any change in policy etc
- Update/manage and archive the data on regular basis.
- Backup Database on regular basis and to restore the site within 2 hours in case of any disaster Recovery.
- Load balancing to cater the load in peak time.
- Provide timely reports from the System to the concerned authority/ representative of NIELIT and incorporate the frequently asked reports into the system.
- They shall be single point of communication between NIELIT and Bidder during the Complete contract period.
- Provide the necessary support for ensuring the Integrity of Data.
- They would be responsible for coordination for Hardware support as well as application support.

Application Software

- Ensuring uptime of the Application.
- Troubleshooting/Bugs removal: The successful bidder is required to provide troubleshooting support if any bugs are encountered during implementation of the software.
- Up-gradation of Software: Any modifications and/or enhancements / up-gradation, installation of patches etc required by NIELIT HQ/NIELIT Offices in the software during contract period shall have to be incorporated by the successful bidder free of cost.

- Selected bidder will be required to incorporate amendments and enhancements from time to time and also to attend to any problem in day to day functioning of the system during this period free of cost.
- The Bidder would be responsible for deputing experienced team for the period of contract for smooth implementation of application software.
- The Bidder shall be responsible for providing backups for database etc on monthly, yearly or as & when required by NIELIT.

Covers all NIELIT HQ and existing NIELIT Centres (31 locations) as well as extends to NIELIT Centres that may be set up subsequent to award of contract.

(Note: The proposed solution will have public access, however, some of the modules such as post accreditation, post examination like result processing, certificate generation etc, HR , finance etc. will be accessed through intranet and might not require public access).

Schedule for completion of tasks - Timelines

The maximum time for complete automation of activities of NIELIT HQ and its centres is **09 months** from the date of award of contract including testing and implementation of the integrated solution.

Note: The broad scope of work is placed as Annexure-14 which may be changed/extended depending upon the user's requirement at the time of system study. The brief scope of work mentioned above is just the outline of the activities and the detailed requirement will come out at the time of system study by the selected bidder.

Chapter – 6

ELIGIBILITY AND PRE-QUALIFICATION CRITERIA

1. Legal Requirements/ Compliance

- A. The Bidder must be a Sole proprietor, individual Company/ Firm/ Society registered under the relevant Acts/Rules. **The Bidder should have been in operation in India for a period of at least 4 years as on 31st March 2015. A Certificate of Incorporation issued by the Registrar of Companies is to be enclosed.**

- B. The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

- C. The Bidder must possess a valid: -
 - I. Service Tax Registration Certificate.
 - II. Income Tax Registration/ PAN Number.
 - III. TAN

- D. Bidder should provide an attested & valid copy of all the above-mentioned certificates along with the Technical bid.

- E. The bidder should have been in the S/W Development at least for last four years as on 31-March-2015 and served at least two clients from any of the Govt. Sector/ PSUs/ Autonomous Bodies of Govt./Universities etc. as on 31-Mar-2015.

2. Technical Requirements/ Compliance

- A. Certification Requirement: The Bidder should be an **SEI CMMi Level 3 certification or Higher** for the Software and services.(Copies of the valid **certification to be submitted.**)

- B. The Data Centre(minimum Tier-3) should comply with ISO 27001.(Copies of the valid **certifications to be submitted.**)

- C. The bidder shall provide a single point of contact with NIELIT and shall be solely responsible for the execution and delivery of the work.

- D. **The bidder must have its own developed integrated software solution which should be 60%-70% similar to the requirements of NIELIT and which can be customized as per the requirements of NIELIT. The solution should have been implemented and completed 1 academic cycle as on 31-March-2015 in all respects in at least two Educational Institutions having its branches/offices/colleges at various locations or the application should be running successfully for last one and half years as on 31-March-2015 in at least two organizations involved in activities similar to NIELIT having its branches/offices at various locations. The value of work order for each project should be equal or more than Rupees 80 lakhs (INR). The assignments completed in respect of two different customers will only be considered.**

- E. **For Strength:**
- I. The bidder should have successfully executed similar projects(s) for the organisation which have branches/offices/colleges of various locations in India.
 - II. Reference, information and certificates from the respective clients certifying technical, delivery & execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. NIELIT may also independently seek/verify information regarding the performance from clients.
- F. **Software Ownership:** The bidder should have its own developed software which can be customized as per the requirements of NIELIT.
- I. The bidder should own the complete source code of the software.
 - II. The bidder should have all the necessary processes in place for entire Software Development Life Cycle (SDLC) of the software.
 - III. The bidder should have all the necessary components of source code in place and if any change is required in any of the components of the software by NIELIT, in-house technical skill should be able to provide the solution in minimum possible time (normally two days for non-critical patch and 4 hours for critical patch). The major/minor changes in software requested by NIELIT must be met immediately.
 - IV. The bidder should have strong quality management and in-house quality assurance group.
- G. **Manpower Strength:** The bidder should submit a list of minimum 5 technical employees on its payroll as on 31st March, 2015 to be involved in this work stating clearly the category and the role of each employee. The bidder should have at least 20 professionals on its payroll.
- H. **Backup Policy and Disaster Recovery Management:** The bidder should have policy for backup and disaster recovery management. The bidder should have atleast one disaster recovery site at different seismic zone from the actual production site in India.

3. Financial Requirements/ Compliance:

- A. The Bidder should deposit requisite Earnest Money along with the bid. The bid received without required Earnest Money Deposit will be rejected.
- B. The successful bidder shall be required to deposit 10% amount of Estimated cost of the contract as per RFP and the same shall be retained and be kept alive till the successful completion of the project and the extended period of the contract, if any. Performance Security deposit shall be in the form of Fixed Deposit Receipt/ Bank Guarantee from a nationalised bank in favour of NIELIT, New Delhi in an acceptable form to NIELIT before release of EMD and within 15 days from the award of the contract which remains valid up to 60 days beyond the date of completion of all contractual obligations of the firm/company.
- C. EMD shall be refunded to the successful bidder on receipt of performance security.
- D. **Annual Turn Over:**

The Bidder should have an average annual turnover of at least Rs. 15 Crore (Rupees Fifteen Crore Only) in similar services during each of the three financial years (2011-12, 2012-13 and 2013-14). Copies of audited balance sheets, profit & loss accounts, annual reports of last three financial years and CA Certificate should be enclosed.

Similar Services means IT projects which include development of software, delivery of online services, supply and installation of infrastructure as a part of Turnkey project.

4. Other Requirements/ Compliance

- A. The Bidder should have a local support office at Delhi. If the bidder, at the time of bidding, does not have a local support office at Delhi then it should submit an undertaking on its letter-head regarding the timely establishment of same i.e. within 15 days from the date of work order, if awarded the work order/ contract.
- B. NIELIT considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited practice under Procurement Ethics. In pursuance of Procurement Ethics, the bidders, suppliers and contractors, observe the highest standard of ethics. NIELIT will take appropriate actions against the bidder, if it determines that a conflict of interest has flawed the integrity of any procurement process. Consequently all Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to be in a conflict of interest with one or more parties in the bidding process if, including but not limited to:
 - I. have controlling shareholders in common; or
 - II. receive or have received any direct or indirect subsidy from any of them; or
 - III. have the same representative for purposes of the Bid; or
 - IV. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the tendering authority regarding this bidding process.
 - V. Participation in the bid by forming cartels.
- C. Firm is not eligible to participate in the tender while under sanction by NIELIT, whether such sanction was directly imposed by NIELIT, or imposed by NIELIT pursuant to the Agreement for Mutual Enforcement of Debarment Decisions. A bid from a sanctioned or debarred firm will be rejected. Similarly, at the time of bidding, the firms having blacklisted/ debarred in participating in any procurement activities by any State or Central Government in India are not allowed to bid. Undertaking to this effect shall be submitted by the bidder on his letterhead.
- D. Bidders shall provide such evidence of their continued eligibility, satisfactory to the tendering authority as per the "Eligibility Criteria" mentioned in the bidding document and/ or as the tendering authority shall reasonably request.

Chapter - 7

DELIVERABLES FROM THE BIDDERS

The deliverable of the project is the successful integration and automation of NIELIT activities including the followings:

7.1.1 Customization, Development and Implementation of web based application:

NIELIT has envisaged following activities pertaining to Application Software that are required to be taken up by the Bidder to achieve the objectives:

- I. **To conduct the User Requirement Study, System Requirement Study as per the Chapter 5 – “Terms of Reference” and to finalize the requirements in consultation with NIELIT.** System thus developed should be highly secure and reliable with highly customisable features.
- II. **Get the URS, SRS, SDD and SAD done and get it submitted (in softcopy and hardcopy) and approved from NIELIT. Based on the studies develop “Visual Prototype” and obtain approval from NIELIT, so as to ensure that the selected bidder has understood the requirement of NIELIT.**
- III. **Development of Web-based Integrated System Software after getting approval of prototype software having features as per URS, SRS, SDD and SAD.** Besides this, the software should have the following features:
 - a) Adhoc MIS Reports: The system should support integrated powerful adhoc MIS reports as per User Requirement Study. The reports should be parametric.
 - b) User-based access to various reports.
 - c) Generation of periodic reports for NIELIT and its Stake Holders.
 - d) Maintain complete log of all activities of users to enable complete audit ability of the process. The audit must be detailed.
 - e) Drill Down dashboard having graphs/charts etc. displaying the real time statistics.
- IV. **Testing:** The selected bidder shall thoroughly test the software for load, quality, performance, stress and volume along with proper functioning at its site before deployment of the software on production environment. The test reports needs to be submitted at NIELIT by the selected bidder.
 - a) In addition to above, NIELIT may hire services of third party to verify the software for load, quality, performance, stress and volume testing at its own cost to ensure proper functioning of the software. The suggestions given by the third party, if any would be mandatory for the selected bidder to implement and to incorporate and to execute the same from time to time.
 - b) Final approval/User Acceptance of the software and system shall be given by NIELIT after the testing and successful implementation.
 - c) Web based system should be hosted at Cert-in certified atleast Tier-3 Data Centre/Cloud in India only as per Govt. of India guidelines issued from time to time. A dedicated cloud environment for NIELIT must be provided. Responsibility of uninterrupted services lies with the bidder and any down time of services and data

loss shall be as per the terms mentioned in the RFP document. The selected bidder should have provision of Load Balancer etc. to cater to load in peak time.

d) The bidder shall be required to provide performance tuning parameters / configuration of the server/OS/Application Server software on which the application would be installed for efficient working of the Application Software.

V. **Security Audit:** The selected bidder has to get the application audited for "Safe to Host" certification from CERT-in empanelled vendors before deploying the software in production environment in the atleast Tier-3 Data Centre/Cloud as per guidelines of Government of India issued from time to time and the same has to be located in India only. The cost of security audit will be borne by the selected bidder only.

VI. **Deployment of System:**

Deployment shall include implementation and maintenance of the customised application software.

a) It is necessary that for the information purpose of NIELIT, the bidder should provide ideal minimum deployment requirements for the proposed Application Software which will be sufficient for the smooth functioning of the system without compromising the performance as per **Annexure-5**.

b) These deployment requirements should consist of minimum required hardware, software, and networking items / components which vendor needs to arrange for the successful installation and implementation of web based Integrated System.

c) The successful bidder will provide the latest manuals (URS/SRS/SDD/SAD/Technical/User Manual etc.) in hardcopy as well as softcopy after any modification in the software.

(Note: The selected bidder shall have to carry out/demonstrate complete System Test Run with Dummy data and Real data to NIELIT before implementation.)

VII. **Backup Policy & Disaster Management:** The selected bidder should have policy for periodic backup and disaster recovery management. The selected bidder should have atleast one disaster recovery site at different seismic zones from the actual production site in India and should link the application with Disaster Recovery site with the provision of updations on day to day basis.

VIII. **Preparation of Master Data:**

The selected bidder shall be responsible for creation of Master Data regarding NIELIT, NIELIT Centers/Extension Centers, Regional Centers, Nodal Centers, Accredited Centres, employee details, student details , Exam Centers, Previous Examinations, Candidates etc. required for implementation of web based Integrated System under the supervision of Technical Wing at NIELIT HQ.

IX. **Data Migration:**

a. The selected bidder shall be responsible to migrate data from existing databases to new databases. NIELIT will make available the data to the selected bidder for migration. The

selected bidder will migrate the existing data and will submit the migrated data to NIELIT for verification. The selected bidder shall ensure 100% accuracy in the migrated data and in case any errors/discrepancies are identified by NIELIT in the migrated data, the same shall be corrected by the selected bidder.

b. Following data migration needs to be done by the Selected Bidder

- Data of approx. 20 Lakh users , currently managed in NIELIT existing application software in SQL Server and which shall be imported by the Selected Bidder to proposed solution. Size of data to be migrated from existing Software is around 200 GB. The existing database of NIELIT Centres may be different from SQL Server. ***(NIELIT requires complete history of its candidates and institutes for official purpose and therefore, complete migration of data includes Master data as well as related transactional data)***
- Size of Data of Accredited Institutes/facilitation centres is approx 10 GB. Selected Bidder shall import the data into the new proposed system.
 - NIELIT Own Centres : 31 with internal users would be approx 2000
 - Accredited Institutions : about 1000
 - Facilitation Centres: about 6000
 - Placement Portal : about 10000
 - No. of students may be segregated into two categories , one who are enrolled in long term courses and others who are enrolled for short term certification courses such as BCC/CCC etc. and the number of students may vary from time to time. ***(Refer Annexure-6)***
- NIELIT has data of employees regarding their payroll, EPF, ACF/VAF Income tax , sanctioned loan data etc. in MS Access which shall be imported to proposed solution. Size of data to be migrated from these applications would be approx. 10 GB.
- NIELIT has financial data in the 'Tally ERP' which shall also be imported in the new proposed solution.

Above mentioned applications are running at NIELIT HQ in New Delhi and these existing NIELIT applications may be decommissioned by NIELIT after successful rollout of the corresponding modules of the newly developed NIELIT Integrated Software Solution. Also, other applications that are running at NIELIT Centres may be decommissioned by respective NIELIT centres after successful rollout of the corresponding modules of the newly developed NIELIT Integrated Software Solution.

c. Selected Bidder shall complete the migration of existing data before User Acceptance Testing (UAT). Selected Bidder shall submit a MIS Report approved from designated authority indicating amount of data migrated.

X. Hands on Training over the Web based End to End Integrated System:

- a) The selected bidder shall provide hands on user training to NIELIT staff for proper functioning of the System. The selected bidder has to provide training to NIELIT employees in batches at various locations (NIELIT Centres). About 2-3 personnel of each department / section shall be trained from each NIELIT Centre. However, the number of trainees shall vary from Centre to Centre.
- b) The training shall be conducted for atleast two days or till the user's satisfaction at each NIELIT Centre.
- c) The Training Plan shall be mutually decided between NIELIT and the selected bidder.

- d) Training shall be provided on the basis of Training to Tutor model.
- e) During training, user manuals, technical documentation, data dictionary etc for the Application Software shall be provided by the successful bidder.
- f) The bidder must include all travelling, boarding, lodging cost in financial bid and will be borne by the bidder only.
- g) The FAQs about the features and operational issues of the proposed solution should be provided to the officials of call centre including the query module.

7.1.2 Support during contract period:

The selected Bidder shall be responsible for installation, administration and maintenance of the Application Software for the entire contract period after successful implementation in all the offices without any charges.

- During the contract period, the bidder shall perform all the upgrade/enhancement at no additional cost to NIELIT for any new version update in the proposed system.
- Any call shall have to be attended within 24 hours and any major software issue shall be resolved in minimum possible time (normally two days for non-critical patch and 4 hours for critical patch). In case the solution requires more time, the bidder should report to the concerned nodal officer within given time frame in writing with the requisite details for approval.
- After successful implementation of proposed solution, if there is any change in procedure, policy etc of NIELIT, the selected bidder have to incorporate the same in the software with no additional cost to NIELIT.
- The selected bidder will deploy a team of technically qualified experienced adequate manpower to manage the entire application along with necessary hardware and software to be provided by the selected bidder only. The said team will have the following responsibilities:
 - Manage the smooth running of entire application.
 - Manage the integration/Installation etc.
 - Maintain/debug and upgrade the software with any new requirement due to any change in policy etc
 - Update/manage and archive the data on regular basis.
 - Backup Database on regular basis and to restore the site in case of any disaster Recovery.
 - Provide timely reports from the System to the concerned authority/ representative of NIELIT and incorporate the frequently asked reports into the system.
 - They shall be single point of communication between NIELIT and Bidder during the Complete contract period.
 - Provide the necessary support for ensuring the Integrity of Data.
 - They would be responsible for coordination for Hardware support as well as application support.

Application Software

- Ensuring uptime of the Application.
- Troubleshooting/Bugs removal: The successful bidder is required to provide troubleshooting support if any bugs are encountered during implementation of the software.
- Up-gradation of Software: Any modifications and/or enhancements / up-gradation/ installation of patches etc in the software required by NIELIT HQ/NIELIT Offices during the contract period shall have to be incorporated by the successful bidder free of cost.

- Selected bidder will be required to incorporate amendments and enhancements from time to time and also to attend to any problem in day to day functioning of the system during this period free of cost.
- The Bidder would be responsible for deputing experienced virtual/ remote System Administrator for the period of contract for smooth implementation of application software.
- The Bidder shall be responsible for providing backups of data etc on monthly/yearly or as & when required by NIELIT.

7.1.3 Requirements and Expected Features of Proposed Web Based Integrated System:

- a) **Browser Independent:** The Application Software should be web enabled so that the same can be accessed from anywhere, anytime. It is imperative that the user interface of the Application Software should be browser based so that the users can access the software using internet (HTTP protocol). The software should be compatible with all popularly used browsers. Also, the software should be accessible over the mobile, tablet or any other gadget without any problem

- b) **Software Platform:** The centralized web based Application Software should be developed using proven technology. The software should be compatible for deployment in three tier architecture environment. NIELIT shall have the right to approve the coding practices and may ask the firm, at any time, to change full or some part of the code according to the pattern suggested.

- c) The software should have user friendly Graphical User Interface (GUI) and should enable role based access rights to each user. The interface needs to be developed for the users as per the URS and SRS approved by NIELIT.

7.1.4 Exit Management Guidelines

In the case of termination/completion of the contract:

- The Parties shall ensure that their respective associated entities carry out their respective obligations set out in the Exit Management Guidelines.
- The selected bidder shall provide the NIELIT or its nominated agency with a recommended exit management plan ("Exit Management Plan") in relation to the RFP as a whole.
- The Exit Management plan shall be furnished in writing to the NIELIT within 60 days from the award of the contract.
- The exit management activity is to be completed within 120 days from the date of termination/expiry of contract in coordination with NIELIT and/or its nominated agency. The certificate of carrying out the successful exit management shall be acquired by the selected bidder from NIELIT.
- **The bidder has to submit an Undertaking of Exit Management and Transition as per the format attached at Annexure-12.**
- At any time during the exit management period, where Assets are located at the selected bidder's premises or the hosting site, the selected bidder shall give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the NIELIT or its nominated agency in order to carry out the system study, migration of data or any other activity.

The selected bidder, on termination/expiry of contract will provide the following as part of exit management to NIELIT or its nominated agency:

- Data Migration Plan.
- All current and updated data as is reasonably required for purposes of NIELIT or its nominated agency transitioning the services to its Replacement System in a format to be provided by NIELIT or its nominated agencies;
- all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable NIELIT or its nominated agencies, to carry out due diligence in order to transition the provision of the Services –
 - Detailed Project plan
 - Detailed System Study Report
 - List of Services
 - Service Definitions
 - Service Level SRS document
 - HLD documents
 - LLD documents
 - ER diagrams and other data modelling documents.
 - Logical and physical database design.
 - Data dictionary and data definitions.
 - Application flows and logic.
 - GUI design (screen design, navigation, etc.).
 - All Test Plans Requirements
 - Traceability Matrix
 - Change Management and Capacity Building Plans.
 - Design of real time tools for monitoring e-Transaction volumes and for generating real time MIS
 - SLA and Performance Monitoring Plan.
 - Training and Knowledge Transfer Plans.
 - Issue Logs.

Chapter - 8

List of key position whose CV and Experience would be evaluated

The selected bidder is expected to deploy the following minimum technical manpower as detailed below:

S. No.	Position	Minimum Educational Qualifications	Experiences on the Job.	Tenure in Current Organisation
1.	Software Developer	Engineering Graduate(CS/IT) / MCA/M.Tech(CS/IT) / NIELIT 'B' Level or Equivalent	Should have been part of that team in developing Web based Integrated System having atleast 2 years experience in Software development.	At least 1 year
2.	LAN/Server Administrator	Engineering Graduate(CS/IT) / MCA/M.Tech(CS/IT) / NIELIT 'B' Level or Equivalent	Should have Administered at least 3 such projects and having atleast 2 years experience in relevant field.	At least 1 year
3.	Systems Analyst /Team Leader	Engineering Graduate(CS/IT) / MCA/M.Tech(CS/IT) / NIELIT 'B' Level/ Sr. Officer or Academician with Technical Background	Should have been part of that team in developing Web based Integrated System having atleast 5 years experience in relevant field.	At least 1 year
4.	Database Administrator	Engineering Graduate(CS/IT) / MCA/M.Tech(CS/IT) / NIELIT 'B' Level/ Sr. Officer or Academician with Technical Background	Should have been part of that team in database administration having atleast 3 years experience in relevant field.	At least 1 year
5.	Project Manager	Engineering Graduate(CS/IT) / MCA/M.Tech(CS/IT) / NIELIT 'B' Level/ Sr. Officer or Academician with Technical Background	Should have been part of that team in developing Web based Integrated System having atleast 7 years experience in relevant field.	At least 1 year

Chapter - 9

Bid evaluation criteria and selection procedure

The Bidding process below specifies the procedures that would regulate the overall bidding process. It contains standard provisions that have been prepared to Design, Prepare, Advertise/ Publish, Submit, Open, Evaluate, Compare bids and Award of Contract and are to be strictly adhered to by the bidder.

9.1 Bid Evaluation:

9.1.1 Guiding Principle for Evaluation of Bids

- a. The tendering authority shall determine to its satisfaction whether the Bidder has submitted the best and substantially responsive Bid, is qualified to perform the Contract satisfactorily.
- b. The determination shall be based upon examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder.
- c. An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the Bid.
- d. The tendering authority/ procurement committee, in observance of best practices, shall: -
 - i. Try to maintain the bid evaluation process strictly confidential.
 - ii. Reject any attempts or pressures to distort the outcome of the evaluation, including Fraud and corruption.
 - iii. Strictly apply only and all of the evaluation and qualification criteria specified in the Bidding document.

9.1.2 Confidentiality

- a) Information relating to the examination, evaluation, comparison, and post qualification of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract award.
- b) Any attempt by a Bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions may result in the rejection of his Bid.
- c) From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so in writing.

9.1.3 Clarification of Bids

- a) Any clarification submitted by a Bidder with regard to his Bid that is not in response to a request by the tendering authority shall not be considered.
- b) No change in the prices or substance of the Bid shall be sought, offered or permitted, except to confirm the correction of arithmetical/clerical errors discovered by the tendering authority in the evaluation of the Commercial/ Financial Bids.

9.1.4 Evaluation of Bids

- a) The tendering authority shall evaluate each Bid that has been determined, up to the stage of the evaluation, to be substantially responsive.
- b) To evaluate a Bid, the tendering authority shall use all the criteria and methodologies defined in this document.

- c) To evaluate a Bid, the tendering authority shall consider the following: -
 - i. The bid price as quoted in accordance with bidding document.
 - ii. Price adjustment for correction of arithmetical/clerical errors in accordance with bidding document.

9.1.5 Evaluation of Technical Bids

a) Award of marks at the presentation stage

The bidder will be required to make presentation before the Proposal Evaluation Committee on technical and operational aspects including the demonstration of their existing integrated solution to evaluate its suitability for the assignment.

- b) Bidders qualified in the pre-qualification would be given opportunity for presentation and demo of the proposed system. Based on the live-demo of the presentation, marking would be done by a panel approved by the Competent Authority (individually first, and then their average across the panel)
- c) Bidders must fulfil requirements and compliance sheet as per **Annexure-11**
- d) The Bid Evaluation Committee reserves the right to reject any or all bids.

The qualifying criteria for opening of financial bids: The bidders need to score the minimum marks in each criterion individually as per column number 4("Minimum Marks Needed") along with a total of minimum 50 points as mentioned in the table below, failing which, the bids will be summarily rejected by the Technical Committee and their financial bids will not be opened. No representation in this regard shall be entertained.

S. No.	Criteria	Max. Marks	Minimum Marks Needed	Marks obtained
(1)	(2)	(3)	(4)	(5)
1.	Demonstration of bidder's own developed software solution (currently in use by some clients) having functions as per the requirements of NIELIT mentioned in the RFP	30	15	
2.	Adequacy of proposed approach & methodology for application development, operations / execution, managed services and maintenance	20	10	
3.	Number of Similar projects successfully implemented 2 projects – 10 marks 3 projects - 15 marks 4 projects or more - 20 marks	20	10	
4.	Work Plan (For example Gantt Chart for all activities)	20	10	
5.	Resource Plan	6	3	

6.	Training Plan	4	2	
7.	Total Score	100	50	

These marks would not be counted on subsequent stages.

b) Commercial/Financial Bid Evaluation

The Commercial/Financial bid of those bidders, who qualify in the technical evaluation, will only be opened. All other Commercial bids will not be opened.

Scoring criteria for financial bid

It is based on the Prices quoted by the bidder as per the Commercial/Financial Bid Proforma at **Annexure-4.**

Proposed Contract Terms

General Conditions of the Bid

1. Income Tax, Service Tax Registration

A Bidder who does not hold a valid PAN from Income Tax department and Service Tax Registration Certificate issued by the State where his business is located shall not tender. The Service Tax Registration Number quoted by the bidder must be valid on the date of submission of tender without which the tender is liable for rejection. The signed and stamped copy of all the supporting documents should be provided along with the tender.

2. Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

3. Language

- a. The Contract as well as all correspondence and documents relating to the Contract exchanged by the Bidder and NIELIT, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language, in which case, for purposes of interpretation of the Contract, the translated version in English shall prevail.
- b. The Bidder shall bear all costs of translation and shall be responsible for the accuracy of such translation.

4. Notices

- a. Any Notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term "in writing" means communicated in written form with proof of receipt.
- b. A Notice shall be effective either from the date of delivery or within 7 days from the date of issue of Notice, whichever is later.

5. Applicable Law

- a. The contract shall be interpreted in accordance with the laws of the Union of India and the Delhi Government.
- b. Governing Law and Choice of Forum :
 - The laws of India shall govern this project. Any suit, action or proceeding shall be confined to the exclusive jurisdiction of Courts at Delhi (India).
 - Cost of any suit/legal action initiated by any third party on account of the services provided by the selected bidder on any item related/pertaining to this project shall be borne by the selected bidder only and NIELIT will NOT be a party to the same.

6. Deliverables

The bidder whose tender is accepted shall arrange to start the services as mentioned in the bid document as per deliverables mentioned in **Chapter 7** of this RFP document.

7. Rates/ Prices

The rates quoted shall remain firm for the period of contract. Initially the contract will be for three years which may further be extended on mutual consent on terms and conditions to be decided between the parties. The overall escalation in price shall not be more than 20% of price quoted in the initial Financial Bid which shall be decided and fixed on mutual consent between the parties.

8. Terms of Payment :

a. The payment shall be in Indian Rupees and shall be paid only after successful implementation of all modules without error and delays and after receipt of successful compliance report from the concerned unit/section of NIELIT . No advance payment shall be made for handling charges/service charges under any circumstances to the bidder.

1. First payment shall be released only after successful implementation and conducting of one examination cycle of long term courses(O,A,B and C Level) in all respects like successful registration process, validation by institutes, online payment, result declaration, certificate issuance etc.

2. Subsequently, payment would be made as follows:

- **For Internal users** (NIELIT, NIELIT Centres, Accredited Institutes & facilitation Centres etc.): Half yearly payments (April to September and October to March) would be made on submitting the usage/log report and subsequent verification of usage/log report by the concerned department. The selected bidder will provide the complete logs in all respect for verification and if any tool/utility/software is required to verify, the same will also be provided by the selected bidder at no additional cost to NIELIT.

- **For Candidates enrolled in long term courses:** Payment shall be made on half yearly basis for the:

a. Total No. of newly registered candidates during that half year period(April to September and October to March) and

b. Total No. of active users* who have accessed this application during that half year period exclusive of new.

(* Active users means those candidates whose registration period is valid and have accessed the application during that specified half year period)

- **For Candidates enrolled in short term courses: Payment shall be made on quarterly basis for :**

a. Total No. of newly registered candidates during that quarterly year period and

b. Total No. of active users[#] who have accessed this application during that quarterly year period.

(# Active users means those candidates whose registration period is valid and have accessed the application during that specified quarter of year period)

b. **The successful bidder has to sign an agreement on non-judicial stamp paper containing terms & conditions as per RFP in addition to clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.**

c. **In case the bidder fails to execute the contract, NIELIT shall have liberty to get it done through any other party with full cost recoverable from the selected bidder in addition to damages and penalties.**

d. All payments shall be subject to TDS.

- e. The rate quoted should be firm.
- f. In case of any difference between the rates quoted in figures and words, the latter shall prevail.
- g. The bid shall be valid for a minimum period of 180 days after the closing date of submission.

Kindly note:

Student life cycle is defined as “period from date of registration of student till the issuance of Certificate”.

9. Standard of performance

- a) The selected bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality and promptness. The selected bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in full compliance of the provisions of this agreement. **The selected bidder shall always support and safeguard the legitimate interests of NIELIT, in dealings with any other party.**
- b) The selected bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in India.
- c) The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the scope of work, technical specifications and requirements.
- d) The security of the system should be foolproof and shall be treated “**not foolproof**”, where unauthorized persons are able to access/infiltrate in to the system. The system may be the application software or a process adopted by vendor.
- e) The selected bidder shall be liable to NIELIT for financial losses in case of system and / or process failure.

10. Copyright

The content of this RFP is a copyright material of NIELIT. No part or material of this RFP document should be published on paper or electronic media without the prior written permission from NIELIT. However, the bidder will have copyright on all the documents and other materials containing data and information furnished to NIELIT by the bidder or through the bidder by any third party.

11. Intellectual Property Rights

The selected bidder shall warrant that there is no infringement of any patent or intellectual property rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

12. Confidentiality

The selected bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or NIELIT's business or operations without the prior consent of NIELIT.

13. Penalty Clause / Liquidated Damage

All the modules should run smoothly and the users should be able to access their respective modules / services without any hindrance on schedule. Time bound activities such as registration, examination – processing of candidate data, uploading and downloading of Admit cards, information to candidates regarding crucial events, result generation etc should be on time with 100% accuracy.

I. Penalty: If the project is not completed and implemented satisfactorily as per the approved time schedule of 9 months, due to reasons solely and entirely attributable to the agency and not in any way attributable to the delay on the part of NIELIT, a penalty @ 1.0% per month, or part thereof, of the estimated cost of the contract may be imposed subject to a maximum of 10% of the estimated cost of the contract. On delay beyond 10 months, NIELIT may terminate the contract and forfeit the security deposit.

- (a) The implementing agency shall perform its obligations under the agreement entered into with the NIELIT in a professional manner. NIELIT cannot afford any delay in providing service to the examinees/users/students/stakeholders etc and thus in any event of delay, NIELIT would identify the reason and responsible party/parties and the penalty would be levied as per the clauses below.
 - i. In the event of failure of maintaining the SLA during Post implementation phase, a penalty @ 0.25% per week or part thereof, of the estimated cost of contract may be imposed subject to a maximum of 10% of the estimated cost of contract.
 - ii. NIELIT may recover such amount of penalty from any payment being released to the agency, irrespective of the fact whether such payment is relating to this contract or otherwise.
 - iii. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if NIELIT has to take corrective actions to ensure functionality of its operations, NIELIT reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
 - iv. NIELIT may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.
 - v. NIELIT shall resort to imposing penalty clauses under intimation to the bidder.
 - vi. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, in addition to terminating the contract, NIELIT reserves the right to recover the loss to the extent of Estimated cost of contract as per RFP as Penalty / Liquidated Damage for non-performance from the Bidder.
 - vii. In any event of levying any penalty on any responsible party, the penalty amount would not exceed the estimated cost of contract awarded to that particular party.

14. Subcontracts

The selected bidder shall not subcontract the awarded contract or part thereof to any other party.

15. Delays in the Bidder's Performance

The activities involved are time bound and it is expected that no extension of time for performance of any activity/ activities will either be sought or given in this project. However, if at any time during the course of the contract, the Bidder encounters conditions impeding the timely delivery of the items and the performance of the service, the Bidder shall promptly notify to NIELIT in writing the fact of the delay, its likely duration and its cause(s). NIELIT will evaluate the situation and in exceptional circumstances and in the interest of work may extend the selected bidder's time for execution of said item of work, but in no case extension shall be granted having adverse effect on scheduled time bound activities like conduct of examination etc. The dates declared for registration & examinations are not flexible unless changed by NIELIT on its own.

Delay on part of the selected bidder in the performance of its delivery obligations shall render the Bidder liable to imposition of penalty unless an extension of time is agreed upon.

16. Termination

NIELIT may without prejudice to any other remedy for breach of contract, terminate the contract in case of occurrence of any of the following events. In such an occurrence NIELIT shall give not less than thirty days written notice of termination to the selected bidder.

a) **TERMINATION OF THE CONTRACT**

The Contract is liable to be terminated in the following circumstances :

- i. If the project is not completed and implemented satisfactorily as per the approved time schedule of 9 months, due to reasons solely and entirely attributable to the agency and not in any way attributable to the delay on the part of NIELIT, a penalty @ 1.0% per month, or part thereof, of the estimated cost of the contract may be imposed subject to a maximum of 10% of the estimated cost of the contract. On delay beyond 10 months, NIELIT may terminate the contract and forfeit the security deposit.
- ii. The selected bidder becomes bankrupt or insolvent or goes into liquidation (other than a voluntary liquidation for the purpose of amalgamation or reconstruction, in the case of a Company) or is ordered to be wound up or has a receiver appointed on its assets or execution or distress is levied upon all or substantially all of his/her/their assets or
- iii. The selected bidder makes an arrangement with or assignments in favour of his/her/their creditors or agrees to carry out the contract under a committee or inspection of his/her/their creditors; or
- iv. The selected bidder abandons the work; or
- v. The selected bidder persistently disregards the instructions of NIELIT in contravention of any provision of the Contract; or
- vi. The selected bidder fails to adhere to the agreed program of work; or
- vii. The selected bidder assigns or sublets the work in whole or in part thereof without prior written consent of NIELIT; or
- viii. The Performance of the selected bidder is not satisfactory; or
- ix. Defaults in the performance of any material undertaking under the contract and fails to correct such default to the reasonable satisfaction of NIELIT within fifteen days (15) after written notice of such default is delivered to the selected bidder. Such termination

will be by 15 (fifteen) days notice in writing and no claim/compensation shall be payable by NIELIT as a result of such termination.

- x. At any time, the selected bidder makes default in proceeding with the works/job with due diligence.
- xi. If it comes to the knowledge of NIELIT at any time that the selected bidder had obtained the contract through illegal means;
- xii. Information(s) submitted/furnished by the contract are found to be incorrect at any time.
- xiii. The above shall be without prejudice to NIELIT's other rights under the law.

b) CONSEQUENCES OF TERMINATION

If the contract is terminated by NIELIT for reasons detailed above or for any other reasons whatsoever:

- i. NIELIT shall reserve the right to get work completed at the risk and cost of the selected bidder and to recover from the selected bidder any amount by which the cost of completing the work by any other agency exceed the value of the contract without prejudice to any other remedies/rights/claims etc. that may be available to NIELIT.
- ii. Performance Guarantee Bond/Security in any form submitted by the selected bidder shall stand forfeited.
- iii. The selected bidder shall not have any claim from NIELIT for compensation for any loss sustained by him by reason of having entered into any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits.
- iv. All the dues payable to the selected bidder for the work executed by him before and up to termination shall only be released after making adjustments for the expenses, charges, demands, expected losses etc. incurred by NIELIT as a consequence of termination of the contract.

c) TERMINATION FOR CONVENIENCE

- i. NIELIT may, by sending Notice to the selected bidder, terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for NIELIT's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii. Depending on merits of the case the selected bidder may be appropriately compensated on mutually agreed terms for the loss, if any, incurred by the selected bidder due to such termination.
- iii. Either party may terminate the contract by giving a notice of 90 days.

17. Settlement of Disputes

- a) **General:** If any dispute arises between the selected bidder and NIELIT during the execution of contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the

selected bidder on the points of dispute. The representation so received shall be examined by NIELIT. The selected bidder will also be given an opportunity of being heard and the decision on the representation will be conveyed in writing.

b) **Standing Committee for Settlement of Disputes:** If a question, difference or objection arises in connection with or out of the contract agreement or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions, it shall be referred to the empowered standing committee for recommendations. The standing committee shall consist of following members: -

- Director, NIELIT Centre Delhi : Chairman
- Nominee of MD, NIELIT : Member
- Registrar, NIELIT : Member
- CFO, NIELIT : Member
- Joint Director(Systems) : Member Secretary

c) **Procedure for reference to the Standing Committee:** The selected bidder may present his representation to the Managing Director, NIELIT, within three months from the date of communication of decision by NIELIT. The officer-in charge of the project that was responsible for taking service from the selected bidder shall prepare a reply of representation and shall represent NIELIT's stand before the standing committee. From the side of the selected bidder, the claim case shall be presented by himself. After hearing both the parties, the standing committee shall give its recommendations to the Managing Director, NIELIT and the decision of the Managing Director, NIELIT shall be final and binding both on the selected bidder and NIELIT. Legal Practitioners are not allowed to represent any party during the proceedings of the standing committee.

d) **Legal Jurisdiction:** All legal proceedings arising out of any dispute between the parties regarding contract shall be settled by a competent court situated in Delhi (India) only, after decision of the standing committee for settlement of disputes.

18. Arbitration

a) If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to a sole arbitrator as per Arbitration and Conciliation Act, 1996.

b) All legal proceedings shall have to be lodged in courts situated in Delhi (India) and not elsewhere.

19. Reservation of Rights

NIELIT reserves the right to:

- a. Extend the Closing Date for submission of the Proposals
- b. Amend the requirements at any time prior to the Closing Date, provided that the amendment is displayed on the NIELIT Website <http://www.nielit.gov.in>.

- c. Seek information from the Bidders on any issue at any time.
- d. Allow a Bidder to change its Technical proposal if the same opportunity is given to all Bidders
- e. To accept any bid not necessarily the lowest, reject any bid without assigning any reasons.
- f. Terminate or abandon this Procedure or the entire project whether before or after the receipt of proposals.
- g. Seek the advice of external consultants to assist NIELIT in the evaluation or review of proposals.
- h. Make enquiries of any person, company or organization to ascertain information regarding the Bidders and its proposal.
- i. Reproduce for the purposes of this Procedure the whole or any portion of the Proposal despite any copyright or other intellectual property right that may subsist in the Proposal.

20. Suspension

- a) NIELIT may, after giving a written notice of suspension to the selected Bidder, and considering the representation, if any, submitted by him within a period of 15 days from receipt of such notice, suspend all payments to the selected bidder, if the selected bidder fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:
 - Shall specify the nature of the failure and
 - Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the selected bidder.
- b) NIELIT may engage some other agency for the completion of suspended work, which will be carried out at the risk and cost of the selected bidder.

21. Force Majeure

- For purposes of this clause “Force Majeure” means an event beyond the control of the selected bidder and not involving the selected bidder’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, earth quakes, epidemics. The preventive measures for fire breakdown must be followed otherwise it will not be applicable here. The decision of NIELIT, regarding Force Majeure shall be final and binding on the Bidder.
- Notwithstanding anything contained in the Bid Document, the selected bidder shall not be liable for forfeiture of security, 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.
- If a Force Majeure situation arises, the selected bidder shall promptly notify to the NIELIT in writing, of such conditions and the cause thereof. Unless otherwise directed by NIELIT in writing, the selected bidder shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. NIELIT may, terminate this agreement by giving a written notice of a minimum 15 days to the selected bidder, if as a result of Force Majeure; the

selected bidder is unable to perform a major portion of the services for a period of more than 30 days.

22. Responsibilities of the Bidder

Selected bidder would be responsible for the following scope of services:

- User Requirement Study
- System Requirement Study including AS-IS and TO-BE
- System Analysis and Design as per TO-BE
- System Development and Implementation
- Integration with Existing applications if required including Data Synchronisation, data migration.
- Post Implementation Support.
- Help desk support during warranty.
- Covers all offices existing as well as extends to NIELIT HQ, Centres, Extension Centres, Accredited Centres etc that may be automated subsequent to award of contract.

23. Interpretation

In these Terms & Conditions:

- a. References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.
- b. References to a particular article, paragraph, sub-paragraph or schedule shall, except where the context otherwise requires, be a reference to that article, paragraph, sub-paragraph or schedule in or to this RFP.
- c. The headings are inserted for convenience and are to be ignored for the purposes of construction.
- d. Whenever provision is made for the giving of notice, approval or consent by any Party, unless otherwise specified, such notice, approval or consent shall be in writing and the words 'notify', 'approve' and 'consent' shall be construed accordingly.
- e. In case the RFP is silent on the items contained in the bid, the decision of NIELIT shall be final & binding on the selected Bidder/ Bidders.
- f. For the entire purpose of this tender/work/assignment, NIELIT would be the first party, who intends to award the tender/work/assignment to a suitable organization, called the second party, and as per the standard language, would be, hereinafter, called bidder.
- g. The term bidder would include tenderers/bidders/agencies/interested parties and may include any such term which so far has not been used, but may be used to refer the second party. These terms may be used interchangeably too. The words Tender and bid, may also be used interchangeably.
- h. The agency would also be included in the term bidder, for the sake of clarity.
- i. Until and otherwise explicitly mentioned, the term candidate would refer to the person who intends to be registered by NIELIT through the bidder. It may also refer to already registered with NIELIT. The terms applicant, examinee, etc. would also be included/intended for the term candidate.

24. Change in Laws & Regulations

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaws having the force of law is enacted, promulgated, abrogated, or changed in state / India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Contract Price, then such Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions wherever applicable, in accordance with Clause "Contract Price".

25. Acceptance Tests

The selected bidder in presence of the NIELIT authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the hardware, software, communication equipment etc. No additional charges shall be payable by the NIELIT for carrying out these acceptance tests.

26. Audit by Third Party

NIELIT at its discretion may appoint third party for auditing the activities of software development, onsite services and operations of entire services provided to the NIELIT. The bidder will have to provide access to all information that may be required by Third Party to successfully complete the audit.

27. Special Terms and Conditions

- The exact scope of work, deliverables and milestones will be mutually decided later at an appropriate time looking to the requirements of the project within time frame of 9 months. However, the decision of the tendering authority, in this regard, shall be final and binding upon the firm.
- Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of NIELIT. Such offers will not be considered as valid quotations. Offers sent through telegram/telex, and offers not submitted in the standard formats given in the tender document will be summarily rejected.
- The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.. In case the bidder fails to execute the contract, NIELIT shall have liberty to get it done through any other agency with full cost recoverable from the selected bidder in addition to damages and penalty.
- **The volume of business is indicative only and cannot be guaranteed.**
- The discretion of NIELIT for awarding business and mode of business will be final and binding on the bidder.

- 28.** The Managing Director, NIELIT reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the Managing Director, NIELIT shall be final. Initially the contract will be for three years which may further be extended on mutual consent on terms and conditions to be decided between the parties.
- 29.** The overall escalation in price shall not be more than 20% of price quoted in the initial Financial Bid which shall be decided and fixed on mutual consent between the parties.

Annexure - 1

Request for Proposal (RFP) Form

I. Addressed to

a.	Name of the tendering authority	Managing Director
b.	Address	National Institute of Electronics and Information Technology (NIELIT), Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi - 110 003, India
c.	Telephone	011-24364870
d.	Tele-Fax	011-24363335

II. Ref Number: 60(19)2013/NIELIT-HQ Dated 10th August,2015

III. Other related details: -

1.	Name of Tenderer					
2.	Name & Designation of Authorized Signatory					
3.	Registered/Head Office Address					
4.	Delhi Office	Address				
		Phone		Fax:		
		Contact Person				
		Phone		Fax:		
		Contact Person				
5.	Year of Establishment					
6.	Type of Firm (Put Tick (v) mark)	Govt./PSU/A autonomous Body of	Public Limited	Private Limited	Society	Partnership

		Govt.				
7.	Telephone Number(s) Mobile Number(s)					
8.	Website URL					
9.	Fax No.					
10.	Email Address					
11.	Average Annual Turnover of atleast Rs 15 Crore (Rupees Fifteen Crore Only) during each of the last three years (Copies of audited balance sheet and CA Certificate should be attached)	2011-12	2012-13	2013-14		
12.	No. of technical Staff for the customization, development and implementation of Software. (CVs of the atleast 5 technical staff on its payroll is to be attached in the prescribed format at annexure – 10)					
13.	Indicate if organization has been blacklisted or unable to deliver for any of the offices of Central or State Govt. or any of its other customers? If so, details may be provided. Annexure-8 is to be attached					
14.	Please give escalation matrix for problem resolution. The matrix should include a					

	senior officer in the Head Office of the company. Designation, phone no., mobile no, fax no. and e-mail address of the officials mentioned in the escalation matrix	
15	Compliance Sheet duly filled, Signed and stamped (Annexure 11)	

- IV. The Tender fee amounting to Rs. 5,000/- (Rupees Five Thousand Only) has been remitted vide DD/ Banker's cheque no. _____ dated _____ in favour of NIELIT, Payable at, New Delhi, India.
- V. We agree to abide by all the conditions mentioned in this Tender Document issued by the Tendering Authority and also the further conditions of the said Tender given in the attached sheets **(all the pages of which have been signed by us in token of acceptance of the terms mentioned therein)**.
- VI. The rates for the services as prescribed in financial document are given separately in the financial bid.
- VII. Reproduced / re-word-processed formats or Bidder's own formats for the price bids will disqualify the tender. However, the Bidder can reproduce exactly the same format for clarity in filling due to shortage of space.
- VIII. The rates quoted are applicable up to period of contract from the date of opening of bid. The validity can be extended with mutual agreement. Following documents are attached towards the proof of earnest money deposited in favour of NIELIT, Payable at, New Delhi, India.

S. No.	Earnest Money deposited through DD/ Banker's Cheque (Local Only)			
	Bank Name	Number	Dated	Amount
1.				

IX. Tax Certificates:

S. No.	Type of Tax	Whether copy of supporting documets enclosed (Yes/No)	Registration Number	Page No.

1.	PAN			
2.	TAN			
3.	VAT-TIN			
4.	Service Tax			

X. **No Advance payment shall be made. Payments shall be made as per payments terms.**

XI. Following details are required for return of EMD of unsuccessful bidders:

S. No.	Return of Earnest Money through DD/ Banker's Cheque/NEFT/ RTGS				
	Name of Account Holder, Bank Name , Branch and Address	Account Type (Savings/Curr ent)	Account Number	IFSC Code	MICR Code
1.					

XII. Bid duly filled and signed is enclosed with this tender form with Terms & Conditions in token of acceptance along with duly filled letter of undertaking / declaration

XIII. Financial Bid given in this Bid Document is enclosed in a separate envelope duly signed and sealed.

Signature:

Name:

Designation:

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

Annexure-2

Letter of Undertaking

(ON THE LETTER HEAD OF THE BIDDER)

To

The Managing Director
National Institute of Electronics and Information Technology (NIELIT),
Electronics Niketan, 6, CGO Complex, Lodhi Road,
New Delhi - 110 003, India

Sir,

Subject: Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities.

This bears reference to NIELIT RFP No. **60(19)2013/NIELIT-HQ Dated 10th August,2015**. We, hereby, accept all the terms and conditions for submitting bid as mentioned in this RFP Document.

We hereby certify that no terms and conditions have been stipulated by us in the Financial Bid.

We warrant that the service do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall prevent NIELIT from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of bid document and contract.

The above document is executed on ___/___/___ at (place) _____ and we accept that if anything out of the information provided by us is found wrong our tender/ work order shall be liable for rejection.

Thanking you,

Yours faithfully,

Name of the Bidder: -
Authorized Signatory: -
Seal of the Organization: -

Date:

Place:

Annexure-3

Firm Strength

(On Bidder's letter head)

To

The Managing Director
National Institute of Electronics and Information Technology (NIELIT),
Electronics Niketan, 6, CGO Complex, Lodhi Road,
New Delhi - 110 003, India

Subject: Firm Strength

Respected Sir,

This is to certify that <<Company Name>> have minimum 20 professionals on its rolls as of 31st March 2015. The bidder is having the necessary experience and expertise to handle this project and shall not outsource this project to a third party.

Dated this Day of 2015

(Signature) (In the capacity of)

(Name)

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

(Name and Address of Company)

Seal/Stamp of bidder

Annexure-4

Financial Bid

Name of the Bidder : _____

Address for Correspondence : _____

I/we hereby submit the consolidated financial proposal for Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities as per the Scope of work given in this tender document within the time specified and in accordance with the terms and conditions. The consolidated Rates are as under:

The bidders are required to quote the rates in the following format.

I. Employees of NIELIT & NIELIT Centres , Accredited Institutes , facilitation Centres & other stakeholders:

User Strength Range (Half yearly)	Half yearly Per User rate (INR) (in figure) inclusive of taxes	Half yearly Per User rate(INR) (in words) inclusive of taxes	Legend
Up to 5000			a
5001 – 10000			b
Above 10000			c

Score A= (a+b+c) =.....

II. Candidates enrolled for long term courses

Active* Candidate Strength Range (Half yearly)	Half yearly Per Candidate rate (INR) (in figure) inclusive of taxes	Half yearly Per Candidate rate (INR) (in words) inclusive of taxes	Legend
Up to 20000			d
20001 – 40000			e
Above 40000			f

(Active users means those candidates whose registration period is valid and have accessed the application during that specified half year period)*

Score B = (d+e+f) =.....

III. Candidates enrolled in short term courses

Active #Candidates Strength Range (Quarterly)	Quarterly rate Per Candidate (INR) (in figure) inclusive of taxes	Quarterly rate Per Candidate (INR) (in words) inclusive of taxes	Legend
Up to 2,00,000			p
2,00,001 – 5,00,000			q
Above 5,00,000			r

(# Active users means those candidates whose registration period is valid and have accessed the application during that specified quarter of year period)

$$\text{Score C} = 2 \times (p+q+r) = \dots\dots\dots$$

IV. Data Migration Charges (One time payment)

Amount in (INR) (in figure) inclusive of taxes	Amount in (INR) (in words) inclusive of taxes	Legend
		m

$$\text{Score D} = 1 \times (m) = \dots\dots\dots$$

$$\text{Total Score (T)} = A + B + C + D$$

All these scores are indicative of an index figure only & Final score to be written in figures and in words both. The rates shall be inclusive of all cost as well as duties and taxes paid or payable and the rates payable shall be as per the candidates' strength range. For instance: For 475000 candidates, rates applicable shall be as those quoted for 2,00,001 – 5,00,000 range.

Note: The figures with respect to the various types of users are indicative only and does not guarantee incremental growth/volume of business (Approx. 11 Lakh students have appeared in short term courses till date. Peak volume cannot be defined as such, as it may vary from one exam cycle to other. On an average 50000 to 60000 students appear in an exam cycle , however, there might be around 1 Lakh or more in any exam cycle.)

1. The rates should not be provided as a percentage figure instead it is to be provided in absolute Indian Rupees only.
2. The rate quoted will be reasonable and valid for the period of contract from the date of opening of Financial bid.
3. Tendered rates are at par with the prevailing market rates and not more than the price usually charged for services of same nature/class or description from any private purchaser either foreign or as well as Government purchaser.
4. In respect of indigenous items for which there is a controlled price fixed by law, the price quoted are not higher than the controlled price.
5. Services to be provided shall be of requisite specification and quality.

ANNEXURE-5

Proforma For Hardware and Software availability with the bidder For Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities

For hosting of Application Software	<u>Hardware</u>	
	S No	Server Configuration
	1.	
	2.	
	3.	
	<u>Software</u>	
	S No	Software Details
	1.	
	2.	
	3.	
Integration and Implementation	<u>Hardware</u>	
	S No	Server Configuration
	1.	
	2.	
	3.	
	4.	
	<u>Software</u>	
	S No	Software Details
	1.	
	2.	
3.		
Disaster and Recovery Management	<u>Hardware</u>	
	S No	Server Configuration
	1.	
	2.	
	3.	
	<u>Software</u>	
	S No	Software Details
	1.	
	2.	
	3.	

Load Balancing

Hardware

S No	Server Configuration
1.	
2.	
3.	

Software

S No	Software Details
1.	
2.	
3.	

ANNEXURE – 6

Details of Users per Annum during last three financial years

<u>Activity</u>	<u>2012-2013</u>	<u>2013-2014</u>	<u>2014-2015</u>
O/A/B/C Registration	40963	38309	39921
CCC Application	242225	839581	516361
BCC Application	108167	210995	35705
CCC/BCC Permitted Centres	1788	2437	869
O/A/B/C Accreditation	824 (50 new centres)	872 (71 new centres)	889 (58 new centres)

Note: These figures are indicative only and does not guarantee incremental growth/volume of business (Approx. 11 Lakh students have appeared in short term courses till date. Peak volume cannot be defined as such, as it may vary from one exam cycle to other. On an average 50000 to 60000 students appear in an exam cycle , however, there might be around 1 Lakh or more in any exam cycle.)

Level/ Course	Initial Validity Period for Students
O and A level	5 years
B and C Level	6 Years

Level/ Course	Validity Period for Accreditation
O, A and C level	3 years
B Level	5 Years
CCC/BCC	3 Years

Annexure - 7

Representative Authorisation Letter

Date : _____

Ref : _____

To

The Managing Director
National Institute of Electronics and Information Technology (NIELIT),
Electronics Niketan, 6, CGO Complex, Lodhi Road,
New Delhi - 110 003, India

Dear Sir,

Ms. /Mr. _____ is hereby authorised to sign relevant documents on behalf of our organisation for the RFPs for “Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities”. She/ He is also authorised to attend meetings & submit financial information as may be required by you in the course of processing above said RFP.

Thanking you,

Authorised Signatory
Representative Signature
Company Seal

Annexure 8

NON BLACKLISTING

(On Non-Judicial Stamp Paper of Rs 100/- duly attested by the Notary Public)

In response to the RFP No. _____ Dated _____ for “Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities”, I/ We hereby declare that presently our Company/ Firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Deponent

Notary

Annexure 9

**DETAILS OF SIMILAR WORKS EXECUTED SUPPORTED BY WORK ORDER AND COMPLETION
CERTIFICATE**

S.No.	Name of Work/ Project & Location	Owner of sponsoring organization	Cost of Work in INR	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/Arbitration pending in progress with details	Name, Designation, Address and telephone/ Mobile Number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

Name of the Bidder: -
Authorized Signatory: -
Seal of the Organization: -

Date:
Place:

FORMAT OF CV OF PROFESSIONALS TO BE DEPLOYED FOR THE DEVELOPMENT/CUSTOMIZATION OF THE APPLICATION

1. **Designation:**

2. **Name of Firm:**

3. **Name of Staff:**

4. **Date of Birth:**

5. **Nationality:**

6. **Education:**

Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained:

Degree	University/ Institution	Year in which obtained

7. **Membership of Professional Associations:**

8. **Other Training:**

9. **Countries of Work Experience:** List countries where staff has worked in the last ten years

1. **Languages:** For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing

Language	Speaking	Reading	Writing

11. **Employment Record:** Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held

From:	To:
Employer	

12. Detailed Tasks Assigned: *List all tasks to be performed under this Assignment/job*

13. Work Undertaken that best illustrates the experience as required for the Role

*Among the Assignment/jobs in which the staffs has been involved, indicate the following information for those Assignment/ jobs that best illustrate staff capability to handle the tasks listed under **point 12.***

Name of assignment/job or project	
Name of the client	
Year	
Location	
Main Project Features	
Position Held	
Activities performed	

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

Date:

Place:

[Signature of staff member or authorized representative of the staff]

Full name of authorized representative:

Annexure-11

Requirements and Compliance Sheet for Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities (Signature, seal and date on each page may be affixed)

S. No.	ELIGIBILITY CRITERIA	Documents Required to be Submitted in RFP	Provide Compliance details Yes/No	Ref Page No in RFP
1	The Applicant must be a Proprietorship Concern/Company registered under Indian Company Act, 1956/Firm registered under the partnership Act 1932/Society registered under Societies Act, 1860/Autonomous bodies or any other venture not covered above.	Copy of Certificate Incorporation		
2	The bidder should have valid registration with appropriate statutory authorities as required under law. A copy of all such registrations such as MOA, PAN and Service Tax, etc. must be enclosed.	<ul style="list-style-type: none"> • Copy of PAN,TAN, Service Tax Registration Certificate etc. 		
3	The bidder should have been in the S/W Development at least for last four years as on 31-March-2015 and served at least two clients from any of the Govt. Sector/ PSUs/ Autonomous Bodies of Govt./ Universities etc.	<ul style="list-style-type: none"> • Proof of commencement of business of Software Development . • List of clients and copy of work orders as on 31-March-2015 as per Ann-9 		
4	The bidder must have its own developed integrated software solution which should be 60%-70% similar to the requirements of NIELIT and can be customized as per the requirements of NIELIT. The solution should have been implemented and completed 1 academic cycle as on 31-March-2015 in all respects in at least two Educational Institutions having its branches/offices/colleges at various locations or the application should be running successfully for last one and half years as on 31-March-2015 in at least	<ul style="list-style-type: none"> • The satisfactory completion certificate and documentary proof of value of work order and payments received for each project against the successful implementation of project should be submitted as on 31-March-2015 		

	two organizations involved in activities similar to NIELIT having its branches/offices at various locations.			
5	The bidder should have annual turnover of at least Rs. 15 Cr (Rupees Fifteen Crore Only) during each of the last three financial years (2011-12, 2012-13 and 2013-14) from similar services. The Balance Sheet of the company for the last three years should be positive.	<ul style="list-style-type: none"> • Extracts from the audited Balance Sheet • Profit & Loss Statement • CA Certificate from the statutory auditor 		
6	The Bidder must be SEI CMMi Level 3 or higher for the Software and the Data Centre should be atleast Tier-3. Also, the data centre should comply with ISO 27001	<ul style="list-style-type: none"> • Copy of certifications with respect to SEI CMMi Level 3 or higher, Atleast Tier-3 Data Centre, ISO 27001 needs to be submitted. 		
7	The bidder should possess the essential infrastructure, facilities and technical expertise and should have on its payroll at least 20 Technical employees.	<ul style="list-style-type: none"> • List of technical experts. • The bidder has to give an undertaking on its letter head having the necessary experience and expertise to handle this project and shall not outsource this project to a third party. • CV of atleast 5 technical employees as per Annexure-10 		
8	The firms having black-listed/ debarred in participating in any procurement activities by any State or Central Government or any other govt. organization in India are not allowed to bid.	Undertaking is to be submitted by the bidder on _Non-Judicial Stamp Paper of ₹100/- duly attested by the Notary Public that the agency has not been blacklisted / debarred from participating in tender/bids by any State or Central Govt. organization in India. (Annexure-8)		
9	Cost of RFP Document Rs. 5000/-	DD/ Banker's Cheque of Rs. 5000/- in favour		

		of "NIELIT" payable at "Delhi" must be enclosed		
10	EMD of Rs 15,00,000/-	DD/Banker's Cheque of Rs. 15,00,000/- in favour of "NIELIT " payable at "Delhi" must be enclosed		
11	Bidders are required to attach a letter from an authorized signatory of the company owning the source code of the solution being proposed, patent of the technology being offered clearly detailing the deliverables / ownerships and rights for implementation and service			
12	Undertaking on Exit Management and Transition as per Annexure-12			
13	Letter of Undertaking as per Annexure-2			
14	Firm Strength as per Annexure-3			
15	Financial Bid as per Annexure-4			
16	Proforma For Hardware and Software availability with the bidder For Development & Implementation of a Web Based End to End Customized Software Solution for NIELIT activities as per Annexure-5			
17	Representative Authorisation Letter as per Annexure-7			
18	Affidavit for NON BLACKLISTING as per Annexure-8			
19	Format of CV of professionals to be deployed for the development / customisation of application as per Annexure-10			

Annexure – 12
Undertaking on Exit Management and Transition
(On Non-Judicial Stamp Paper of 100/- duly attested by the Notary Public)

Sub: Undertaking on Exit Management and Transition

I/We hereby undertake that at the time of completion of our engagement with NIELIT, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the NIELIT or to an agency identified by NIELIT to the satisfaction of the NIELIT. I/We further undertake to complete the following as part of the Exit management and transition activity:

- To complete the updation of all Project documents and other artefacts and handover the same to NIELIT before transition.
- To design standard operating procedures to manage system (including application and IT systems), document the same and train NIELIT personnel on the same.
- If NIELIT decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries / clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.
- Data Migration with 100% accuracy to the new application. Handing over the data and other relevant documents to NIELIT or an agency identified by NIELIT.

I/We also understand that the Exit management and transition will be considered complete on the basis of approval from NIELIT.

Deponent

Notary

Annexure 13

PRE-BID QUERIES FORMAT

Name of the Company/Firm:

Address of the Company/Firm:

Name of Person(s) Representing the Company/ Firm:

Name of Contact Person(s)	Designation	Email-ID(s)	Tel. Nos., Mobile Number & Fax Nos.

Query / Clarification Sought:

S.No.	RFP Page No.	Query/ Suggestion/Clarification

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .ODF). Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority. Also, kindly attach the coloured scanned copy of the receipt towards the submission of the bidding/ tender document fee.

Annexure 14

MODULE WISE BROAD SCOPE OF WORK

ACCREDITATION MODULE(O/A/B/C SOFTWARE/HARDWARE/BIOINFORMATICS/ CCC/BCC)

TABLE I Pre-accreditation (Fresh Cases)

S.No.	Activity
1.	Receipt of online application for Provisional Accreditation
2.	Scrutiny of application as per SOP Accreditation/check list
3.	Conveying of shortcomings/discrepancies to institute concerned, if any through online status update
4.	Receipt of reply from the institute online
5.	Re-scrutiny of application
6.	If file is in order, constitution of Screening Committee with the approval of competent authority, else, repeat steps (3 to 5). The shortcomings to the concerned institutes will be informed for a maximum number of 5 times or / & total of 180 days time will be given to the institute for compliance of the shortcomings.
7.	Issue of letter to Convener/Member(s) of Screening Committee & acknowledgement to institute, by email and letter. The convenor will be provided the online application submitted by the institute along with the uploaded documents in the pdf format.
8.	Follow-up with Convenor & receipt of report of Screening Committee online
9.	Examine report of Screening Committee, process claims of experts & settlement of claims.
10.	Solicit approval of Competent Authority for Provisional Accreditation/Deferment/Rejection
11.	Issue of letter for Provisional Accreditation/Deferment/Rejection to the institute concerned.
12.	In case of Deferment, online receipt of application for re-visit at the institute within six months of date of letter of deferment along with fee and requisite documents (uploaded)
13.	Repeat steps (2 to 9)
14.	Solicit approval of Competent authority for Provisional Accreditation/Rejection
15.	Issue of letter for Provisional Accreditation/Rejection to the institute concerned.
16.	Grievance of Institute against Screening Recommendations

The Accredited institutes are required to annually update their details (Address, phone, infrastructure, corporate structure, faculty status, etc.) before registration of the candidates for the January examination. In case there is no change in the status, then they may update 'NO CHANGES' and may proceed for the registration of the candidates for the examination. In case of changes like change of address, legal status, management, name of institute, change of ownership etc. which requires for the fees, uploading of fresh documents as well as visit by monitoring committee / withdrawal of accreditation granted to the institute, the institute will be granted a time period of 6 months (till the next registration) for completion of the process. In case, the institute fails to complete the procedure (apply with requisite fees and documents) within that duration then the accreditation of the institute will be suspended (Registration of new candidates will not be allowed from date of application for any changes mentioned above) till the time, the process is complete.

TABLE II Post-accreditation (Already Provisionally Accredited Courses)

S.No.	Activity
1.	Performance Report Evaluation on quarterly basis
2.	Issue of Eligibility Letters for the grant of 'Full status' to the institutes concerned with the approval of Competent Authority, if Performance Criteria is met;
3.	If the performance criteria is not met but the institute has fielded the candidate for examination in the last 3 examinations (even if 1 candidate), then Issue of Eligibility Letters for the grant of Extension of the Accreditation Period with 'Provisional status' to the institutes concerned with the approval of Competent Authority with the penalty on the accreditation fee.
4.	If the institute has not fielded any candidate for last 3 consecutive examinations, Issue of letter of Withdrawal to the institutes concerned with the approval of Competent Authority.
5.	Follow-up and receipt of application along with requisite fee/documents online from eligible institutes for 'Full Status' or Extension of Accreditation Period with 'Provisional Status'
6.	Examination of application along with documents and replies as per SOP Accreditation/check list
7.	Conveying of shortcomings/discrepancies to institute concerned through online status update.
8.	Receipt of reply online and scrutiny of documents
9.	If the documents are in order then grant of 'Full Status' or 'Extension of Accreditation Period with 'Provisional Status'' with the approval of Competent Authority; else, repeat steps (7 and 8)
10.	If the institute eligible for 'Full Status' or 'Extension of Accreditation Period with

	‘Provisional Status’ does not respond within 30 days from the date of letter of eligibility issuance 1 st reminder will be issued to the institute. If the institute does not reply within 15 days from the date of 1 st reminder the institute will be issued 2 nd reminder. If the institute still does not respond within 10 days from the date of 2 nd reminder, the institute will be issued 3 rd and final reminder to submit the documents within 10 days from the date of 3 rd reminder. If the institute does not respond, the accreditation granted shall be withdrawn without any further communication.
11.	Issue of letter for ‘Full Status’ or ‘Extension of Accreditation Period with ‘Provisional Status’ or withdrawal of provisional accreditation to the institute concerned.

TABLE III Post-accreditation (Already Full Accredited Courses)

S.No.	Activity
1.	Performance Report Evaluation on quarterly basis
2.	Issue of Eligibility Letters for the grant of ‘Extension of Accreditation Period’ with ‘Full Status’ to the institutes concerned with the approval of Competent Authority, if Performance Criteria is met;
3.	If the performance criteria is not met but the institute has fielded the candidate for examination in the last 3 examinations (even if 1 candidate), then the status of the Accreditation granted to the institute will change from ‘FULL Status’ to ‘Provisional Status’. Also, the institute will be issued the Eligibility Letters for the grant of Extension of the Accreditation Period with ‘Provisional Status’ with the approval of Competent Authority with the penalty on the accreditation fee.
4.	If the institute has not fielded any candidate for last 3 consecutive examinations, Issue of letter of Withdrawal to the institutes concerned with the approval of Competent Authority.
5.	Follow-up and receipt of application along with requisite fee/documents online from eligible institutes for Extension of Accreditation period with ‘Full Status’ or ‘Provisional Status’
6.	Examination of application along with documents and replies as per SOP Accreditation/check list
7.	Conveying of shortcomings/discrepancies to institute concerned through online status update.
8.	Receipt of reply online and scrutiny of documents
9.	If the documents are in order then constitution of Monitoring Committee for grant of Extension of Accreditation period with ‘Full Status’ or ‘Provisional Status’ with the approval of Competent Authority; else, repeat steps (6 and 7)
10.	Issue of letter to Convener/Member(s) of Monitoring Committee & acknowledgement to institute, by email and letter. The convener will be provided the online application

	submitted by the institute along with the uploaded documents in the pdf format.
11.	Follow-up with Convenor & receipt of report of Monitoring Committee online
12.	Examine report of Monitoring Committee, process claims of experts & settlement of claims.
13.	Solicit approval of Competent Authority for Extension of Accreditation period with 'Full Status' or 'Provisional Status'/Deferment/Rejection
14.	Issue of letter for Extension of Accreditation period with 'Full Status' or 'Provisional Status'/Deferment /Rejection to the institute concerned.
15.	In case of Deferment, online receipt of application for re-visit at the institute within six months of date of letter of deferment along with fee and requisite documents (uploaded)
16.	Repeat steps (8 to 14)
17.	If the institute eligible for Extension of Accreditation period with 'Full Status' or 'Provisional Status' does not respond within 30 days from the date of letter of eligibility issuance 1 st reminder will be issued to the institute. If the institute does not reply within 15 days from the date of 1 st reminder the institute will be issued 2 nd reminder. If the institute still does not respond within 10 days from the date of 2 nd reminder, the institute will be issued 3 rd and final reminder to submit the documents within 10 days from the date of 3 rd reminder. If the institute does not respond, the accreditation granted shall be withdrawn without any further communication.

TABLE IV Post-accreditation (Extension of Accreditation Period with Provisional Status)

S.No.	Activity
1.	Performance Report Evaluation on quarterly basis
2.	Issue of Eligibility Letters for the Extension of Accreditation period with 'Full Status' to the institutes concerned with the approval of Competent Authority, if Performance Criteria is met;
3.	If the performance criteria is not met but the institute has fielded the candidate for examination in the last 3 examinations (even if 1 candidate), then Issue of Eligibility Letters for the grant of 'Extension of Accreditation Period with 'Provisional Status'' to the institutes concerned with the approval of Competent Authority with the penalty on the accreditation fee.
4.	If the institute has not fielded any candidate for last 3 consecutive examinations, Issue of letter of Withdrawal to the institutes concerned with the approval of Competent Authority.
5.	Follow-up and receipt of application along with requisite fee/documents online from eligible institutes for Extension of Accreditation Period with 'Full Status' or "Provisional

	Status''
6.	Examination of application along with documents and replies as per SOP Accreditation/check list
7.	Conveying of shortcomings/discrepancies to institute concerned through online status update.
8.	Receipt of reply online and scrutiny of documents
9.	If the documents are in order then constitution of Monitoring Committee for Extension of Accreditation Period with 'Full Status' or 'Provisional Status'' with the approval of Competent Authority; else, repeat steps (6 and 7)
10.	Issue of letter to Convener/Member(s) of Monitoring Committee & acknowledgement to institute, by email and letter. The convener will be provided the online application submitted by the institute along with the uploaded documents in the pdf format.
11.	Follow-up with Convenor & receipt of report of Monitoring Committee online
12.	Examine report of Monitoring Committee, process claims of experts & settlement of claims.
13.	Solicit approval of Competent Authority for Extension of Accreditation Period with 'Full Status' / 'Provisional Status''/Deferment/Rejection in accordance with the recommendations of the Monitoring Committee.
14.	Issue of letter for Extension of Accreditation Period with 'Full Status' / 'Provisional Status''/Deferment/Rejection to the institute concerned.
15.	In case of Deferment, online receipt of application for re-visit at the institute within six months of date of letter of deferment along with fee and requisite documents (uploaded)
16.	Repeat steps (9 to 14)
17.	If the institute eligible for Extension of Accreditation Period with 'Full Status' or 'Provisional Status'' does not respond within 30 days from the date of letter of eligibility issuance 1 st reminder will be issued to the institute. If the institute does not reply within 15 days from the date of 1 st reminder the institute will be issued 2 nd reminder. If the institute still does not respond within 10 days from the date of 2 nd reminder, the institute will be issued 3 rd and final reminder to submit the documents within 10 days from the date of 3 rd reminder. If the institute does not respond, the accreditation granted shall be withdrawn without any further communication.

TABLE V Post-accreditation (Already Provisional/Full Accredited Courses) for Change of Name/Address/Management/Legal Status / Dropping of Franchisor/Licensor etc.

S.No.	Activity
1.	Receipt of request for Change of Name/Address/Management/Dropping of

	Franchisor/Licensor online.
2.	Examination of documents as per SOP Accreditation/check list
3.	Conveying of shortcomings/discrepancies to institute concerned, if any, through online status update.
4.	Receipt of reply & constitution of Monitoring Committee for Change of Name/Address/Management/Dropping of Franchisor/Licensor (wherever applicable), with the approval of COMPETENT AUTHORITY; else, repeat steps (1 & 2)
5.	Issue of letter to Convener/Member of Monitoring Committee & acknowledgement to institute online. The committee will get the access to the online application submitted by the institute along with the uploaded documents in the pdf format. The Committee has to make surprise visit at the institute any day within minimum one month (in case the experts are not available for the particular location or due to some other unavoidable reasons at the end of experts for not visiting the institute in due time, the time duration may increase and information with regard to this will be given to the institute by email) from the date of letter.
6.	Follow-up with Convenor & receipt of report of Monitoring Committee online.
7.	The Monitoring committee will submit their recommendations to the NIELIT in a prescribed format, online. The committee will also submit their TA/DA claim along with the supporting documents uploaded online. The accreditation department will verify the visit by the committee to the concerned institute. After verification, the Finance wing will process the claims. Once the claims are settled, the software will automatically give intimation to the experts and accreditation wing.
8.	Solicit approval of COMPETENT AUTHORITY for Change of Name/Address/Management/Dropping of Franchisor/Licensor
9.	Issue of letter of approval for Change of Name/Address/Management/Dropping of Franchisor/Licensor to the institute concerned.

TABLE VI Post-accreditation (Already Accredited Institute) for voluntarily withdrawal of accreditation.

S.No.	Activity
1.	Receipt of request for Withdrawal of Accreditation voluntarily from an institute
2.	Examination of documents as per original documents submitted by an institute at the time of grant of Provisional Accreditation and also for outstanding dues, if any.
3.	Solicit approval of COMPETENT AUTHORITY for voluntary withdrawal of Accreditation
4.	Issue of Withdrawal Letter to the institute concerned.

TABLE VII Handling of complaints/grievances against accredited & non-accredited courses/institutions.

S.No.	Activity
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1.	Receipt of complaints/grievances from an individual/institute
2.	Forwarding of complaints/grievances or issuance of "Show Cause Notice" to institute concerned seeking comments/reply & follow-up
3.	Examination of reply/documents
4.	If required, an inspection may be carried out at the institute by the officials of the concerned Regional Centres, nominated by the Director of the respective Regional Centre.
5.	On the basis of the recommendations of the Inspection Committee or reply of the institute to the 'Show Cause Notice', the case may either be forwarded to local police/state administration and/or the Accreditation will be withdrawn with the approval of COMPETENT AUTHORITY.
6.	Issue of Withdrawal Letter to the institute concerned.

All existing applications needs to be integrated with Online Services which also includes synchronization of data .

Additional requirement:

Powerful MIS report Interface to generate various reports based on above activities.

Auto updation of status of institutes on website.

Maintain Parent and child relationship among institutes applied for various accreditation.

Provision for discount on Accreditation fee depending upon no. of branches.

ACCREDITATION MODULE(CCC/BCC)

TABLE I: Fresh application process for facilitation Centre under different category (Govt category, ITI/ITC, NCPUL, CSC/CPV, Private Institute, Accredited Institute (S/w & H/w)) for CCC/BCC courses

S.No.	Activity
1.	Receipt of Online Application along with Payment details, Legal Document and Lease Agreement for facilitation Centre under different category i. Fresh applications under government /NCPUL /CSC Centre/ Accredited institute / Private institute category are directly submitted to NIELIT HQ with requisite fees. However, applicant under Private institute(s) may be of two types: a) Individual Institute b) Multiple Institute under a single banner availing of discount in Fees, a separate master file also being maintained ii. Fresh applications under ITI/ITC category are directly submitted to NIELIT HQ for BCC courses, no fees to be paid Note: Fee may vary based on project/ category, thus option for variable fee/ subsidized/no fee should be available
2	Payment of fee in Online mode only, realization of payment of fees to be confirmed by Finance wing online
3	Creation of e-file with scanned documents of Legal Document and Lease Agreement after confirmation of fees
4	Scrutiny of application as per SOP of facilitation centre and generation of check list
5	Conveying of shortcomings/discrepancies, if any, to institute concerned through auto generated e-mail and SMS based on the check-list
6	Receipt of online compliance from the institute
7	Repetition of step 4-5 until complete removal of discrepancies
8	If file is in order, Soliciting approval of Competent Authority for granting permission
9	E-provisional number generation, system generated approval letter for signature of the Competent Authority
10	In case file not in order, Deferment/ Rejection, fees are forfeited and auto e-mail sends to institute
11	Issue of Approval/ Deferment/Rejection letter to the institute concerned
12	Updation of website at step-1, 4 & 8.
13	Entry and related query/report wrt undelivered letter/document

TABLE II: Renewal Process under different category (Govt category, ITI/ITC, NCPUL, CSC/CPV, Private Institute, Accredited Institute (S/W & H/W)) for CCC/BCC

S.No.	Activity
	The renewal process will be initiated two months before the expiry of the validity of an institute
1	Issue of letter, email & SMS informing due date for renewal and process details to eligible institute
2	Online receipt of requisite fee along with documents from institutes and related follow-ups
3	Scrutiny of documents as per SOP of facilitation centre /check list
4	Conveying of shortcomings to institute concerned, if any by letter, e-mail & SMS.

5	Receipt of reply/ compliances and repetition of step 3-5 until complete removal of discrepancies
6	Recommendations for grant of renewal/ withdrawal of permission for the approval of Competent Authority
7	Issue of renewal of permission will be sent to the institutes concerned with the approval of Competent Authority, if Performance Criteria on the parameters as laid out in SOP is met
8	Updation of website at step-1, 2, 3, 4, 5 & 7.
9	Entry and related query/report wrt undelivered letter/document

TABLE III: Post-facilitation centre (Already registered under different categories) for Change of Name/Address/Management/Dropping of Franchisor/Licensor etc.

S.No.	Activity
1	Online receipt of request for Change of Name/e-mail/phone number of contact person (KYC details) etc
2	Online receipt of request from accredited institute for change of premises/ management / or any kind of change on the basis of accreditation granted by NIELIT for other higher level of courses along with requisite fees
3	Scrutiny of documents as per SOP
4	Conveying of shortcomings/discrepancies to institute concerned, if any
5	Receipt of reply and repetition of step 1-5, as applicable, until complete removal of discrepancies
6	Solicit approval of Competent Authority for required change
7	Automatic generation/print of letter of approval of Change for the institute concerned
8	Issuance of letter of approval for Change to the institute concerned
9	Updation of website at step-1, 2, 4, 5 & 7
10	Entry and related query/report wrt undelivered letter/document

TABLE IV: Post-facilitation centre (Already registered for facilitation centre under different categories) for voluntarily withdrawal of accreditation

S.No.	Activity
1	Receipt of request for voluntary withdrawal of permission for facilitation centre from institute
2	Receipt of request for withdrawal of facilitation centre under ITI/ITC category and subsequent fresh request for facilitation centre under other category
3	Checking of any outstanding dues and Scrutiny of documents as per original documents submitted by an institute at the time of grant of facilitation centre under different categories
4	Solicit approval of Competent Authority for voluntary withdrawal of permission of facilitation centre or grant of permission of facilitation centre to ITI/ITC under other category
5	Automatic print of Withdrawal/ permission letter to the institute concerned
6	Issue of Withdrawal / permission letter to the institute concerned
7	Updation of website at step-1, 2 & 6
8	Entry and related query/report wrt undelivered letter/document

TABLE V: Handling of complaints/ grievances against institution

S.No.	Activity
1	Receipt of complaints/grievances from an individual/institute
2	Assessment of the grievances based on the support documents and available facts
3	Categorization of grievance on following ground : Academic, Administrative, Procedural/irregularity or Policy
4	Deciding whether to deal the case at HQ or at Regional Office level
5	Forwarding of complaints/grievances to respective RO or issue "Show Cause Notice" to institute concerned seeking comments/reply & follow-up
6	Assessment of reply
7	Recommend action: Forwarding the case to local police/state administration/ withdrawal of facilitation centre with the approval of Competent Authority
8	Issue of decision Letter to the institutes, both offender and complainant concerned
9	Updation of the Institute status/ details according to the decision on the website

TABLE VI: MIS report (As the SOP is under revision with some new courses and related process to be introduced, reports and queries cannot be finalized at this point of time. However, there would be requirement of about 50 reports to cater to the requirements as such.)

S.No.	Activity
1.	Total valid/withdrawn/pipeline institutes during a specific period, category-wise
2.	List of institutes whose validity has expired during a specific period, category-wise
3.	State wise and city-wise & category wise list of institutes
4.	List of approved/ pending applications during a specific period, category-wise/ e-prov. No./ reference number.
5.	List of multiple institutes based on random e-provision no, wildcards
6.	List of applications whose hardcopy not received within 15 days from form filling date
7.	List of approved/ pending applications during a specific period
8.	List of institutes based on e-provisional number, state wise, centre wise, category wise etc.
9.	List of institute under a single banner: various queries
10.	Statistics as required to be produced for Parliament Questions/ Annual report/ RTI and Complaints

Desirable Features:

- + The application must work in distributed environment based on selection of course type.
- + All types of payments should be received through online mode
- + Scanned copy of documents, wherever acceptable, should be uploaded
- + Usage of email and SMS should be at every step requiring any communication to the institute and is even better if system driven
- + Facility to send bulk mail

Expert Empanelment and integration with various modules.

For confidential work like Paper Setting, Examination / Evaluation etc. and integration with various modules, NIELIT requires expertise of professionals for following activities:

- Conduct of NIELIT Examination
- Observing NIELIT Examinations
- Accreditation of Institutes
- Setting Question Papers of NIELIT
- Evaluation of Answer Sheets
- Evaluation of Projects

Based on various selection parameters, these experts get registered with NIELIT and offer their services on paid basis. Their services need to be integrated with relevant department and online payment shall be made to these experts after online submission of their report. MIS reports based on the activity, assignment allotted etc.

FINANCIAL ACCOUNTING SYSTEM (FAS)

1. Accounts (Accrual Basis):

The accounts of the Institute is prepared as per the standard format . The **Master Chart of Heads of Account** has to be prepared to facilitate correct classification of transactions and preparation of Actuals against the Budgeted. The budget heads are to be linked with the Master chart of heads of accounts. A model flowchart/ process of accounting is as shown below:

- i) Preparation of Budgets as per DeitY allocation
- ii) Process of financial concurrence
- iii) Data Entry (Receipt, Payment and Journal vouchers)
- iv) Generating Ledgers (Cash Book/ Bank Book and other ledgers)
- v) Generating registers like Bill Register, Cheque Issue Register, Payment Advice/NEFT/RTGS Register
- vi) Trail Balance
- vii) Financial Statements:
 - a) Receipts & payments Account
 - b) Income & Expenditure Account
 - c) Balance Sheet
 - d) Schedules forming part of the accounts
- viii) Cash/Funds Flow Statement
- ix) Bank Reconciliation Statement
- x) Preparation of Revenue Statements like daily receipt, student wise ledger etc.
Separate Income & Expenditure Account and Balance Sheet should be drawn for CPF/EPF accounts as the fund belong to the employees . A separate set of financial statements should be drawn for funds received from the DeitY for NIELIT Centres and other projects..

2. Major Packages:

- i) Consolidated Accounts
- ii) Budgeting
- iii) Payroll/salary
- iv) CPF/EPF
- v) Pension {including New Pension Scheme (NPS)}
- vi) House Building Advance (HBA)
- vii) Income Tax, **(TDS & Service tax)**
- viii) Revenue Management
- ix) Detail of Expert Payment
- x) Vendor Payment
- xi) ACF/VAF Compilation
- xii) Scholarship to SC/ST Candidates
- xiii) GIA Management

3. Levels of Authority for the accounting system:

For the purpose of safety and security of the system, the following levels of entry and authorization of bills/receipts etc. are to be clearly demarcated:

- i) Voucher level entry - Dealing Clerk : Level 1 – Password
- ii) Authorisation of bills - Section Officer : Level 2 – password
- iii) Authorisation of bills - Asst. Reg./DDO: Level 3 – password
- iv) Preparation of cheque/Payment order - Cashier/Paying Clerk : Level 4 – Password
- v) Final authorisation of the bills - Asst. Reg./DDO : Level 5 – Password
- vi) Controlling Officer (FO): Admin/Master password for modification and updating of the system.

4. Reports (real time) to be generated from the Account System:

The following, among others, should be able to be generated from the accounts system

whenever required:

- i) Asset Register
- ii) Schedule of Asset (with depreciation)
- iii) Stock/Store Register
- iv) Revenue Register – with facilities for generating Daily Students Receipt, Studentwise statement, Examination Receipt, security deposits/EMD, Miscl. Receipt etc.
- v) Investment Register
- vi) Outstanding Advance Register
- vii) Grants Register
- viii) Sponsored Projects Register
- ix) Other Sub-Ledgers

Also other reports should be generated from the other packages as under:

- i) Acquittance roll
- ii) Pay slip
- iii) Pension Payment Order/schedule
- iv) CPF/EPF Statement
- v) NPS Statement
- vi) HBA Statement
- vii) Tax Statements (Income Tax Statement (F-16), WCT/VAT etc. including quarterly return and annual return)
- viii) Form Sixteen generation
- ix) Voucher Management
- x) Utilization Certificate

5. Integration with Existing Tally ERP 9.0 and centralized accessible of Tally with all NIELIT Centres.

6. Other Issues:

- i) Provisions for retirement benefits viz., Pension, Gratuity and leave Encashment etc. will be incorporated in the accounts as per the report of the Actuarial valuation at the end of each year.
- ii) Exhibition of book overdrafts, accrued interests on advances to employees, prior period income and expenditure etc.
- iii) Disclosures of overdue statutory liabilities.
- iv) Centralized server based software for passing of vouchers for payments/receipts and preparing reports is required.
- v) Online depositing of fees for all courses is needed.
- vi) Online Payroll system is required for payment of salary and remuneration to regular employees, Guest faculties, project associates and contractual staff

I. Accounts Management System for NIELIT Headquarters

SCOPE:

- • Maintenance of Account Groups with their types
- • Maintenance of Accounting Heads falling under above groups
- • Mapping of Account Heads with Budget heads as per the layout
- • Maintenance of yearly opening/closing balances of A/c. heads.
- • Capturing Fixed Assets details on commencement of computerization
- • Capturing Fixed Deposit details on commencement of computerization
- • Maintenance of Class/Year wise Students Fees Structure
- Maintenance of ACF/VAF details
- Scholarship to SC/ST Students and ECS or online transfer to their accounts.

- • Maintenance of all sorts of daily cash/bank receipts as per heads.
- • Maintenance of all sorts of daily cash/bank payments as per heads
- • Maintenance of Contra Transactions - Bank deposits/withdrawals
- • Maintenance of Non cash transactions (TE/JE)
- • Maintenance of Student Receipts
- • Maintenance of Bank wise Cheque Series
- • Maintenance of Financial Concurrences/Budget Clearance
- • Passing of bills in 2 levels & preparation of payment vouchers thereof
- • Preparation & maintenance of Budget/Funds
- • Procurement of Fixed Assets
- • Disposal of Fixed Assets
- • Addition of Capital Work-in-Progress
- • Transfer from Capital Work-in Progress
- • Making new Deposits/Investment
- • Renewal/Encashment of Deposits
- • Capturing Bank Statements
- • Maintenance of Sponsored Project Sub-Heads & their budgets
- • Maintenance of Earmarked Fund
- • Maintenance of Grant-in-Aid Project wise
- • Maintenance of Project Sub-Heads wise Receipts, Payments & Advances
- • Maintenance of Employees Medical Reimbursement
- • Maintenance of Department wise transactions
- • Automatic Calculation of Annual Depreciation, etc
- • Maintenance of user related information.

OUTPUTS:

- • Generation of Receipts & Payment Vouchers
- • Generation of Daily summary of Cash Transactions
- • Generation of Monthly summary of all Accounting heads for University
- • Generation of General Ledger Book periodically
- • Generation of Cash/Bank Book periodically
- • Generation of IEBR Report (consolidate)
- • Generation of stock of different Publication/Syllabus/Prospectus
- • Generation of Money Receipts against each receipt whether DD/NEFT/RTGS/Cash/Online
- • Reconcile the online fees receipts.
- • Generation of Journal Book periodically
- • Generation of Trial Balance on any given date
- • Generation of Receipt & Payment A/c. on any given date
- • Generation of Income & Expenditure A/c. on any given date
- • Generation of Balance Sheet on any given date
- • Generation of Account Schedules, viz. schedule of Fixed Assets
- • Generation of Financial Concurrence Register
- • Generation of statement showing Bills pending on any given date
- • Generation of Bill Register & Advance Bill Book
- • Cheque Printing

- • Generation of Cheque Issue Register
- • Generation of Bank Reconciliation Statement
- • Generation of Expenditure Statements as per format
- • Generation of Head wise Budget position statement on any given date
- • Generation of Head wise Fund position statement on any given date
- • Generation of Statement of Student fees (Class/Day/Department wise)
- • Generation of Fixed Assets Register
- • Capital Work-in-Progress Register
- • Generation of Deposit/Investment Register
- • Generation of List of Accrued Interest for Term Deposits
- • Generation of Sponsored Project Register indicating Capital Expenditures
- • Generation of Employee wise Medical Reimbursement Ledger
- • Generation of Employee wise Medical Reimbursement Broadsheet
- • Generation of Other MIS Reports

SALIENT FEATURES:

- Maintenance of both Financial Accounts and Financial Statements as per standard format simultaneously
- Multi Level Processing of Payment Bills
- Fully Network Compatible
- Supports Accrual Basis of Accounting
- Follows Double Entry System
- Books of Accounts & Financial Statements are instantly updated while making Receipt/Payment entries.
- Provides Strong Data Security & safety
- Provides easy record searching & modification facility
- Provides easy Data Backup & Restore facility
- Unlimited data/record storage capability with Centralized Database maintenance
- Operational Manual for users is provided
- Fully customizable as per the user's requirement
- Supports Web-based platforms & browsers
- Tight Security with Password Privileges for operators & data locking system

Accounts Management module for Compilation & Consolidation of Accounts for NIELIT HeadQuarters/NIELIT Centres

This module would be integrated additionally to the Accounts Management software of the Headquarter to support multiple unit based accounts compilation and consolidation.

Option 1 - Using Centralised database

This option can be exercised through online data processing when all computers in the remote units

engaged are connected through a fast and efficient network viz. LAN/MAN/WAN/Internet. Direct data posting (from sub units) to the centralized server will enable the administration to consolidate the accounts effortlessly without executing data import/export process and as a result all reports can be generated online with up-to-date data at any point of time.

Option 2 – Using Decentralised Database

On non-availability of efficient network with sub/constituent unit(s) an import based consolidation

process can be carried out on receiving the periodical data from the software component installed in remote unit(s). In this case, before the periodical consolidation at head office, a batch process is to be run to incorporate unit wise accounts data received in external media like CD, DVD, Flash Drives or through email.

II. GPF/NPS Fund Accounts Management System

SCOPE:

- Maintenance of yearly opening/closing balances of A/c. heads.
- Capturing Fixed Deposit details on commencement of computerization
- Maintenance of all sorts of daily cash/bank receipts as per heads.
- Maintenance of all sorts of daily cash/bank payments as per heads
- Maintenance of Contra Transactions - Bank deposits/withdrawals
- Maintenance of Non cash transactions (TE/JE)
- Making new Deposits/Investment
- Renewal/Encashment of Deposits
- Capturing Bank Statements
- Maintenance of user related information.

OUTPUTS:

- ✓ Generation of Receipts & Payment Vouchers
- ✓ Generation of Daily summary of Cash Transactions
- ✓ Generation of Monthly summary of all Accounting heads
- ✓ Generation of General Ledger Book periodically
- ✓ Generation of Cash/Bank Book periodically
- ✓ Generation of Journal Book periodically
- ✓ Generation of Trial Balance on any given date
- ✓ Generation of Receipt & Payment A/c. on any given date
- ✓ Generation of Income & Expenditure A/c. on any given date
- ✓ Generation of Balance Sheet on any given date
- ✓ Generation of Cheque Issue Register
- ✓ Generation of Bank Reconciliation Statement
- ✓ Generation of Deposit/Investment Register
- ✓ Generation of List of Accrued Interest for Term Deposits

III. Payroll Management Software

Modules

- Payroll Management Module
- GPF/NPS Management Module
- Loans & Advance Management Module
- Employee Income Tax Calculation Module
- Pension Management Module

SALIENT FEATURES:

- Allowance Master maintenance with provision of periodical changes
- Monthly Salary Bill, Acquaintance Roll & Pay slip Generation
- DA Arrear & Promotional Arrear Calculation
- Bonus Payment

- Bank Salary Account & ECS Payment System
- Proper Maintenance of GPF /New Pension Scheme (NPS) along with Broadsheet
- Proper Maintenance of Long Term Advances (e.g. HBA etc.) along with Broadsheet
- Maintenance of Festival Advance
- Employees' Income Tax Calculation & quarterly auto eTDS Return Generation
- Pension Calculation System

Flowcharts

1. Payroll Management System

Integrated with [6th Pay Commission calculation system]

Processing		Outputs
Master Entry	Monthly Entry	
<ul style="list-style-type: none"> • D.A, H.R.A Allowance details • Department, Designation details • Employee Details 	<ul style="list-style-type: none"> • Attendance Entry of Classified Staffs & Industrial Staff • Over Time Hrs. Entry 	<ul style="list-style-type: none"> • Allowance Details report • Employee Master report • List of Departments & Designations • Salary Scale details • Retirement details • MIS Reports • Department wise Acquaintance Roll • Department wise Abstract Report • Abstract Report • Schedules of all Deductions • Paybill Register • Payslip Generation • D.A. Arrear report • Promotional Arrear Report
<p>While Entering Details In Payroll Management System:</p> <ol style="list-style-type: none"> 1. GPF,NPS Details will be captured automatically from PF Management System. 2. Calculation for NPS will be done automatically while entering Payroll Details. 3. HBA, Festival Advance Details will be captured automatically from respective LOAN Files. 4. Modified/actual deduction for Loans will be updated automatically in respective Loan Modules. 5. Auto-Posting Option Integration in Salary Module 		

2. GPF/ NPS Management System

Processing		Outputs
Master Entry	Monthly Entry	
<ul style="list-style-type: none"> ➤ A/c wise Opening Bal. entry ➤ Employee Nomination Details ➤ Previous Advance Details GPF ➤ Adv/Withdrawal Rules Detail ➤ Interest Rates ➤ DLIS Slab Details ➤ Monthly Subscription Fixation 	<ul style="list-style-type: none"> ➤ New Advance Entry ➤ New Withdrawal Entry ➤ Auto-posting of Monthly Subscription ➤ Transfer In-Out Entry ➤ Advance-Withdrawal Conversion ➤ Cash refund against Advance 	<ul style="list-style-type: none"> ➤ Interest report ➤ DLIS Slab report ➤ Rules report ➤ Nomination Details ✓ PF Ledger ✓ Sanction form Generation For Advance & Withdrawal ✓ Bill of Advance & Withdrawal ✓ Any time Interest Calculation ✓ Calculation for Retirement Final Payment ✓ DLIS Sanction Form ✓ Final Payment DLIS ✓ BROAD SHEET ✓ PASS BOOK Print ✓ Automatic Interest calculation for all employees in single click
<p>While Entering Details In GPF/CPF/NPS Management System:</p> <ol style="list-style-type: none"> 1. GPF/NPS Details will be automatically forwarded to Payroll Management System. 2. Modified/actual deduction from Payroll will be automatically updated to GPF/NPS Management System 		

4. Income Tax Management System

Processing		Outputs
Master Entry	Monthly/Yearly Entry	
Income Tax Slab Details NSC Details Master Details D.A. percentage Details	Bonus Payment Arrear Payment Tuition Fee Declaration Details	<ul style="list-style-type: none"> ➤ Income Tax Slab Report ➤ NSC Details ➤ Master Details Report ➤ MIS Report ✓ Bonus Details ✓ Arrear Details ✓ Tuition Fee Details Department Wise/ Individual <i>a. Considering Entry in Payroll</i> <i>b. Financial Year</i> ✓ Details of I.Tax Calculation ✓ Only Tax Calculation ✓ Only Taxable Employees ✓ Form 16 ✓ <u>Automatic ETDS Preparation</u> [Considering 4 Qtrs.]

While Entering Details In I.TAX Management System:

1. I.TAX calculation will be done automatically at any time during the Financial Year.

Personnel and Administration Module

ADMINISTRATION

A. Online Recruitment (DeitY as well as NIELIT)

1. Vacancy Notification
2. Candidate Application for Post
3. Online payment of application Fee.
4. Validation of application stream wise eligibility criteria
5. Generation of Post-wise Roll No for the candidate.
6. Complaint registration and reply for online enquiry.
7. Uploading Syllabus
8. Exam Centre Identification
9. Allocation of Examination Centre to Candidate depending upon preference given by candidate.
10. Observer Management
11. Exam Center Supervisor Management
12. Online Examination
13. Result Preparation stream wise(if required) , category wise(reservation)
14. Result Uploading and publishing
15. Generation of Interview Call Letter
16. Result generation (stream wise, category wise)
17. Allocation of candidates to different organizations.
18. Final Result Uploading and publishing (stream wise, category wise)
19. Medical Examination Details Entry
20. Character & Antecedents Verification Details Entry
21. Generation of offer of Appointment Letter
22. Follow-up after issue of offer letter

B. Personnel Information

1. Employee Details Entry
 - a. Personal Details (As per first two pages of model Service Book)
 - b. Academic Details (Multiple)
 - c. Automatic calculation of Leave Credit Details as per joining of Employee (as per Central Govt. Leave Rules)
 - d. Upload Photo of the employee
 - e. Posting Details
 - f. Home Town Address Details
 - g. Application for change in home town (once during the service)
 - h. Family Details (For Medical)
 - i. Family Details (For LTC/HTC)
 - j. Application for change in details of family members
 - k. Spouse Details
 - l. Children Details
 - m. Death/ Retirement Benefit Details
 - n. Death/ Gratuity Nominee Details
 - o. Family Pension
2. **NOC Management**

- a. Passport
- b. Request for leave to Visit to Foreign Country
- c. Forwarding of application / Issue of NOC for outside employment
- d. Proof of address (certificates)
- e. NOC w.r.t. travel by private airlines.

3. Leave Management

- a. Integration of Organization Holidays Calendar (Annual)
- b. Online Leave Application with appropriate checks on Leave Balance
- c. Moving of application through approval channel
- d. Alerts to approving authority for new application submission
- e. Approval/ Rejection of Leave
- f. SMS and Email Approval/ Rejection Details to Applicant
- g. Cancellation of Approved Leave
- h. Recalling from Leave
- i. Automatic Deduction/ Addition of Leave as per Approval/ Recalling/ Cancellation
- j. Management of Leave Balances
- k. Online Joining submission on Return from Leave (as per Central Govt. Rules)
- l. Joining Time Management

4. Promotion Management

- a. Review Promotion (as per applicable Promotion Policy in NIELIT)
- b. Listing of Employees eligible for promotion ; GP-wise based on
 - Seniority
 - Residency Period
 - Qualifying Service
 - Constitution of screening/Selection committee
 - Screening Committee Reports
- c. Screening of eligible Employees as per FCS, PoP and others scheme.
- d. Details of Screened-In employees
- e. Selection of Successfully screened employees
- f. Entry of group-wise Promotion Interview date and time
- g. Generation of Interview Call Letters for promotion to Employees
- h. Preparation of Merit List
- i. Approval of Merit List (through designated approval channel)
- j. Order for Promotion
- k. Updating of Employee Data

5. Increments Management

- a. Updating of Increment Date based on
 - Leave Details
 - Qualifying Service Details

6. Transfer & Posting Management

- a. Transfer Details Entry
 - Employee
 - New Posting location
 - Effective Date

- Reason for transfer like Public Interest, self request etc
- Relieving Date
- b. Submission of Relieving from current posting
- c. Request for transfer
- d. Date of joining on new posting
- e. Transfer grants

7. Applying for jobs in other organization

- a. Receive Application
 - i. Noting for putting up for approval through proper channel.
- b. Reject Application
 - i. Intimation to applicant for Rejection
- c. Forward Application
 - i. Letter of forward of application to the organization
 - ii. Copy of Letter of forward of application to the applicant.

8. Deputation Management

- a. Deputation From NIELIT
 - Employee
 - Organization to which deputed
 - Period of Deputation
 - Designation and GP Details etc
- b. Deputation to NIELIT
 - Employee Details
 - Organization from which deputed
 - Period of Deputation
 - Designation and GP Details etc

9. LTC/ HTC Management

- a. Apply for LTC/ HTC
 - Type of Travel Concession sought
 - Block Year with provision of extended 01 year period
 - Check on eligibility of employee for the selected block (As per Central Govt. Rules)
 - Automatic display of Family Details
 - Selection of Members in the journey
 - Period of LTC/ HTC
 - Mode of Travel
 - Leave Encashment sought (if any – as per Central Govt. Rules inclusive of appropriate checks)
 - Advance for LTC/ HTC sought (if any – as per Central Govt. Rules)
- b. Automatic Moving of application through designated approval channel
- c. Alerts for new application to approving authority
- d. Approval/ Rejection of LTC/HTC Application
- e. SMS/ Email status of LTC/HTC Application
- f. Current Status of LTC/ HTC Application in corresponding Employee Login
- g. Status of LTC/ HTC Applications etc

10. Qualifying Service & Dies non Management

- a. Entry of Details
 - Employee Name
 - Type of Break
 - ✓ Dies non
 - ✓ Break in Service
 - Period of Break
 - Order No.
 - Ordering Authority etc

11. Disciplinary Action Management

- a. Entry of Disciplinary Action Case
 - Employee Name
 - Type of Case
 - Details of Case
 - Suspension Details (wherever applicable) etc [this includes date of initiating action, date of suspension, date of issue of charge sheets, Inquiry Officer, Presenting Officer and other related documents]
- b. Updating of Disciplinary Action Case
 - Hearing Details Entry
 - Date of Next Hearing etc
- c. Issue of Charge-sheet (wherever applicable)
 - Receipt of IO's report
 - Penalty Details (minor penalty / Major penalty)
- d. Closure of Case
- e. Status of Disciplinary Action Case
 - Type-wise
 - Employee-wise
 - Case wise etc

12. Vigilance Case Management

- a. Entry of Vigilance Case
 - Employee Name
 - Type of Case
 - Details of Case etc
- b. Updating of Vigilance Case
 - Hearing Details Entry
 - Date of Next Hearing etc
- c. Issue of Charge-sheet (wherever applicable)
 - Penalty Details
 - Dismissal etc
- d. Closure of Case
- e. Status of Vigilance Case
 - Type-wise
 - Employee-wise
 - Case wise etc

13. Resignation Management

- a. Entry of Resignation Details
- b. Calculation of Terminal Benefits based on service details (as per applicable Rules)

14. Retirement on Superannuation Management

- a. Payment of Terminal Benefits
- b. Calculation of Benefits based on service details (as per applicable Rules)

15. Facilities to Employee Management

- a. Telephone etc (as applicable in NIELIT)

16. Vehicle Management (Movement Register Management)

- a. Request for Vehicle by Employee
- b. Booking of Vehicle
- c. Assign Vehicle to the employee
- d. SMS details of booking to employee
- e. Management of the vehicles owned by NIELIT.

17. Contractual Services Management

- a. Technical Staff
- b. MTS Staff
- c. Trainee

18. Online Attendance Management System integrated with Leave Module

19. Integration with e-Office application

20. RTI Management System

21. Court Cases Management System

22. Public & Staff Grievances Management System

23. Hostel Management

24. Air Travel Booking Management System

25. Observer management of O,A,B,C level or any other examinations including the empanellment of Examination Observers and payment to the examination observers

26. Issue of vehicle passes including MHA vehicular passes

27. Dak receipt and dispatch management

28. Issue of Entry Pass of Employees.

29. Management of canteen facility to NIELIT employees

30. Facility Management

- a. Client Registration.
- b. Empanelment of Candidate
 - i. Notification of Requirement
 - ii. Online apply for Exam / Interview for recruitment
 - iii. Result processing & Finalization of Empanelment
- c. Receive Request for Jobs
 - i. Online Receive/Entry of Jobs
 - ii. Send Candidate list to Department
 - iii. Receive Work Order
 - iv. Generate Bi-Lingual offer Letter
 - v. Joining of Contractual Staff

- d. Attendance Management
 - i. Receive Attendance
 - ii. Status of Attendance Received
 - iii. Generation of alerts in case of delay.
 - iv. Enter Attendance
- e. Bill generation
 - i. Generation of Bills
- f. Salary Management
 - i. Generate Salary
 - ii. Complete In
- g. Resignation/Termination of Contractual employee
- h. Generating experience letters
- i. Processing and release of Security
- j. Integration with accounts
- k. Reporting

PURCHASE & INVENTORY

A. Procurement Management

1. Requirement of Items
 - a. Collect Requirements from Departments
 - b. Categorize Items Required
2. Tender Management
 - a. Publishing of Tender
 - b. Tender Processing
 - c. Selection of Vendor
3. Vendor Management
4. Purchase management
 - a. Placing of Purchase Orders
 - b. Receiving of ordered Materials
 - c. Verification of Received Materials
 - d. Invoice Processing
5. Updating of Stock

B. Inventory Management

- a. Raising of Indent
 - i. Apply for Items
- b. Approval of Indent through designated channel
- c. Issue of Items
 - i. Updating of Stock

Alerts on reaching Re-order Level

Items Entry together with invoice details

Items issue Details

Related Reports

Other relevant scope of work related to Inventory management are given below:

1. Facility to record all capital items such as equipment, furniture, fixtures, etc.
2. Records maintained separately on financial year basis.
3. Maintenance of asset register based on the procurement date during the current financial year
4. Warranty/AMC Management
5. Calculation of depreciation of items
 - a. Computation of asset value
 - b. Accounting of the items written-off as well as disposed-off
 - c. All the above modules shall have an extensive reporting facility integrated within them.
 - d. Search facility for as and when needed.
 - e. Stores Inventory
 - i. Item receipt
 - ii. Physical verification & issue for testing
 - iii. Generation of Good Receipts note
 - iv. Stock entry (with unique stock Accession Number)
 - v. Stock entry information to Accounts for bill payment

- vi. Issue of items against issue slips
- vii. Maintenance of minimum stock level
- viii. Inventory control for consumables
- ix. Accounting items written off- obsolete and disposed off
- x. Reports for Physical Stock Verification
- xi. Management reports
- xii. Approval process
- xiii. Budget tracking
- xiv. Online administrative approval for tendering process to avoid paper based noting approval
- xv. Annual Physical items stock Verification system
- xvi. Form 39 (Road permit) Generation system,
- xvii. Gate Pass for items
- xviii. RFID tag based equipment and furniture location status as well as quantity status

Following points/issues may also be given due consideration:

- e-indent raising by indenter through Wing Head
- consolidated requirement/ e-indent from Wing Head
- consolidated requirement/ e-indent for NIELIT HQ
- e-tender
- Technical Evaluation
- Financial Evaluation
- Delivery Chalaan
- Items classification under A, B C System
- Inspection Note
- Lead Time
- EOQ
- Fixed Asset Register
- Consumables Register

Reports viz.:

- Items quantity/volume/cost under A, B C System procured during a specific period;
- Number of transactions under A, B C System during a specific period;
- Number of Purchase Orders issued under A, B C System during a specific period;
- Number of Purchase Orders not executed under A, B C System during a specific period along-with reasons;
- Number of Purchase Orders not cancelled/rejected under A, B C System during a specific period along-with reasons;
- Standardization of inventories used by different wings of NIELIT & NIELIT Centres;
- Vendor listing, ranking (based upon quantity/volume/cost/delivery schedules met) under A, B C System during a specific period along-with reasons.

Student Registration, Exam and Certification Module

Online Registration

I. Online form filling for registration in various courses

- based on distinct stream/courses
- distinct administrator for each stream and based on type of course, the forms shall be automatically
- monitored and processed by particular centre.
- well defined role based on activity
- AADHAAR details capturing during the Registration Application stage.
- Communication facilities through SMS and e-Mail with the candidate

Type of registration

- long term courses : registration form only
- short tern course: registration cum examination form

II. Online payment mandatory

III. Batch Processing

IV. Pre-Registration Process

- Data validation at the time of registration must be done through system only.
- Eligibility criteria is distinct for each course and shall be verified through system only.
- Provide Interface to the centers to configure eligibility criteria
- Data verification in distributed environment based on course registration type.
- New Registration
- Re-registration
- Transfer cases
- Special approved extension with remarks.
- registration cancellation with remarks
- Auto updation/ Publication of successful registration on website.
- After successful registration of candidates, details of candidates will be directed to various centres based on selection of their course . further details of course and students will be handled in Training module.
- A number should be allotted to the candidate during the registration process, which may be treated as the permanent registration number in future and which should require only activation at the part of the NIELIT official after physical verification of the support documents.
- All physical support documents should be digitized and linked to the registration number of the candidate.
- Candidate may be issued a digitally signed online downloadable registration ID card.

V. Post Registration Process :

- Auto exemption on papers with remarks..
- Voluntary withdrawal of Registration with remarks.
- Termination of Registration with remarks.
- Mercy Appeal Processing with remarks.

- name correction with remarks.
- Updation of candidates personal address and communication IDS. (SMS / EMAIL) with remarks.
- auto upgradation
- credit transfer

MIS Reports:

A powerful drilled down MIS report(Real Time) interface needs to be created to generate various report in distributed environment(centres/students/institutes/HQ etc).

TRAINING MODULE

Student Registration system

- Course Inquiry (both web based and IVRS),
- Student Registration - Class wise / Batch Wise,
- Provision for Registration of Students ,
- Live registration status,
- Accordingly related information like Admission status, Registration Status will be displayed through SMS , E-mail.
- Auto transfer of Students Details from Registration form to Admission Form.

Student Admission system

- Selected Candidates report ,
- Class wise Students allocation report,
- Students Search using multi-option like
- Students Name,
- Father's, Mother's and Guardian's Name,
- Subject Groups,
- Admission Status,
- Student Withdrawals,
- Students Certificates,
- Provisional certificate,
- Character certificate,
- Roll No allotment,
- Bonafide Certificate Letter Generation ,
- Student photograph ,
- Batch Allocation & Generation and Issue of I Card
- Batch shifting * cases where after taking the admission, candidate wants to shift to another course within the initial one month for long term courses and within 5 days for short term courses

Course management System

Reports Generation

- New Admissions - Course wise / Class Section wise / Subject Group wise,
- Student Information - Detailed / Consolidated (User defined fields) /Class Wise,
- Students Strength - Class wise / Class Section wise / All Classes with Boys / Girls Strength, Category Wise ,Year Wise
- Standard format for various courses through Centralized portal for courses running under NIELIT both for short term as well as long term, The contents of courses should

includes syllabus, course starting date, duration, contact person, mobile, e-mail address ,fee details as well as name of the centre where the particular courses are running.

Student Attendance System

- Registered Candidates Info Class wise – Detailed / Consolidated,
- Daily Attendance Register, Class – Section wise/ Subject Group wise,
- Student Attendance, Attendance Status – Month wise / Term wise,
- Access Control System for student Attendance,
- Smart Card Plug-in for Student Attendance

Reports:

- Daily Attendance ,
- Class – Section wise/ Subject Group wise,
- Student Attendance,
- Attendance Status – Month wise /term wise

Fee Collection and Fee Receipt Generation system

- Online printing of Registration and Fees Receipt,
- Daily Collection Report for registration fees.
- Online Payment facility for short term and long term as well as customized course
- Reconciliation.

Time-Table Scheduling

- Period Settings Class wise including break period
- Faculty wise Maximum and Minimum period
- Faculty wise / Subject wise period preferences
- Faculty wise free period preferences
- Class-wise Time Table – Weekly / Monthly / Yearly
- Faculty-wise Time Table – Weekly / Monthly / Yearly along with backup faculty
- Lecture wise Time Table
- Automatic Time Table arrangement
- Guest Lecture management
- Reports generation for Class Faculty List, Subject wise Faculty list
- Class wise Faculty list, Faculty wise Time Table
- Class wise Time Table
- Web Based Online Monitoring system through CCTV for Classroom, Laboratory and Examination Room

Internal Assessment

- i. Exam Scheduling
 - Internal Exam
 - Final Exam
- ii. Entry of Marks
- iii. Result Compilation
- iv. Issue of provisional certificate / final certificate
- v. Online exam

e-content

- i. Facility for Web-casting of Lectures & Recording.
- ii. Facility so that faculties can put up/modify their notes as when required to facilitate e-content development as it is necessary component for e-learning.
- iii. Facility of Online Resource Sharing among NIELIT Centres, Accredited Centres etc.

EXAMINATION MODULE

Theory Examination (O/A/B/C and formal courses)

I. Pre-examination activity

1. Capturing of Online Examination Application Form data along with payment details.
2. Processing of Examination Application Form
3. Rejection of Examination Application Form on various ground
4. Identification & Finalization of Examination centre
5. Allotment of Roll number and Generation of Admit card, attendance Sheet
6. Examination centre management
7. Printing and dispatch of Answer books
8. Management of Question paper
9. Payment of advance to examination centre (ES)
10. Printing of OMR sheet
11. Tracking system of QP / AB Dispatched items
12. Observer management

II. Post-examination activity

1. Management of evaluation process
2. Management of Answer script from the examination centre
3. Updation of Absentees
4. Result processing
5. Data preparation for certificate verification
6. Settlement of claims from the examination centre
7. Processing of Re-totaling request from the candidate
8. Management of Disclosure of answer script through RTI
9. Handling of unfair means

Practical Examination

- Porting of Examination Application Form data pertaining to Practical modules
- Rejection/ Exemption of Practical modules
- Identification & Finalization of Examination centre
- Generation of Admit card and Attendance Sheet
- Examination centre management
- Management of Question paper
- Processing of Award list
- Result processing
- Settlement of payment to Examiners and Examination centre
- Observer management

Project

- I. Management of Project completion certificates
- II. Processing of Project fee & Performa received from candidates.
- III. Management of in-house project scrutiny and project approval/ rejected status
- IV. Selection of Zonal coordinators/ Convener
- V. Management of project Evaluation

- VI. Management of viva-voce of candidate.
- VII. Publication of Project result
- VIII. Synopsis process
- IX. Settlement claim to expert and zonal coordinator

Certificate

1. Printing of Certificates & Certificate Detail Register
2. Module Wise Certificate
3. Forwarding of certificate for verification and signatures
4. Dispatch of certificate
5. Pre-printed certificate management
6. Provisional and Original certificate – online process

In Multilingual Examination System

- i. Facility for OFF-LINE and online Examination Management System should be provided.
- ii. Certificate Standardization of all Short/Long Term courses being run/ proposed by NIELIT Centres.

Reports :

1. Online generation of result sheet and completion certificates .
2. Online education verification.

IT LITERACY AND ONLINE EXAMINATION

Pre-examination activity

- Follow-up with the Regional Centres for submission of data.
- Verification of the data submitted by Regional Centres.
- Consolidation/integration of data submitted by Regional Centres.
- Preparation of examination data as per the Examination Software templates.
- Generation of roll no. data for uploading on the website.
- Creation of Examination Data for each of the examination centre.
- Updation of examination website for both the Online / Semi-Online examinations.
- Forwarding of login IDs and Passwords of each examination centres to the respective Regional Centres.
- Coordination with NIC/ERNET for networking/internet and other issues related to online examination.
- Coordination with Regional Centres for setting up of the examination centres viz. installation etc.
- Setting up of the examination centres viz. installation etc. in respect of problematic cases which also includes setting of exam centre (installation etc.) from remote locations.
- Troubleshooting.
- Handling queries (Email/Telephonic /Through Post): Includes noting and drafting, wherever applicable.

○ ***During the Examination***

Conduct and monitoring of examinations

- Coordination with Regional Centres and Exam Superintendent for troubleshooting.
- Setting up of the examination centres viz. installation etc. in respect of problematic cases which also includes setting of exam centre (installation etc.) from remote locations.
- Monitoring of uploading of answer files.

○ ***POST- EXAMINATION ACTIVITIES***

Attendance Sheets

- Receipt of attendance sheet from Regional Centres/Exam Supdt
- Follow up with Regional Centres with respect to non-submission of attendance sheets
- Examining of attendance sheets
- Data entry of absent candidates

Processing of results

- Follow up with Regional Centres for non-submission of answer files, if any
- Processing of result / marks by examination software
- Cross verification of attendance (physical attendance vis-à-vis electronic attendance) of examinees
- Generation of error report of physical attendance vis-à-vis electronic attendance
- Updation of data for errors
- Processing of results as per SOP
- Uploading of result on website of NIELIT after its approval.
- Handling queries (Email/Telephonic /Through Post): Includes noting and drafting, wherever applicable.

Issue of Certificates

- Updation of corrections submitted by Regional Centres
- Generation and printing of the list of successful candidates
- Signing of the list of the successful candidates by the associated officials in the CCC section
- Dispatch of signed list of successful candidates and blank pre-printed and numbered stationery to Regional Centres for issue of certificates to successful candidates
- Maintaining of certificate issue register
- Stock management with respect to blank certificates
- Processing of certificate re-issuance/hold certificate cases

All the above administrative activities shall mainly be controlled and monitored by Regional centres and subsequently submit online report to Head Quarter for overall monitoring and further processing..

Civil Projects Module

1. **Building Projects**

Currently there are numerous building projects concurrently under execution and in various stages of activities across India. The major categories of projects are as follows:

- i. Development of North-East Region
- ii. Setting-up of NIELIT HQ
- iii. Setting-up of Kolkata Centre
- iv. Setting-up of Ajmer Centre
- v. Setting-up of Agartala Centre
- vi. Setting-up of Patna Centre

Some of these major categories of building projects are divided into sub-projects. For e.g Development of North-East Region is further sub-divided into the following

- a. Centre Upgradation project for 6 Centres
- b. Extension Centre Upgradation for 2 Extension Centres
- c. New Extension Centre Setup in 10 locations.

Every project goes through the following process from initiation to completion.

- i. Administrative Approval**
 - a. Project initiation approval
 - b. Fund Allocation Approval
 - c. Project Duration Fixing
- ii. Release of Funds**
 - a. Head-wise Release of funds
 - b. Target Expenditure
- iii. Start of Activities**
 - a. Project Milestone setting
 - b. Activity-wise Target Fixing
- iv. Tracking of Funds Utilization**
 - a. Head-wise/ Activity-wise funds received
 - b. Head-wise/ Activity-wise funds utilized
 - c. Head-wise/ Activity-wise funds committed
 - d. Head-wise/ Activity-wise funds unutilized and returned
- v. Tracking of Project Status**
 - a. Activity-wise actual start date
 - b. Activity-wise expected end date
 - c. Milestone Analysis
 - d. Reasons for delay (if any)
- vi. Closing of Project**

NIELIT HQ has to track the status of the funds released for building projects as well as the physical status of the construction in progress under the respective NIELIT Centres. The status is then required to be submitted to DeitY and higher offices in required formats.

The major reports are as follows:

1. Physical Status Report

- a. It contains the project-wise physical progress collected from respective dealing NIELIT Centres.
- b. It has a pre-defined format provided by DeitY.
- c. It is a monthly report.
- d. It contains the following details:
 - i. List of Activities/ Milestones achieved till previous month
 - ii. Progress/ Activities carried out in the current month
 - iii. Remarks of NIELIT HQ
 - iv. Remarks of concerned DeitY official

2. Financial Status Report

- a. It is collected from respective dealing NIELIT Centres and contains the project-wise financial status.
- b. It has a pre-defined format provided by DeitY.
- c. It is a monthly report.
- d. It contains the following major details:
 - i. Head-wise GIA released.
 - ii. Head-wise funds utilized.
 - iii. Head-wise balance funds in-hand.
 - iv. Head-wise funds committed.
 - v. Head-wise funds returned.

3. Milestone Analysis Report

- a. It is collected from respective dealing NIELIT Centres and contains the project-wise financial status.
- b. It contains the following major details
 - i. Milestone
 - ii. Status (Not Started/ In-process/ Complete)
 - iii. Date of Completion (if applicable)

4. Construction Progress Report

- a. It is collected from respective dealing NIELIT Centres and contains the project-wise financial status.
- b. It contains the following major details
 - i. Project Name
 - ii. Particulars/ Description of Work
 - iii. Area (if applicable)
 - iv. Specification
 - v. Progress (%)
 - vi. Remarks (if any)

5. Incremental Progress Report of all Building Projects

- a. It is compiled at NIELIT HQ based on data collected from the respective dealing NIELIT Centres.
 - b. It is a monthly report.
 - c. It contains the following major details
 - i. Project Name
 - ii. Current Status (stage reached as per milestone)
 - iii. Progress made in last month
 - iv. Remarks
- 6. Project Summary Report**
- a. It is a summary of project-wise activities carried out during the current month.
 - b. It is submitted as a write-up of one page to DeitY.
 - c. It is based on the physical report submitted by respective NIELIT Centres.
 - d. It is a monthly report
- 7. Progress Report based on Construction Pictures**
- a. Images would be uploaded from Various Centres during different phases of Construction
 - b. Images to be segregated based on Centres
- 8. Photo Library (Generic)**

Maintenance & House Keeping Services

1. **AMC Services**
 - a) Vendor Details to be Maintained
 - b) Contract Period along with the Agreement Details to be maintained
 - c) Complaint monitoring system under AMC Services.
 - d) Request for the AMC Person to visit the Site (Request by AMC In-charge)
 - e) Log to be maintained for the visiting persons of AMC Vendor
 - f) If issue is resolved then the status of the issue would be changed
2. **Maintenance Complaint Monitoring System**
 - a) Online Submission of Complaints by users
 - b) Complaint to be resolved in a certain period of time, failing of which the matter would be escalated to the senior official in the hierarchy.
 - c) Once the issue is resolved the status would be changed.
3. **Need Based Maintenance or Urgent Maintenance** – Requirement raised by user and the process is same as above.
4. **Addition/Alteration Work (Miscellaneous Work)**
 - a) Requirement to be raised by user
 - b) Request to be approved by the Competent Authority
 - c) Work to be Performed in time bound fashion
 - d) Work to be done in a certain period of time, failing of which the matter would be escalated to the senior official in the hierarchy.
 - e) Once the Work is done the status of the Requested work is to be changed
5. **Preventive Maintenance (Periodical Maintenance) System** for the following categories –
 - a) Anti-termite
 - b) Rodent Control
 - c) Fire Control

Co-ordination Module with Government Departments

1. Project Monitoring

Training & Related Projects

Currently there are numerous projects related to Training, R&D, Consultancy, Services etc concurrently under execution in various NIELIT Centres across India. Majority of the projects are funded by DeitY and various other ministries. The funds may be released in part-payments or as a single release by the sponsoring agency to HQ from where they are transferred to the corresponding NIELIT Centres proportionately. Other than funded projects, NIELIT also conducts courses under own resources through its Centres. The major categories of projects are as follows:

1. Training
2. Research & Development
3. Consultancy
4. Services & Facilities

Every project goes through the following process from initiation to completion.

- i. Project Approval & Initiation
 - a. Project approval no. and date
 - b. Total Outlay Fixing
 - c. GIA Approved
 - d. Start Date (Date of release of 1st GIA)
 - e. Project Duration Fixing
 - f. Expected End Date
 - g. Implementing Centre(s)
 - h. Courses covered under the project. (Training Project)
 - i. Centre-wise/ Course-wise Target fixation. (Training Project)
- ii. Release of Funds (part-wise)
 - a. Receipt of GIA from funding agency by HQ
 - b. Disbursal of GIA to implementing Centres from HQ
- iii. Utilization Certificate from Centres (yearly)
 - a. GIA amount received & date of receipt
 - b. GIA utilized
 - c. GIA unutilized and returned
 - d. GIA Balance
- iv. Tracking of Project Status
 - a. Actual start date
 - b. Expected end date
 - c. Total candidates trained. (Breakup of Women, SC, ST, Minority and Differently-able)
 - d. Total candidates undergoing training (Breakup of Women, SC, ST, Minority and Differently-able)
 - e. Reasons for lagging (if any)

v. Closing of Project and subsequently submission of Project Completion Report along with UCs, Audited statement of Accounts etc.

1. Training

The training courses conducted by NIELIT Centres can be broadly classified into the following:

- i. Formal Training (Any AICTE approved/ University affiliated/ State Technical Board approved Courses e.g M.Tech, MCA, BCA etc)
- ii. Non-Formal Long Term Courses (Any course with duration of 1 year & above like O Level, A Level etc)
- iii. Other Short Term Courses (Any course with less than 1 yr duration) including Corporate Training
- iv. IT Mass Literacy Programme (E.g. CCC, BCC etc)
- v. Non-formal short-term courses of duration less than 1 month

Among the above mentioned courses, the following non-formal long term courses are run under NIELIT Scheme-

- i. At NIELIT HQ
 - BCC
 - CCC
 - O Level
 - A Level
 - B Level
 - C Level
- ii. At Nodal NIELIT Centre
 - Hardware Courses (Aurangabad)
 - ITES/ BPO (Aurangabad)
 - Bio-informatics (Kolkata)
 - Information Security (Gorakhpur)
 - Multimedia & Animation (Kolkata)
 - PG Diploma in VLSI Design (Calicut)

Any of the NIELIT courses may also be conducted at the NIELIT Centre premises or through accredited institutes or other premises. Accordingly, they are classified as Internal Capacity or External capacity respectively.

For the NIELIT Scheme courses, details regarding the Accreditation of Institutes for these courses, Registration of candidates (through NIELIT Centres or Accredited Institutes or Direct Candidates), Examination and Certification are required from the respective Nodal Centres at HQ.

In addition, any of the courses can be part of Sponsored Projects by any third party. For e.g there are special schemes like SCSP, TSP for SC and ST candidates respectively undergoing training from NIELIT Centres. Under some sponsored

projects, the training may be conducted through Accredited Institutes as well as other non-accredited private institutes by the Implementing NIELIT Centre. The implementing centres then collect information regarding students from such institutes also and submit them to HQ.

At times, the Nodal Centre conducts their activities in a de-centralized mode. NIELIT Centres are designated as Regional Centres with the coverage of State(s) defined for carrying out the activities related to training. In such cases, the activities related to registration and/ or examination may be carried out by the Regional Centre for the corresponding State(s).

2. Research & Development (R&D)

Many R&D projects are being executed by various NIELIT Centres across India. All R&D projects are funded by agencies. The approval and funding details of R&D projects that are being executed at the Centres are collected and compiled at HQ on a periodic basis. The following details are collected:

- a. Project Name
- b. Funding Agency
- c. Administrative Approval No.
- d. Date of Start
- e. Duration
- f. Expected Date of Completion
- g. Objective/ Expected Outcome
- h. Project Cost
- i. Amount Received
- j. Current Status/ Achievements

3. Consultancy

NIELIT Centres are also involved in numerous other activities other than training and R&D. Few activities considered under the category of Consultancy is as below:

- a. Software Development
- b. Hardware Consultancy
- c. Networking
- d. Examination
- e. Agriculture Census etc

The following details regarding the Consultancy Projects are collected from the respective NIELIT Centres by HQ.

- a. Project Name
- b. Client Name
- c. Start Date
- d. Duration
- e. Expected End Date
- f. Project Cost
- g. Amount Received
- h. Current Status

- i. Achievements

4. Services & Facilities

NIELIT Centres are also involved in providing of services and facilities like manpower deployment to departments, Repair and maintenance of Hardware to other departments etc in addition to training and consultancy projects. Details of such services and facilities are also collected and compiled at HQ from the concerned Centres. The details that are required are:

- a. Service/ Facility Provided
- b. Client Name
- c. Amount Received
- d. Outcome/ Status

5. Others

Details regarding Symposium, Workshop and Conferences conducted at the NIELIT Centres during a specific period are also collected and compiled at NIELIT HQ as specified below

- a. Title of Symposium/ Workshop/ Conference
- b. Date of Event
- c. Duration
- d. Funding Agency
- e. No. of Participants
- f. Expenditure
- g. Revenue
- h. Outcome

Details regarding papers published by Staff across NIELIT are also recorded for the following:

- a. Author Name
- b. Journal Name
- c. Paper Name
- d. Details of Paper published
- e. Impact Factor

Reports

NIELIT HQ has to track the status of the funds released for various projects as well as the progress on the projects under the respective NIELIT Centres. The status is then required to be submitted to DeitY and corresponding funding agencies.

The major reports are as follows:

1. Centre-wise/ Course-wise achievements of Training Programmes for
 - a. Formal Long Term Courses (AICTE approved/ University affiliated/ State Technical Board Approved)
 - b. Non-formal courses with duration of 1 year or more
 - c. Short-term courses with duration of more than 1 month but less than 1 year.
 - d. Courses with duration of less than 1 month
2. Centre-wise/ Project-wise achievements of Sponsored Training Projects

3. Centre-wise achievements of R&D projects
4. Centre-wise Consultancy projects undertaken
5. Centre-wise Services/ Facilities provided.
6. Nodal Centre-wise achievements of NIELIT Scheme courses.
 - a. Accreditation
 - b. Registration
 - c. Examination
 - d. Certification
 - e. Reimbursement (HQ)
7. Centre-wise symposiums/ conferences/ workshops organized
8. Centre-wise Papers published (by staff as well as students)

Library Information System (LIS)

Master

- a) **Book Purchase Master:** for bibliographic data entry of books with auto accession number generation facility.
- b) **Magazine Master:** for magazine records.

Transaction

For keeping records of issue and returns of students as well as Employees and contractual employees.

Reports & Searching

- a) Purchase of Books
- b) Issuing of Books to Students/Employees
- c) Return of Books from Students/Employees
- d) Status of Book Information
- e) Student/Employee wise Book Ledger
- f) Almirah /Author/Title/Edition/Accession No. wise Book Searching

Proposed System:

1. Acquisition: To give orders, book receiving, record keeping, vendor's details, budget details, updated exchange rates. This feature is required with Purchase and Store.
2. Cataloguing: Cataloguing with retro-conversion facility is required. The facility is required to be compatible with all Library standards like MARC21, UNIMARC. Facility to download catalogue records from Internet and Z39.50 Client search Built-in is required. Data entry should be UNICODE compliant;
3. Facility to support data entry in local language (Hindi, Bengali) is also required.
4. Facility to add Authority Files for Authors, Publishers, and Subject etc. is required.
5. Facility to export records in Text File/ MARC 21/ EXCEL format is required.
6. Digital Library integration with uploading/downloading of PDF/html documents is required.
7. Micro documents manager for Article/ Chapter indexing and News Clippings Service built-in is required.
8. Web based OPAC interface is required. Online reservation facility is also required.
9. Bar code scanning and printing facility is required. RFID facility is also required.
10. Serial Control facility for managing records of Printed and Online Journals and magazines is required.
11. A facility to send automated overdue notices by e-mail and SMS is required. A facility to send issue and return slips through e-mail &/or sms instead of printing them at the point of circulation is required.
12. Facility to generate and print of Library Statistics report and Accession register is required.
13. Any more features that are available in standard Library System may be included.