



REQUEST FOR PROPOSAL
FOR
SELECTION OF PROSPECTIVE BIDDER/ SYSTEM INTEGRATOR FOR
IMPLEMENTATION OF VIDYA SAMIKSHA KENDRA (VSK) IN THE STATE OF
MEGHALAYA

Tender Number:

No.SEMAM/SAMAGRA-SA/MIS/VSK/37/2022/

Issued By:

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Education Department,

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LIST OF ABBREVIATIONS

SEMAM	State Education Mission Authority of Meghalaya
SSA	Samagra Sikhsha Abhiyan
SARAL	Systematic Administrative Reforms for Achieving & Learning by Students
VSK	Vidya Samiksha Kendra
CRM	Customer Relationship Management
MLEAD	Meghalaya learning Enrichment and Academic Development
TIMS	Teacher Information Management System
EMD	Earnest Money Deposit
PBG	Performance Bank Guarantee
UDISE	Unified District Information System for Education
NAS	National Achievement Survey
NIPUN Bharat	National Initiative for Proficiency in Reading with Understanding and Numeracy
CRM	Customer Relationship Management
API	Application Performing Interface
SLA	Service Level Agreement
DIKSHA	Digital Infrastructure for Knowledge Sharing
NDEAR	National Digital Education Architecture
CIET	Central Institute of Educational Technology
PGI	Performance Grading Index
OMR/OCR	Optical Character Recognition
MSDC	Meghalaya State Data Centre
CBSE	Central Board of Secondary Education
NCERT	National Council of Educational Research and Training
ICDS	Integrated Child Development Services Scheme
DBT	Direct Benefit Transfer
SaaS	Software as a Service
DETR	Directorate of Educational Research and Training
DSEL	Directorate of School Education and Literacy
LO	Learning Outcome
MBOSE	Meghalaya Board of School Education
PLC	Professional Learning Community
MCQs	Multiple Choice Questions
BRC	Block Resource Coordinator
CRC	Cluster Resource Coordinator
IVR	Interactive Voice Response
OBC	Outbound Call
QMS	Quality Management System
ACD	Automatic Call Distribution
CTI	Computer Telephony Integration
CLI	Caller Line Identity
DNIS	Dialed number identification sequence
CWSN	Children With Special Needs
DRG	District Resource Group
SRG	State Resource Group
BRG	Block Resource Group

SECTION-1

REQUEST FOR PROPOSAL (RFP)

1. Notice Inviting Bid

The State Project Office of Samagra Shiksha Abhiyan, State Education Mission Authority of Meghalaya (SEMAM), Meghalaya, Shillong under the Directorate of School Education and Literacy, Department of Education, Government of Meghalaya invites sealed Proposal (Technical & Financial) from Prospective Bidders/Agencies to participate in tender for the implementation of Vidya Samiksha Kendra (VSK) in the State of Meghalaya which include the followings deliverables: -

- i. Setting up of the Vidya Samiksha Kendra Centre.
- ii. Procurement and installation of IT hardware/Furniture for the video wall Solution,
- iii. Setting up of a cloud-based call management solution with maintenance support, implementation and operation of a Call center
- iv. Design and customization of Customer Relationship Management (CRM) for the Call Centre as per requirements and in the context of Meghalaya using various state data source platforms through API.
- v. Design and develop a mobile-based application that can track and monitor against information such as school incentives, student attendance, school information, infrastructure, and teacher information with the flexibility to provide real-time data based on the current situation. Incorporation of features from the existing school monitoring visit app. Implementation and roll out of mobile application in the state and integration with a VSK Centralized Dashboard Applications.
- vi. Implementation and roll out of SARAL mobile application in the state and integration with a VSK Centralised Dashboard application via API.
- vii. Design and develop a Learning Management System (LMS) to analyse and evaluate student learning data feed by SARAL and integration with a VSK Centralised Dashboard application via API.
- viii. Implementing of cQUBE for Data visualization and analytic, Setup the State's backend database for cQUBE Application and manage state datasets and configure the API in cQUBE Application.
- ix. Integration of various State implemented existing applications such as TIMS, MLEAD, Geo Spatial, Mobile Attendance Application through API's with VSK Centralized Dashboard Applications
- x. Training and Capacity Building
- xi. Operating the VSK centre with overall maintenance and support

2. Critical Information

Sl. No.	Particulars	Details
1	Tender Notice No	No.SEMAM/SAMAGRA-SA/MIS/VSK/37/2022/
2	Cost of Tender	Rs.5000/- (Rupees five thousand only) non-refundable, in the form of Demand Draft in favor “The State Project Director, Samagra Shiksha, SEMAM” payable at Shillong, Meghalaya
3	Date & Time of Sale of Tender	23 rd May, 2023 to 31 st May, 2023
4	Pre-Bid Meeting and Clarification	<p>For clarification purposes only, the Purchaser’s address is: State Project Director, Samagra Shiksha, SEMAM, Kennelworth Road, Laitumkhrah Meghalaya, Shillong – 793003, India Telephone: 0364-2225356 Fax: 0364-2505525</p> <p>email: andrew.warjri@gov.in OR meba_dhkar@yahoo.co.in</p> <p>All the request for clarification in writing should reach before or on 31st May, 2023</p> <p>A pre-bid meeting shall be held on 31st May, 2023 at 12:00 Hrs in the following location: Conference Room, 1st Floor, Directorate of School Education and Literacy, Shillong-793003</p>
5	Last date of submission of Tender Document	Interested and eligible Bidders are required to submit their Technical and Financial Bids in three separate sealed envelopes and must be delivered to the Office of The State Project Director, Samagra Shiksha, SEMAM on or before 16 th June, 2023 at 12:00 Hrs
6	Bid Security/Earnest Money Deposit (EMD)	The Technical and Financial Bids should be accompanied by the Bid Security/Earnest Money (EMD) worth Rs. 15,00,000/- (Rupees fifteen lakhs only) in the form of bank draft/banker cheque or pay order drawn in favour of “ The State Project Director, Samagra Shiksha, SEMAM ” payable at Shillong, Meghalaya. The Bid Security should

		be included in the same envelope containing the Technical Bid.
7	Opening of Tenders (Pre-Qualification and Technical Bid)	The envelope containing the Pre-qualification Bid and Technical Bid and the Earnest Money will be opened on 16 th June, 2023 at 15:00 Hrs in presence of Bidders or their authorized representative who chooses to attend in the event of the date specified. In the event of the day of opening being declared as a government holiday, the due date for submission and opening of bids will be on the next working day
8	Opening of Financial Bid (only for qualified bidders)	To be Notified
9	Bid Validity Period	180 days from the Date of opening the Bid
10	Bid Security period	Validity period for Demand Draft: 3 Months
11	Project Period	The Duration of the project is 7 months for the Installation and deliveries period and 3 years for the Operation and Maintenance phase
12	Performance Bank Guarantee (PBG)	The Bidder shall maintain a Performance Guarantee validity period of 3 Months after the expiry of the contract period. Bidder must provide a performance guarantee of 5% for the implementation and installation phase. Post implementation, 5% for the remaining operation and maintenance phase.
13	Period for submission of PBG	Within 15 days of receipt of letter of Notification of Awarding the Contract.
14	Period for signing contract	Within 15 days from date of receipt of letter of Notification of Awarding the Contract.
15	Penalty for delay in implementation	Please refer penalty & SLA clause.
16	Bid Submission	Please refer Section –II instruction to Bidder clause no 8.

Copy of Tender documents may be purchased from the Office of The State Project Director, Samagra Shiksha, SEMAM, on payment of Rs.5000/- (Rupees five thousand only) or download from the Department's website www.ssa.megeducation.gov.in. The Cost of tender document along with EMD mentioned above may be deposited in the form of Demand draft/Pay order/Receipt in favour of “**The State Project Director, Samagra Shiksha, SEMAM**”, payable at Shillong. Please write the name of company on the reverse side of the Demand Draft/Pay order/Receipt. Please note that the downloaded tender document is subject to verification with original document as given in the Website. The State Project Director, Samagra Shiksha, SEMAM reserves the right to reject any or all the tenders without assigning any reason.

Note: Any changes or any further notifications in respect to the above Tender document shall be made available only at the above-mentioned website. Hence respective vendors are advised to visit the website regularly for the above purpose.

3. Introduction and Background

3.1 About Vidya Samiksha Kendra (VKS)

Vidya Samiksha Kendra (VSK) is a nationwide programme launched by the Ministry of Education, Government of India. VSK is aimed at leveraging data and technology to bring a big leap in learning outcomes. This can cover data of approx. 15 thousand schools, 56 thousand teachers and 10 lakhs students, and analyze them meaningfully using big data analysis, artificial intelligence and machine learning to enhance the overall monitoring of the education system and, thereby, improving learning outcomes.

The ability to effectively collect, monitor, correlate, and analyze data will lead to timely actions to implement schemes. Various initiatives of the Ministry of Education like UDISE, Student Database, NAS, NIPUN Bharat, Teacher Database, DIKSHA etc. are efficient systems that operate in silos. Integrating various data sets and breaking through the barrier of operating in isolation will help to effectively leverage different entities toward a common goal.

3.2 NDEAR Complaint VSK Starter Pack

As per the NDEAR Compliant VSK Principles and Guidelines, the starter package of VSK includes four components viz., open-source software, physical infrastructure, human resource and SARAL application.

3.2.1 Open-source Software

Ready to install open-source software, that enables data ingestion, analysis, and visualization that comes as a part of the starter pack and is also further configurable. While developing the software, CIET-NCERT leveraged and contributed to NDEAR building block “Open data and Analytics”. Their objective was to ensure that the solution developed is open-source, expandable, shareable and reusable by all the states/UTs, central agencies and many other participants in the education ecosystem. To adhere to the “Technology architecture principles” of NDEAR, the software is built on open-source, and using open-standards, evolvable, emit data by design, enables distributed observability for data-

based decision making, action ability, unbundled and combinable, provides choice by design, federated and interoperable, ecosystem driven, leverages and unifies existing systems. The software comes with 6 pre-configured programs for the states. These are:

- UDISE
- DIKSHA
- Performance Grading Index (PGI)
- National Achievement Survey (NAS)
- PM POSHAN
- Micro-Improvements Program

3.2.2 Physical Infrastructure (Hardware)

A physical space is where key stakeholders can come together, connect with State, district, block and cluster level stakeholders via video conferencing to enable understanding of the action that data is nudging, create an action plan, enable ownership of actions and track progress. At the VSK centre, the following are required to be established:

- A dedicated room physical fit-outs & furniture (Tables, chairs, electric sockets etc.)
- Video Wall for visualizations
- IT infrastructure and other supporting infrastructure
- Other necessary equipment: conferencing software and hardware equipment, surveillance systems, storage etc.

3.2.3 Human Resource

To run the VSK for analysis and insight generation so that data-driven interventions can be taken up, a State will have to institute a team of people fulfilling different roles as per the requirements of manpower specified in the scope of bid, section 4.13.

3.2.4 SARAL Application

The Starter Pack also includes the SARAL components. SARAL is a mobile app that enables quick data collection from the ground level by instantly converting physical data (in forms) into structured, digital data. This helps drastically reduce the time taken and effort required for data collection, aggregation and processing. Through the Starter Pack, states will get access to:

- Software Development Kit (SDK) for SARAL application
- Guidance and consultation to state team to develop SARAL backend
- Guidance and consultation to state team to configure APIs
- OMR/OCR Form Layout designs
- Server Infrastructure on which the system will be hosted

3.3 Objectives of VSK

The main benefits envisioned for the NDEAR-complaint VSK are:

- To monitor the real-time status of various projects/activities under the ambit of Samagra Shiksha.
- To keep track of enrolled students including learning outcomes, dropouts, support required by teachers and schools, etc.
- To monitor and track field-level academic and non-academic activities at the state level and also empower administrators and teachers in the field to take data-driven decisions.
- To identify and analyze improvement areas for decision-making and implementation that needs urgent attention.
- To improve students' academic performance, enhance teachers' accountability in schools, and effectively utilize available resources.
- To set up a centralized helpdesk for grievance redressal mechanisms for stakeholders of the school ecosystem.
- To develop a Centralized dashboard providing the real-time performance indicators of schools
- Increase accountability among all the field-level staff/administrators & monitor the real-time status of various project components/activities under the ambit of School Education.

3.4 Outcomes

- Monitoring of access, enrolment, dropout, retention, completion and achievement.
- Child-wise tracking of achievements and assessments.
- Real time attendance monitoring of students and teachers.
- Tracking of distribution of incentives like scholarships, uniform, free textbooks etc.
- Information, awareness and support system for teachers and others in school ecosystem.
- Real-time data integration and analysis of various existing Samagra Shiksha applications for Centralised Monitoring Dashboard along with integration of data analysis-based Call Management Utility & Reporting.
- Real-time data which improves school management and governance by timely interventions, streamlining processes, creating transparency and driving accountability through channelized escalations to field level academic & Non-academic staff and timely actions.

4. Scope of Bid

Within the guidelines of NDEAR Complaint Vidya Samiksha Kendra (VSK) Principles and Guidelines, the State Project Director, Samagra Shiksha, SEMAM intends to implement the setting up of Vidya Shiksha Kendra Unit for the State of Meghalaya, a Control Command Centre at State level for tracking students' enrolment, progress in their learning levels, information on Child Labor and out of school Children Mainstreamed, Textbooks delivery, support required by teachers and schools etc. The proposal is that selected bidder will have to ensure for the implementation of Vidya Samiksha Kendra (VSK) in the State of Meghalaya which include the followings deliverables:

- i. Setting up of the Vidya Samiksha Kendra Centre.
- ii. Procurement and installation of IT hardware/Furniture for the video wall Solution.
- iii. Setting up of a cloud-based call management solution with maintenance support, implementation and operation of a Call center.
- iv. Design and customization of Customer Relationship Management (CRM) for the Call Centre as per requirements and in the context of Meghalaya using various state data source platforms through API.
- v. Design and develop a mobile-based application that can track and monitor against information such as school incentives, student attendance, school information, infrastructure, and teacher information with the flexibility to provide real-time data based on the current situation. Incorporation of features from the existing school monitoring visit app. Implementation and roll out of mobile application in the state and integration with a VSK Centralized Dashboard Applications.
- vi. Implementation and roll out of SARAL mobile application in the state and integration with a VSK Centralised Dashboard application via API.
- vii. Design and develop a Learning Management System (LMS) to analyse and evaluate student learning data feed by SARAL and integration with a VSK Centralised Dashboard application via API.
- viii. Implementing of cQUBE for Data visualization and analytic, Setup the State's backend database for cQUBE Application and manage state data sets and configure the API in cQUBE Application.
- ix. Integration of various State implemented existing applications such as TIMS, MLEAD, Geo Spatial, Mobile Attendance Application through API's with VSK Centralized Dashboard Applications.
- x. Training and Capacity Building.
- xi. Operating the VSK centre with overall maintenance and support.

The detail scope of work is highlighted under the following subheads.

4.1 Pre-Implementation preparation

- a) Submission of implementation plan, site survey report, Requirement analysis etc.
- b) The selected bidder is expected to conduct detailed inspection on the location before the setting up of a VSK center and obtain sign off from the department. The actual room design layout of the Video wall, Call Centre, electrical works, power consumption and loading etc.
- c) The bidder shall discuss the needed scope in consultation with various stakeholders in the department, become familiar with the existing scope and applications, and analyze the solution for correct build-up method, design, and architectural approach.
- d) The State Project Director office, Samagra Shiksha, SEMAM will cover the cost and manage all civil works, electrical works and other construction related works except cabling work bidder shall handling and manage by itself.

4.2 Procurement and Installation of IT Hardware/ Furniture/Video Wall Solution

- a) The selected bidder is to set up a Video Wall for visualizations (Active LED) with approximate size 20ft X 6ft along with software and supporting IT hardware/furniture to use the same.
- b) Supply and Installation of IT equipment's, Software and furniture for the Video Wall.
- c) Regular Maintain and check the performance of the IT infrastructure at the VSK centre.

Detailed specifications of the IT Infrastructure/Furniture/Video Wall Solution

Sl.No	Name of item	Minimum Specification
1	Video wall (Active LED) with Approximate size 20 ft X 6 ft along with Software to use the same	<p>Active LED with Approximate size 6000MM X 1650MM along with Software to use the same</p> <p>Environment- Indoor, Pixel Pitch: Approx 1.9 mm or better LED Type: 3-in-1 Black SMD or better Pixel Configuration: 1 Red, 1 Green, 1 Blue , Module Composition (WxH): 4x1 Preferred for uniform viewing and heat dissipation, Drive Mode: Constant Current Drive,</p> <p>Brightness: 1000 cd/m² or more Brightness Control: Manual or Automatic Brightness Control, Brightness Uniformity: ≥97 % or better Contrast Ratio: 8000:1 or more, Color Temperature: 3000-10000 K,</p> <p>Viewing Angle: H: 160 degree; V:140 degree. Better will be preferred, Viewing Distance: ≥1.25 m or better Chromaticity Uniformity: ±0.003 Cx, Cy or better</p> <p>Pixel Density: 284444 pixels / m² or better Pixels Per Panel (W x H): 320 x 180 Pixels or better LED Luminance Center: ≤3% or better Flat Surface : ≤0.3 mm or better High Dynamic Range: Must be Supported. Must be HDR Ready, Processing Depth/ Grey Scale: 14~16 bit or better</p> <p>Material: Aluminum Alloy Cabinet with Highly Modular and Indigenized Indian Design. Must be able to handle dust etc. as per Indian Environment. There should be automatic 6-Axis Alignment Mechanism with Front or Rear Maintenance cabinet. The Connectors should be floating with Chimeric Correction to Allow position tolerance, Resistant to torsion and shock</p> <p>Operating Temperature: 0 degree C to 40 degree C Minimum, Operating Humidity: 10-90%RH</p>

		<p>Acoustic Noise: Should have Fanless operation Video Frame Rate: 50/60Hz, Refresh Rate: ≥ 3840 Hz</p> <p>Required installation mechanism: Easy Maintenance, self-locking mechanism for easy & fast installation, Automatic Alignment Mechanism must be there Input Voltage: 100-240V AC Input Power Frequency: 50-60Hz Power Consumption (max; avg)/square m: Max - 600W, Average - 200W LED Life Time:$\geq 100,000$ Hours or More Rigging Form: Hanging/Fixed Data Interconnection: CAT5/ CAT6 Cable ($L \leq 100m$); Multi-mode fiber ($L \leq 300m$)</p>
2.	Video controller, Multi viewer, HDMI Splitters and Switchers for input out controls, Drive, signal amplification etc required for completing the set up	Video controller, Multi viewer, HDMI Splitters and Switchers for input out controls, Drive, signal amplification etc., required for completing the set up
3.	Table with drawer and socket and Glass separator. Provision of Pull up Connections/System with HDMI, LAN Socket and Power socket to be given	<p>Approximate table height 750mm, Length 1200mm, Depth 600mm. Table Top should be Approximate 25mm Pre laminated Engineered wood with 1.5mm or more Machine Edge banding. Drawer 18 mm Pre laminated Engineered wood Modesty Panel should be provided The table should be with minimum 4 buffers at the base.</p> <p>Electrical cabling from nearest wall socket to the user tables as per the site requirement, to be done by the vendor free of charge. Tables should preferably be made/assembled on-site, as per the site requirements.</p> <p>Provision of Drawers/Keyboard slide out etc. to be done Material of the Tables should be sturdy and long lasting – Board/Plywood with Mica pasted on top and sides or Pre laminated Engineered wood or Other long-lasting material.</p> <p>Minimum warranty of tables should be one year Glass separators to be provided on the table as per User design. The glass used should be minimum 5 mm thick. The separator should allow visibility as well as privacy.</p>
4.	Revolving Chairs with Arm	REVOLVING CHAIR with ARM (Push back type, with Arms and with ergonomically suitable design for long sitting)

5.	Desktop Computer	<p>Minimum Core i7 Processor or better 9th Generation or latest Cache – 6MB or more Minimum 16GB RAM Ram Expandability up to 32GB Windows 10 Professional – Factory Preloaded (Certificate in this regard to be provided) Wired Keyboard and Mouse Minimum 3 Years Warranty 21.5” Screen Minimum 1 TB Hard disk Intel B series/Q series motherboard. H series motherboard not to be quoted Expansion slots – PCIeX1/PCIeX4/PCIex16 Tower/SFF design Headphone and Mic Out Minimum 4 Nos. USB Ports, One HDMI Port Inbuilt wifi and blue tooth facility</p>
6.	One PTZ camera with Video conferencing software etc.	<p>HD PTZ Camera along with Video conferencing Software Solution for 100 User (zoom etc) : Pan Tilt and Zoom facility Optical zoom – 20 X or more, Digital zoom –X10 Focus / iris mode – Auto/manual Should have HDMI /USB 3.0 Connectivity with sufficient HDMI/USB cable length</p>
7.	Smart Podium with inbuilt computer	<p>Type/Mounting Free Standing</p> <p>Construction The enclosure should be made of Polycarbonate/Metal Body and Steel Frame with Soft wheels. The Top sliding (Opening/Closing) cover should be made of Polycarbonate Body. The construction of the podium should be such that, while the podium is locked and not in use, there should not be any port exposed on the outer body for breakage/mishandling.</p> <p>Display Built-in highly sensitive Interactive Panel with adjustable Motorized tilt & a mechanism to make the Panel stable so that it does not shake while writing with following minimum features –</p> <p>Technology: Interactive Panel should have both EMR (Electro magnetic resonance) & P-CAP touch technologies to have finger and 2 mm thick touch stylus Screen Type: LED, Size 53.0 cm (21 inches) or higher, Resolution 1920 x 1080 or higher, Aspect ratio 16: 9</p>

		<p>Computer interface: One USB, One VGA/DVI/HDMI Ports Interactive Resolution: 4000 Lpi (lines per inch) Response Time 5ms Viewing Angles 170(H) ; 160(V) Touch: Finger and Stylus Reading accuracy ±0.5 mm (center) Tracking speed Approximately 200 points per second Pen Pressure sensitivity 1024 Levels</p> <p>System Details Processor Intel Core i7 (11th Gen or latest processor) Small Form Factor In-Built Wi-Fi /Blue tooth/Wireless LAN Card RAM 8 GB or more Hard Disk 1 TB or better Ports (Min.) HDMI x 1, DP(Display Port) x 2, USB RAM 8 GB or more Hard Disk 1 TB or better Ports (Min.) HDMI x 1, DP(Display Port) x 2, USB ports x 6, LAN Port x 1 Antivirus Norton /Mcafee or equivalent with 1 year license</p> <p>Multimedia Controller Ports on front Panel of Controller (Minimum) VGA, HDMI, USB3.0x2, Audio IN or more Buttons on front Panel of Controller (Minimum): Push buttons to control Volume Up& Down, Volume Mute and to switch sources of HDMI Visual Presenter, VGA Visual Presenter, HDMI Laptop, PC HDMI, VGA Laptop, VGA PC and Controller Power On/Off, Display Power On and Power Off or more Ports on Rear Panel of Controller (Minimum): USB 3.0 X 2, VGA Input x 2, VGA Output x 2, RCA Audio IN X 1, RCA Audio Output x 2, HDMI Inputx2, HDMI Outputx2, Programming Port (Phoenix connector) or more Built in HDMI Repeater: Yes (HDMI Output port should support 15mtr HDMI cable) Controller Resolution Output 4K (3840 x 2160) Native Power 5 V DC (Suitable Adaptor should be supplied with controller)</p> <p>Built in devices Gooseneck Microphone Gooseneck Microphone with XLR output. It should be Phantom powered so that there is no requirement of batteries thereby eliminating consumable cost. The gooseneck length should be at least 21.5cm with ON/OFF switch and with LED light indicating ON/OFF</p>
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		<p>status. The gooseneck microphone shall be permanently polarized condensor, highly directional featuring hyper cardioid /lobar directivity</p> <p>Wireless Microphone Units: One handheld Microphone and One Lapel Microphone with single receiver should be supplied with a range of 10 meters.</p> <p>Amplifier 200 Watts minimum</p> <p>Speakers (4) Four speakers of Minimum 50 W each shall be a part of standard supply</p> <p>Sliding Trays Provision for keeping Keyboard & Mouse</p> <p>Power Supply 180 -240V, 50Hz, AC Supply</p>
8	6 nos. CCTV cameras with DVR, with 2 TB Internal Surveillance grade hard disk	CCTV (Minimum 4 MP) camera with DVR, with 2 TB Internal Surveillance grade hard disk
9	10 KVA online UPS with 30minute battery backup for Video Wall/Active LED only	<p>Rating in KVA (KVA) 10.0 KVA</p> <p>Technology IGBT-PWM without inbuilt isolation transformer</p> <p>Input Power single phase 160V - 260V sinewave,50Hz</p> <p>Output power Single phase 230V +/-1% sinewave 50 Hz</p> <p>Backup time (Minutes) 30</p> <p>Movable trolley for Batteries With rack</p> <p>Degree of Protection IP20</p> <p>Type of Battery: SMF-VRLA</p> <p>20% Overload limit for 5 Minutes</p> <p>Overall Efficiency (%) >=90%</p> <p>50% Overload time 3 seconds</p>
10	6 KVA online UPS with 30-minute battery backup for computer systems /equipment	<p>Rating in KVA (KVA) 6.0 KVA, Technology IGBT-PWM with inbuilt isolation transformer</p> <p>Input Power single phase 160V - 260V sinewave,50Hz</p> <p>Output power Single phase 230V +/-1% sinewave 50 Hz</p> <p>Backup time (Minutes) 30</p> <p>Movable trolley for Batteries With rack</p> <p>Degree of Protection IP20</p> <p>Type of Battery: SMF-VRLA</p> <p>20% Overload limit for 5 Minutes</p> <p>Overall Efficiency (%) >=90%</p> <p>50% Overload time 3 seconds</p>
11	Acoustic panels for walls and ceiling and wall to wall carpet for sound proofing etc.	Acoustic panels for walls and ceiling and wall to wall carpet for sound proofing etc (depending upon the room size. Material /Colour scheme as per the choice)

12.	48 TB NAS for data storage	48 TB NAS for Data Storage, i7 system with 6 Gen and above, Memory: 16 GB RAM, Operating System Hard disk 1 TB HDD Given in the separate file.
13.	24 Port GBPS LAN Switch	
14.	Associated cabling (CAT 6) for networking/ CCTV wiring/Connectors I/O box, Installation/miscellaneous items etc., as per site requirements	
15	VoIP Headsets with Mic	Leak-tolerant 40mm speakers, Upto 37 hours of battery life, Bluetooth connectivity, Busy light Call controls and Voice guidance
16	Multi-Functional Printer Monochrome	Print, Scan, Copy, Fax Print speed: Up to 43 pages per minute (A4) FPOT: 5.7s (A4) Max. paper input capacity: Up to 2 300 sheets Print resolution: Up to 1 200 x 1 200dpi (equivalent) Recommended Monthly Print Volume 2 000 - 7 500 page

4.3 Implementation of the 6 Programs of NDEAR Complaint VSK

- a) Ensure that a Ready to install open-source software that enables data ingestion, analysis and visualization is implemented successfully. The software comes with 6 pre-configured programs for the states. These are:
 - NISHTHA
 - DIKSHA
 - NATIONAL ACHIEVEMENT SURVEY (NAS)
 - PERFORMANCE GRADING INDEX (PGI)
 - UDISE+
 - PM POSHAN
- b) Successful bidder is required to host the open-source software at Meghalaya State Data Centre (MSDC) or at the State NIC cloud infrastructure.
- c) Regular Maintain and check the performance of the 6 programs of NDEAR Complaint at the VSK centre

4.3.1 About NISHTHA

NISHTHA is a capacity building programme for "Improving Quality of School Education through Integrated Teacher Training". It aims to build competencies among all the teachers and school principals. The basic objective of this massive training programme is to motivate and equip teachers to encourage and foster critical thinking in students. The initiative is first of its kind wherein standardized training modules are developed at national level for all States and UTs.

Features of NISHTHA:

- Capacity building of teachers
- Integrated training of principals/heads as key academic support
- Focus on competency and higher order thinking skills-based teaching learning
- Training of all heads and teachers as first level counselors
- Promoting experiential and joyful learning
- Awareness of centrally sponsored schemes/initiatives
- Online monitoring and support system
- Convergence of multi-departmental efforts
- Activity based training modules

The suggested data points to be captured and displayed on the dashboard:

- Total number of module Enrolments by teachers across all courses
- Total courses launched in the NISHTHA program (States/ UT + NCERT +CBSE etc)
- Total number of module completions by teachers across all courses
- Total number of module certifications by teachers across all courses
- Total Languages in which courses are launched in NISHTHA

4.3.2 About DIKSHA:

DIKSHA is a unique initiative, which leverages existing highly scalable and flexible digital infrastructures, while keeping teachers at the center. It is built considering the whole teacher's life cycle - from the time student teachers enroll in Teacher Education Institutes (TEIs) to after they retire as teachers. The DIKSHA platform offers engaging learning material, relevant to the prescribed school curriculum, to teachers, students and parents

Features of DISKSHA:

- Courses for teachers to facilitate continuous learning
- Resources for using it in the classrooms
- Dashboards for assessment and progress
- Communities for discussions and collaboration
- Announcements, circulars and notifications

The features of DIKSHA can be used to create:

- In-class resources
- Teacher training content
- Assessment aids
- Teacher profile
- News and announcement
- Teacher community

Suggested data points to be captured and displayed on the dashboard are:

- Total content published on DIKSHA
- Total number of Energized Textbooks published on DIKSHA
- Total number of unique QR codes printed across all textbooks.

4.3.3 About National Achievement Survey (NAS):

The National Achievement Survey (NAS) is a national level large-scale assessment conducted to obtain information about the learning achievement of students of Classes 3, 5, 8 and 10 studying in State Govt. schools, Govt. Aided schools, Private Unaided and Central Govt. schools. NAS does not provide scores for individual student/school. NAS gives a system-level reflection on the effectiveness of school education.

The aim and objective of NAS is to evaluate children's progress and learning competencies as an indicator of the health of the education system, so as to take appropriate steps for remedial actions at different levels. The tools and assessment of the National Achievement Survey (NAS) has been developed by the National Council of Educational Research and Training (NCERT). National Achievement Survey (NAS) level survey would be conducted by the Central Board of Secondary Education (CBSE) as Assessment Administrator. The benefit of NAS is that NAS findings help compare the performance across the spectrum and across the population in order to find the desired direction for improvements.

Features of National Achievement Survey (NAS):

- National Achievement Survey (NAS) provides a system-level reflection on the effectiveness of school education.
- Data Collection: National Achievement Survey (NAS) collects information on relevant background variables such as school environment, teaching processes, and student home and background factors.
- Coverage: NAS covers the whole spectrum of schools including Government schools (both State and Central government), Government-aided schools, and Private schools across India.

The suggested data points to be captured and displayed on the dashboard:

- Total number of schools participating in the NAS survey
- Total number of students assessed in the NAS survey
- Total number of teachers participating in the NAS survey.

4.3.4 About Performance Grading Index (PGI):

The Performance Grading Index (PGI) is a tool to provide insights into the Indian school education system. One of the goals of the PGI is to offer information on the state of school education in States & UTs, including key levels that influence performance and important performance categories.

Features of Performance Grading Index (PGI):

- It helps stakeholders in the school education system, including the students, parents, teachers, and administrators to know the performance of their district vis-à-vis other districts.
- The indicator-wise PGI score shows the areas where a district needs to improve. The PGI-D will reflect the relative performance of all the districts in a uniform scale which encourages them to perform better.
- At the same time, it will also act as a good source of information for best practices followed by States and UTs which can be shared.

The suggested data points to be captured and displayed on the dashboard:

- Overall PGI Score for the State across all PGI domains
- State's score in Learning Outcomes & Quality domain
- State's score in Access domain.
- State's score in Infrastructure and Facilities domain
- State's score in Equity domain
- State's score in Governance Processes domain

4.3.5 About Unified District Information System for Education Plus (UDISE+):

Unified District Information System for Education Plus (UDISE+) is one of the largest Management Information Systems initiated by Department of School Education and Literacy, Ministry of Education, Government of India.

Approx. 15 thousand schools, 56 thousand teachers and 10 lakhs students are covered by UDISE+ in Meghalaya.

The entire system is online and has been collecting data in real-time since 2018-19. UDISE+ has a mandate of collecting information from all recognized schools imparting formal education from Pre-primary to class XII. Information collected through the digital platform, UDISE+ is utilized for planning, optimizing resource allocation and implementing various education-related programs and assessing progress. UDISE+ provides a platform to organize and classify all school data across the country and build a credible database of school data. It monitors, measures and keeps track of vital KPIs related to school performance.

UDISE+ School Data Capture

- UDISE+ has the mandate of collecting information from all schools imparting formal education from Classes I to XII.
- UDISE+ has the school as the unit of data collection and district as the unit of data distribution.
- UDISE+ collects information on school profile, physical infrastructure, teachers, enrolments, examination results, etc. through an online Data Collection Form (DCF).
- The DCF is divided into eleven sections and each section contains multiple questions to capture various performance indicators of the school.

Features of UDISE+:

- Monitor and measure school performance in Real-time.
- Visualization and presentation of complex data in a simple form.
- Standard as well as query-based reports and comparative charts.
- Stakeholders can access and analyze information to make evidence-based decisions

Suggested data points to be captured and displayed on the dashboard are:

- Total number of schools surveyed under the UDISE
- Total number of teachers whose information collected under UDISE
- Total number of students whose information collected under UDISE
- Average number of Pupil per Teacher
- Percentage schools surveyed under UDISE with toilets
- Percentage schools surveyed under UDISE with electricity
- Percentage schools surveyed under UDISE with drinking water facility

4.3.6 About PM POSHAN:

PM POSHAN is a centrally sponsored scheme by the Department of School Education & Literacy, Ministry of Education. Under this scheme, one hot cooked meal will be provided to the children studying in Government and Government – aided schools. The Scheme is implemented across the country covering all the eligible children without any discrimination of gender and social class.

The main objectives of the PM POSHAN Abhiyan are to address two of the pressing problems for the majority of children in India, viz. hunger and education by improving the nutritional status of eligible children in Government and Government-aided schools as well as encouraging poor children, belonging to disadvantaged sections, to attend school more regularly and help them concentrate on classroom activities.

POSHAN Abhiyan is one of the many schemes under the umbrella scheme "Integrated Child Development Services Scheme (ICDS)". ICDS also includes Anganwadi Services Scheme, Pradhan Mantri Matru Vandana Yojana, and Scheme for Adolescent Girls.

Features of PM POSHAN:

- Coverage: Primary (1-5) and upper primary (6-8) schoolchildren are currently entitled to 100 grams and 150 grams of food grains per working day each, to ensure a minimum of 700 calories.
- Nutritional Gardens.
- Supplementary Nutrition.
- Tithi Bhojan Concept.
- Direct Benefit Transfer (DBT).
- Nutrition Expert.

- Social Audit of the Scheme.

Suggested data points to be captured and displayed on the dashboard are:

- Total number of schools covered under the PM POSHAN program
- Total number of districts covered under PM POSHAN program
- Reported meals served
- Percentage of schools reported meals served against the total schools
- Percentage of reported meals served against the total enrollments.

4.4 Implementation and roll out of SARAL (Mobile Application)

- Under the VSK project, one of the major components is to implement a SARAL mobile application, an initiative developed by NCERT that has been encouraged to use for collecting quick learning data from the ground up by instantly converting physical data (in forms) into structured, digital data using OMR/OCR scanning technology.
- Learning outcomes, question banks, OMR, and other assessment tools to be used for collecting learning data from students that will fit the purpose in the context of Meghalaya will be co-designed between SSA, DSEL, DERT, and the LMS provider firm.
- SARAL has no backend database and Analytics tools to analyse and assess the input learning data. Department of Education, Government of Meghalaya currently is in the process of developing the LMS portal by engaging a LMS provider firm on the SAAS model. Their solution is unique and develop from scratch to cater to specific requirements and in the context of the state and in parallel with DERT at the time of piloting the LO and Question Banks.
- LMS is to integrate with SARAL mobile in order to analyse and evaluate the student learning data feed from the SARAL app.
- For the SARAL implementation-related tasks, the selected Bidder shall be responsible the followings activities: -
 - Printing and distribution of learning outcomes, question banks, and OMR sheets. Conducting Training and roll out of SARAL mobile application in the state.
 - The selected bidder shall work in tandem with the LMS provider firm for the integration of SARAL apps with a VSK Centralised Dashboard applications/Call centre application/CRM via API and other issue related to SARAL.
- For the SARAL implementation-related tasks, the LMS provider firm is responsible the followings activities: -
 - Hosting of SARAL Mobile app on play store.
 - Develop backend database for SARAL Application and set up at the Meghalaya State Data Centre (MSDC) or at State NIC Cloud infrastructure.
 - Installing and maintaining of SARAL back-end database till project completion period.
 - Develop an API for the integration of SARAL apps with a VSK Centralised Dashboard application/Call centre application/CRM via API.
- Cost related to Printing of OMR sheet, training to school and teachers on SARAL, the bidder will have to quote within this bid.

Features of the SARAL:

- Branding of App is configurable through backend APIs
- Capture field specific training data to improve accuracy of AI/ML predictions
- Support feature to troubleshoot Saral App issues
- Share App data for troubleshooting
- Auto Sync from Saral App to Saral backend
- Saral App supports multi-page layouts
- Saral App has profile menu feature and it has below menu options
- Saral App supports dynamic validation feature.
- Saral App supports dynamic tagging feature. This feature is able to tag each question with category of questions as applicable.
- Minimal Mode, for non-academic use-cases, there will be no fixed participants like students and hierarchy like class, section etc. So minimal mode is to address these non-academic use-cases where a layout roi can be selected by user, scanned and push the scanned data to backend.
- Offline Mode.
- Review results/Mark feature.

4.5 Design, development and implementation of Learning Management System (LMS)

- a) With the aim to improve students' performance and learning outcomes, the system of teaching-learning and assessment is proposed to be carried out through an ecosystem of IT solutions. The VSK central platform of the Ministry of Education will be utilized as a central hub for managing all school data. The SARAL mobile application will serve as a repository database for digitalized student test sheets conducted at the school level across the state of Meghalaya.
- b) To complement the SARAL database, an AI-based Learning Analytics Tool will be implemented. The LMS will access the SARAL database to conduct diagnostics and analysis of student data at various levels, such as cluster, block, district, and state levels. The tool will provide multi-level analysis for identifying knowledge gaps, learning levels, and other performance indicators.
- c) In order to provide personalized feedback to individual students, the Learning Analytics platform will generate dashboards displaying each student's learning status. The Learning Analytics platform will also provide recommendations for improving assessments and developing teaching and instructional materials. By leveraging technology, this proposed system aims to provide a comprehensive, data-driven approach to learning and assessment that will help students achieve better outcomes. The complementary use of the SARAL mobile application and the Learning Analytics platform will provide educators with the insights and tools needed to improve student performance across Meghalaya.
- d) The Department of Education, Government of Meghalaya is currently in the process of developing the LMS portal by engaging a LMS provider firm on the SAAS model. As mentioned in clause 4.4, their solution is unique and will be developed from scratch to cater to specific requirements in the context of the state.

- e) For the LMS implementation-within the VSK project, the LMS provider firm is responsible for the followings activities:-
- The LMS solution proposed for Meghalaya will be co-designed collaboratively by the LMS provider firm, SSA/DERT and DSEL to fit the purpose in the context for Meghalaya.
 - The LMS provider firm has the capability and experience in terms of designing the Learning Outcomes (LO), Question Banks, OMR and other assessment tools and they will be co-designed with SSA, DSEL, DERT.
 - The LMS provider will manage and maintaining the LMS platform till the project completion period.
 - Develop an API for the integration of LMS portal with a SARAL apps
 - Develop and API for the integration with a VSK Centralized Dashboard application/Call center application/CRM via API.
- f) The payment towards the LMS component will be made from the VSK project. The selected bidder shall work in tandem with the LMS provider firm for the arrangements towards payment and costing of the LMS. Therefore, bidder must have to quote the LMS within this bid.
- g) The scope of the Learning Analytics tool is as follows:-

<p>Student performance assessment – The Learning Analytics tool will access student performance data at a granular level and provide multi-level analysis and presentation of student performance, including individual students, classes, schools, clusters, blocks, districts, and states.</p> <p>Knowledge graph mapping – The Learning Analytics tool will map the knowledge graph of each student so that learning progression and prior knowledge can be tracked over the years.</p> <p>Diagnostic tools – The Learning Analytics tool will have diagnostic tools to interpret assessment data on a real-time basis to gauge student mastery of current and prerequisite concepts.</p> <p>Comprehensive dashboards – The Learning Analytics tool will have comprehensive dashboards to track individual students and cumulative achievements at school, cluster, block, district, and state levels.</p>	<p>Learning outcome mapping – The bidder shall work with DERT to map coded learning outcomes to key concepts and competencies according to the existing MBOSE syllabus.</p> <p>Define the assessment criteria – Assessment criteria that will be used to measure the students' progress towards these outcomes. The assessment criteria should be clearly linked to the LOs and should be designed to measure the specific knowledge, skills, or abilities that are required to achieve those outcomes.</p> <p>Design the assessment tasks – The assessment tasks should be designed to align with the assessment criteria and should be appropriate for the level of the course or unit.</p> <p>Question bank creation – The Bidder shall work with DERT & MBOSE to create a question bank mapped to learning outcomes and competencies.</p> <p>Content recommendation – The Bidder shall study existing digital content (of Upper</p>
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<p>Remedial action recommendations – The Learning Analytics tool analysis and dashboards will reflect all the learning gaps and concept gaps at all levels and indicate required remedial action.</p> <p>Teacher-created tests – Learning Analytics tool will have the functionality to allow teachers to create standardized tests as per their needs. Learning Analytics tool shall recommend learning plans to teachers based on current level of achievement of individual students and class</p> <p>Personalized analysis – The – Learning Analytics tool will provide personalized analysis of every student including skill gap analysis which can be used by the teacher along with actionable insights.</p> <p>Gamification – The Learning Analytics tool will provide features that allow for the incorporation of game-like elements, such as points, badges, and leaderboards, into the learning experience.</p> <p>Social learning – The Learning Analytics tool will support forum for social learning, such as peer-to-peer learning or online communities.</p> <p>Feedback and communication – The Learning Analytics tool will provide features that enable teachers to give feedback to students on their learning progress, as well as for students/parents to communicate with teachers.</p> <p>Integration with third-party tools – The Learning Analytics tool can be made flexible to integrate with third-party tools, such as online libraries, content repositories etc with necessary guidance to students/teachers to enrich the teaching-learning experience.</p>	<p>Primary/ Secondary/Higher Secondary level, content from DIKSHA etc), map it to learning outcomes and competencies, and build a recommendation capability for students.</p> <p>Alignment of Coded LOs, Assessment and Instructions – Ensure that the teaching/instruction activities and materials used in the classroom that is provided through the Learning Analytics tool are aligned with the LOs and the assessments used to measure student progress. The ultimate goal is to improve student’s performance by ensuring that all components of the learning process are aligned and support each other to achieve the desired goal of The Learning Analytics tool.</p>
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4.6 cQUBE (Data visualization and analytic)

- a) cQUBE is an automated data ingestion from multiple silos data sources. Take data from multiple data sources and process them. cQUBE does the data processing of different source data to create metrics and indices which is customize and useful for the user. Come in with several built in visualizations. Data is also exposed in the form of API so that developer can connect with and create report which is as per requirement of the user.
- b) Setup the State's backend database for cQUBE Application at the Meghalaya State Data Centre (MSDC) or at State NIC Cloud infrastructure.
- c) Manage state data sets and configure the API in cQUBE Application.
- d) Installing and maintaining of cQUBE back-end database.
- e) All the charges corresponding to hosting will be borne by the bidder for the tenure of the contract

4.7 Integration of State Implemented applications with an integrated VSK Centralized Dashboard application via API.

- a) Integrate existing state-implemented applications, such as TIMS, MLEAD Portal, and AI Geospatial, Mobile TIMS Attendance via API to feed data to a Centralized Dashboard applications for visualization and monitoring
- b) Design and Develop of Dashboards for Data Visualization and providing real-time performance indicators of schools (BI model or AI Model).
- c) Real Time Data integration & analysis for a centralized Monitoring Dashboard.
- d) In consultation with the department, the selected bidder must conduct a detailed requirement analysis on the existing applications and the Centralized Dashboard application.

4.7.1 About Teachers Information Management System (TIMS)

Teachers Information Management System (TIMS) is a comprehensive platform for all teachers working at various schools and colleges across the State. This platform will ensure database records pertaining to all teachers, schools and colleges in digital form as, which would be used to generate various MIS reports or configurable dashboard display.

The features of TIMS are:

- Multi-level access Domain: TIMS is a multi-level platform and is envisage accessing the information of Teachers, School, District, Directorate and Department.
- Data: The application hosts teacher information as per Service books of all Govt/Govt Aided School and College teachers. Similarly, it has detailed information of all Govt/Govt Aided school/College teachers
- Collection of Attendance Data and up-dation: Individual teacher attendance is being uploaded and stored in each individual teacher profile
- Dashboard & Report Creation and Publication: Various Dashboard have been created to present the information and data pertaining to teachers and schools in graphical form which

can provide relevant information to different stakeholders. Custom reports can be created across all information pertaining to teachers or schools using a drag and drop functionality

- Supporting State/Central Initiatives: TIMS is helping roll out of important initiatives like TSAR/School Improvement Plans since teachers/schools can submit the respective information on specific module of TIMS
- Retirement and Forecasting etc. TIMS allow for a more systematic approach to operations and planning. For e.g., retirement alerts allow district administration to plan recruitments in advance, and other such forecasting abilities
- Automated Transactional Process: Ensuring: Key workflows like Salary & Budgeting, Retirements, Appointments, Transfers are being automated, which will bring in greater transparency and efficiency

4.7.2 About Meghalaya-Learning Enrichment for Academic Development (MLEAD)

Meghalaya-Learning Enrichment for Academic Development (M-LEAD) is a remote learning platform implemented by the Education Department with an objective that Learning Resources will be made available to students (class 1-12), teachers in the form of audio and video clips, readings, games, worksheets, quizzes, project-based learning assignments and also will act as an interactive platform, to provide information to all stakeholders.

MLEAD is an automated web-based system designed to monitor and track the training progress of teachers, through:

a) Online Training Course

- Opportunity for teacher educators to offer short-term online training courses for teachers
- Enabled teacher educators to design and develop training materials for the entire course
- Enable teacher educators to create training assessments at the end of the course.
- Following successful completion of the training course, and access download of their training certificates.

b) Sharing of Resources

- The platform collates the strategies adopted by the teachers during training/ classroom practices for overall improvement of teachers and students.
- Provides opportunities for teachers to imbibe the skills of teaching, use of resources for practicing effective teaching and learning methodologies.
- Provides access to various professional development courses for teachers to structure their teaching strategies through usage of various teaching and learning tools.
- Encourage teachers to create content

c) Professional Learning Communities (PLCs) Forum

- To promote cross-professional learning, foster social networks among teachers across the state, and foster a sense of community, a forum for various PLCs of schools is integrated into the platform.
- Through PLCs forum, best practices can be shared, and knowledge can be expanded to help teachers plan for enhancing learning.
- The forum will significantly advance the teaching-learning methods used in schools all around the state.

d) Access for Students

- Give students access to a variety of learning tools, including movies, pictures, games, and experiments, to help them grasp various topics. Through MCQs that are offered in the platform, students can also evaluate their learning.

e) Data Analytics

- Additionally, the main goal of this platform is to compile information about teachers, including their schools and locations, the professional training courses they have taken throughout time, and other relevant details.

4.7.3 About TIMS Mobile Attendance App

- Attendance capturing is one of the salient features of TIMS application.
- All school registered in TIMS are obliged to submit teachers and non-teaching staff attendance data of every month for digitizing in TIMS application
- School will need to ensure submission of attendance data only for those teachers and non-teaching staffs registered in TIMS.
- School will need to ensure submission of attendance data of the previous month within the first week of the next month
- Submission of attendance data can be done via the Prescribed Attendance Template or via Mobile App Capturing Attendance

Features of TIMS Mobile Attendance App:

- Update and submit daily attendance of teachers
- Upload attendance registers
- Teachers' information
- School information
- Attendance Daily Reports and Monthly Reports.

4.7.4 About Geo Spatial

Meghalaya is currently conducting a pilot study to investigate multiple and vast indicators spanning educational, socio economic and demographic data among others. The aim is to assess the factors affecting pass percentages at Secondary level for one of the poor performing districts of the State. The Pilot study includes all Govt and Govt Aided schools in the district. As part of the research study, a web browser-based AI-powered dashboard platform was developed. This platform features several

geospatial tabs that provide visualizations of the findings and assessments that can aid in making informed decisions for interventions based on the study's results.

It is proposed that the existing system and the platform developed for this study be upgraded for the entire state. The capabilities of the existing system available are:

- a) A Centralized Secured Data Repository (Data Lake) which includes:
 - External Data Sources like the vector & raster data, geodemographic data, socio-economic data, location data & other points of interest
 - Internal Educational Data Sources like teacher availability data, infrastructure data, student data, & different Historical data sets (for last 10 years)
 - Primary Data Collection from field (including 100+ parameters)
- b) A Processing & Compute Layer for Cognitive Services running AI/ML Models & Validation
- c) A Visualization Layer for creation of User Interface & Custom Dashboards showing the Analytics, Predictions & Prescriptions to the users.

4.8 Cloud based for Call Centre Solution

- a) As part of the VSK set up, the Department of Education desires to establish a cloud-based Call Centre solution to receive and answer the calls from the stakeholders on various issues relating to services of various Department programs/activities across the state through a single helpline number. To connect to BRC, CRC, Schools to promote programme and track performances, it is proposed to be a day operation Call Centre.
- b) The proposed Call Center should provide information, awareness and support to stakeholders in the school ecosystem through email, online platforms, the Call Center and SMS, all of which would be logged into the system. It would also offer responses to the Stakeholders who may contact regarding the status of their queries. Additionally, it would also have the capability and facility to make outbound calls as per the requirements, such as for queries, tracking, survey, etc.
- c) In consultation with the department, the bidder must conduct a detailed level of requirement analysis for the call center solution and obtain sign-off. Bidder is required to understand the exact scope of the VSK
- d) To provide a '5' seater call center. Initially the department may start with a smaller number and then scale based on the call volume.
- e) Call Center will be operational for 5 days a week and should function from 10.00AM to 6.00PM—exception Government Holidays, Public Holidays. The number of call center agent's deployment during this time slot shall be recruited by the Bidder.
- f) Develop an API to integrate a Call Centre application/CRM with existing state-implemented applications, such as TIMS, the Monitoring Mobile App, the Mobile TIMS attendance app, SARAL app, UDISE Data, the MLEAD Portal, AI Geospatial and LMS portal via API to feed data to the Call Centre.
- g) Develop an API to integrate Call Centre application/CRM for data visualization at the VSK Centralised Dashboard application via API.

- h) There should be a facility to record all the calls and store for a period of 30days.
- i) A dashboard should be provided to indicate the performance of the call center executives.
- j) There should be a facility to listen to any call being handled by the call center executives.
- k) The Queries/Tracking shall be registered into calls center application.
- l) There should be an electronic log book to record the caller's name, address, mobile number, etc., along with their specific request/demand and the same shall be instantaneously answered if the request is one falling under simple clarification or assistance.
- m) The bidder is responsible for providing all infrastructure elements for providing call center services requisite Licenses, Internet connection, CRM Software, CRM Database server (s) and software at the call center location for storing information, and software associated with operationalizing the Helpline.
- n) The entire required IT hardware & software for operationalization of call center as per the list of items and specification given in the section 4.2
- o) SMS Gateway: Call center should integrate with the SMS gateway. In case SMS gateway of Bidder is used, all the chargers corresponding for the SMS will be barred by the Bidder.
- p) The Bidder shall meet the service levels as mentioned in the RFP.
- q) Bidder shall prepare detailed Standard Operating Procedures and contents for information's and suggestions for call center.
- r) Information Security & Privacy:
 - Guarantees that information is collected directly from the caller, and shall only be used for the specific purpose for which it was collected. Privacy of caller information guidelines shall be made available to Call Centre agents to ensure that callers are told how their data will be used and that they be given the chance to access the information and to correct it, if necessary.
 - System must maintain log including date, time, terminal number of each operation
 - There shall be complete and comprehensive security from unauthorized access and misuse.
 - All data and information collected and accessed by the call center are owned by the Department and shall not be used for any other purpose than for delivering call center services
 - The system should support the following:
 - Forced password change
 - Dual user authentication
 - Display last login/logout
 - Failed login attempts
 - Inactivity timeout
 - No concurrent login
 - Block/delete/relocate users
 - The system must comply with IT Security configurable requirements
 - Password criteria restrictions
 - Password Length (Minimum and Maximum)

- Password change interval
 - Password change history (password cannot be repeated)
 - Login session timeout
 - Disallows concurrent login sessions
 - Account inactivity period before account lockout
 - Allows password encryption during transmission
- s) **Operational Report:** The call center solution shall provide for extensive reporting capabilities. The user interface for reporting tools shall be online and GUI based. The system shall generate various statistical reports (hourly, daily, monthly), based on Call completion of call responder position/groups. The call center Service Provider shall provide advanced analytics and dashboards in electronic format which is end-user specific, periodic (daily, weekly, monthly, quarterly) and multi-level (serves various levels of User department).
- t) **Implementation Plan:** Bidder shall submit an implementation and operation plan before execution the call center.

The cloud-based call center shall support the following solutions with latest technology in the proposed Call Centre:

Sl.No	Nature of Requirement	Minimum Feature Requirements
1	ACD (Auto Call Distribution	<p>The ACD Key Features include:-</p> <ul style="list-style-type: none"> ● ANI- Automatic number identification / DNIS- Dialed number identification sequence-based routing. ● Welcome greeting message, Hold-on Music (User Defined) ● Office hours configuration, ● Compliant with standard PBX, Media Gateways & Phones, Different user defined reports, ● Web access facilitating remote agent login, ● Skill-based Call Routing, ● Wait time notification and integration with calendar & Voice logger. ● Also have the ACD Queues facilities. ● Perform call distribution and routing to the agent on “longest idle time” basis. ● Seamlessly integrate with the PBX. ● Queuing or holding the call for an agent if none is immediately available to provide the capability of combining data with the Interactive Voice

		<p>Response (IVR) menu system that can intelligently route calls.</p> <ul style="list-style-type: none"> • Provide a highly configurable system for adding/removing users, assigning users to different queues and defining skill sets • Keep callers informed as to the status of the call and provide information to callers while they wait in the queue • Skill Based Routing and other intelligent routing methods • Be designed such that it can handle high call volumes efficiently • Support multiple groups for all call types • Support the relaying of the information messages (marketing messages) to voice • Have real-time display features on digital phones • Give a unique identification of each Agent • Trace malicious calls • Contain monitoring and reporting tools for supervisor position • Have extensive reporting capabilities including but not limited to: • Queue analysis reports such as total number of calls, total talk time, average call time, the average speed of answer, abandoned call rate, average delay before abandon, average hold time Agent reports such as Login, Logout time, idle time, the average speed of answer, average handling time, number of Dropped Calls.
2	Inbound Call	During the inbound call, the call received should be assigned automatically to the available Agent. If all the lines are engaged, an automated IVR message to be played.
3	Outbound Call Facility	The Outbound call (OBC) facility is required for calling the Complainant for checking the status of registered complaint, obtaining feedback on the services offered and also for calling the concerned Officials to inform the pendency of complaints/activities to be attended/ addressed by them. Application should facilitate to make outbound

		calls directly from the application. Any OBC should be routed through HELP DESK Number only. In case, any Higher Authorities wishes to use the OBC, the application/solution should facilitate the same duly masking the number being wherever required. The QMS (Quality Management System) application shall have capability to carry out monitoring of call and auditing the calls using online application. The inbuilt reporting capability for the same should be available. Supervisory application to manage & monitor queues for Incoming calls, Outbound calls, Dispatch queue & Case closure queue which should also have the feature to assign & change priority levels.
4	Interactive Voice Response (IVR)	IVR should have Self-help service with Text to Speech and Automatic Speech Recognition, IVR Node Flow Designer with Scripting Capabilities, Multi-language Support, Email/SMS Integration, Customizable IVR prompts and Agent Greetings facility. Receive all inbound calls on the telephone number specified and prompts the callers to make their selection(s). IVRS system should be designed for bilingual support. Based on the inputs as part of the IVRS interface, calls are grouped and routed using ACD. Calls will be distributed to all the available executives uniformly. Call may be distributed in various ways like network directed routing, executive Idleness based routing or executive based routing. When any agent receives the calls, existing customer related data would be available on the computer screen. This will make use of the inputs taken as part of IVRS system.
5	Call Centre Communicator (CCC)	The CCC should be GUI based. It includes VoIP Soft Phone, Instant Messaging Client, Operator Panel, Conference Administration, pop-up agent workbench screen, Unified Customer Interface for call handling, Call disposition, Conferencing, N-way Call Transfer and Missed Call Alerts.
6	Real Time Agent Monitoring	The Solution should be provided with facility of Barging, Listening and monitoring the calls

7	Voice Logger	<p>There should be provision of Pre-integrated Active Voice Logging, 100% recording of inbound and outbound call. The recordings shall contain detailed call information including the entire recorded call, as well as the date, time, call duration, agent ID, called / caller number and unique identifier etc.</p> <p>Multi-format Voice Recording, Automatic Compression and Archiving and Web-based Remote Access to Voice Logs. Facility for quick and easy retrieval of Voice file according to the calls made.</p> <p>Calls shall be stored for 30 days and the data to be pushed to NAS servers at the VSK Centre.</p>
8	Reporting Application	<p>Should have the provision of Generation of business-oriented comprehensive reports at Agent, Campaign, System and Resource levels, Real-time and Historical Data Analysis and Automatic Maintenance and Backup Management.</p>
9	Supervisor Application	<p>There must be the facility of Supervision architecture on telephony, agent, dialer and lead performance, Independent supervisor interfaces for Inbound & Outbound campaigns and Complete MIS management for device, voice log, services and systems.</p>
10	Voice Recording & Storage	<p>There should be the facility of taking backup of System, Agent, Queue, and Instant automatically with time interval. Graphical interface to maintain the storage location. The implementing agency will maintain the voice-recording library. Incoming call recording facility to be implemented for further evaluation of complaints. The recordings shall contain detailed call information including the entire recorded call, as well as the date, time, call duration, agent ID, called / caller number and unique identifier etc.</p>
11	Head Phones for Call Responders	<p>The solution provider needs to facilitate the Head Phones with advance features for the call responders. It should have the facility of Own Dial Pad, Volume Control, Flash Button, Tone/pulse dialing switch, Last Number Redial Button, Mute Button, Over-The-Head</p>

		Noise-Canceling Headset, Clear Sound quality, Extension Jack.
12	Call Centre Statistics	The Proposed Solution should able to give Queues/Agents statistics and real time status, Inbound/Outbound Graphs, CSV and PDF Data Export and Windows, Mac, and Linux Desktop Applications support.
13	Computer Telephone Integration (CTI)	<p>The CTI functionality shall support relevant screen pop-ups on the agents screen on the basis of CLI (Caller Line Identity), ANI (Automatic number identification), DNIS (Dialed number identification sequence).</p> <p>The CTI shall be suitably integrated with the CRM and other applications used by the Call Centre to send/receive data which needs to be populated on agent screen.</p> <p>The CTI shall enable a computer application to take control of the call flow inside the Switch/EPABX & also allow the computer application to decide the most suitable action / agent for an incoming call</p> <p>On transferring the call to another agent the screen too should be transferred to that Agent’s screen. Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc.</p> <p>The CTI link shall pass events & information of agent status & changes in agent status as well as incoming calls to the computer applications.</p>
14	Dialer	A predicative dialer for outbound calls would be required; it should also be able to support specific programs if being run for the target segment.
15	Other features	A voice-based digital call center which will act as “Single Point of Contact” for all those who approach it.

		<p>The proposed Call center application should also have a readily available solution for entry of grievances & complaints.</p> <p>The IVRS system should be designed for bilingual support. Based on the inputs as part of the IVRS interface, calls are grouped and routed using ACD. Calls will be distributed to all the available executives uniformly. It should be a standard feature.</p> <p>Should facilitate creation & support of FAQ & Responses to FAQ</p> <p>Should be capable of maintenance of complete call history record of all calls received in Helpline since the start of operations.</p> <p>Allow operators to capture and display caller information, problem description, problem categorization, severity classification, prioritization, and complete status tracking with opening & closing dates and times.</p> <p>Shall also have the facility of using email, SMS to escalate the calls received.</p> <p>Provision for initiating automatic reminder generation for an escalated call & sending the same through email/SMS for pending calls.</p> <p>Generation of various MIS reports using various sets of filters such as – Period, District, Type of caller, Service Category, Escalation indicator, etc., as required by the User Department.</p> <p>Best specifications shall be proposed by the Bidder for operating and maintaining the call center</p>
16	Customer relationship management application (CRM)	A Call Centre shall have its Customer Relationship Management (CRM) software, customized as per the VSK requirement; to take care of all the services required to be undertaken by the agents. Some of its features are mentioned above.

		<p>The CRM functionality shall support relevant screen pop-ups, on the agent’s desktop based on CLI, DNIS (Dialed number identification sequence), etc. The agent application shall be GUI based. Agent shall capture details on the CRM for every call/application, (the list below is not exhaustive).</p> <p>Inbound Call</p> <ul style="list-style-type: none"> • CRM should have FAQ ready for the agent to respond to the concerned query. • Should allow queries to be entered into the CRM application • CRM should have a feature to send the closing SMS to the caller who has lodged, if needed. <p>Outbound Calls</p> <ul style="list-style-type: none"> • CRM should initiate out bound calls as and when required • CRM should capture the response of the caller <p>Automation of Data Source</p> <p>Data will be automatically generated from sources including already-existing Applications and Databases such as:-</p> <ul style="list-style-type: none"> • UDISE Data • TIMS Platform • DIKSHA Platform • NIPUN Bharat, • SHAGUN, NAS, • MDM Data • Mobile Attendance Application • Monitoring Mobile Application • SARAL Mobile App • MLEAD platform <p>These data will be related to Teacher Information, School Infrastructure, Student Information, Trainings, and Monitoring etc.</p>
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		<p>Confirmation, Tracking and Awareness</p> <p>Through the CRM, the operator must be able to take confirmation data and able to track on the parameter availability, Functionality, and utilization and follow up on the details from various schools on status.</p> <p>After thorough investigation and verification, these Data can be updated by the help desk operator on the screen pop-ups at the agent’s desktop.</p> <p>A Suggestive list of areas to take care of all the services required to be undertaken by the agents. Bidder will have to customize as per the requirements. As the project progresses, other new parameter data may be added; therefore, it is vital to include a provision for such activities that will allow the application to have a redundant future-proof solution</p> <p>School Information: (Confirmation and Tracking)</p> <ul style="list-style-type: none"> • Enrolment • Drop out • Retention • Transition • Incentives • Scholarship • Pass Percentage • Student Attendance • PM POSHAN (Mid-Day Meal) <p>Infrastructure Details: (Confirmation and tracking on Availability, Quantity, Functional, Utilization)</p> <ul style="list-style-type: none"> • Computer • Furniture and Storage Facility • Drinking Water • Toilet facilities for boys, girls, CWSN • ICT and Digital content • Water connection • Rain Water Harvesting • Solar Panel • Electricity
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		<ul style="list-style-type: none"> • Classroom details • Smart Classrooms • Hostel facilities • Building conditions • Ramp, Handrail for CWSN <p>Attendance Details: (Confirmation and Tracking on Attendance submission of Teachers and Students)</p> <p>Confirmation and Tracking on using the Mobile Monitoring Application. CRM should highlight details of the Mobile application so that Confirmation details taken by the operator should match and no discrepancy.</p> <p>Confirmation Data related to Teachers required for TIMS.</p> <p>Confirmation on using the SARAL application by School</p> <p>Confirmation on using the Monitoring Mobile by schools and the monitoring personnel.</p> <p>Create Awareness on online Training course provided by MLEAD, track the No of Course Provided, No of Trainees attended, No of Trainers</p> <p>Confirmation and tracking on various Capacity Buildings and Trainings.</p>
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4.9 Design and development of Mobile application for monitoring various parameters on student information, teacher information and school information and to incorporate the features and functionality of the existing School visit mobile application:

- a) To operate the VSK, a bidder must design and develop a Mobile application for monitoring purposes.
- b) Based on Student Registry, School Registry of all categories of schools to keep track of students' enrollment, Student Attendance, Teacher Attendance, Teacher Training, PM POSHAN, Student scholarship, SMC Meeting, Libraries, Infrastructure, learning at home, Drop outs, information on child labour mainstreamed, out of school children, textbooks and

uniform delivery, scholarship, allowances, school-based assessment, support required by teachers and schools, award, recognition etc.

- c) The Mobile application should be designed to capture daily student's attendance, academic performance, student incentives and other in real-time basis. The application should be user-friendly and intuitive, allowing for seamless data entry and ensuring timely and accurate updates.
- d) Online monitoring and tracking of academic and non-academic activities at state level and also empower administrators and teachers in the field to take data driven decision.
- e) Real time monitoring of available infrastructure in all the institutions.
- f) Using the geo fencing and Geo tagging Technology to feed data with offline and online facilities.
- g) The mobile application must incorporate all the features and capabilities of the current school visit mobile application. The state's current school visit app has a school registry feature that enables the gathering of data pertaining to school information like enrollment, pass percentage, dropouts, quick assets, professional learning communities, school managing committee, school climate, status of the school visit, meeting schedule, and so forth.
- h) The Mobile application shall be used by Teachers, Head Teachers, CRC, BRC, SRG, BRG, and District Level Functionaries to monitor and updates the progress.
- i) All ownership rights to the application's copyrights and Intellectual Property Rights (IPR) are reserved by the Government of Meghalaya.
- j) Bidder can develop a fresh mobile application or enhance the current School Visit app, which needed significant updates and modifications to meet the VSK requirements.
- k) For the teacher registry and school registry, selected bidder is to ensure integration with the existing TIMS application via API to feed teachers and school data to Mobile app.
- l) Set up the State's backend database for the Mobile app.
- m) Maintaining the Mobile app.
- n) Hosting of the Mobile app on play store. All the charges corresponding to hosting will be borne by the bidder for the tenure of the contract.

A Mobile Application shall support the following solutions with latest technology:

The Mobile application would have two Modules:

- School Module
- Monitoring Module

4.9.1 School Module

The Mobile Application – School Module should empower the Schools and Teachers to maintain an updated Student information, provide real-time status on enrolment, real-time status on student attendance, track student performance, maintain records on dropout, etc.

Minimum features of the Mobile application School Module shall be as follows:-

Sl.No.	Minimum Requirements
1	<ul style="list-style-type: none">• To access the student wise information and other features.• The app shall be made available to teachers and schools.
2	<ul style="list-style-type: none">• It should have an interface to support School and Teachers to capture and update student wise information Details
3	<ul style="list-style-type: none">• It should support to Input Daily Student Attendance by Teachers
4	<ul style="list-style-type: none">• It should provide real time enrolment Data
5	<ul style="list-style-type: none">• Every Drop Outs are captured by Teacher on real time basis with reasons to comments
6	<ul style="list-style-type: none">• It should support Student school transfer
7	<ul style="list-style-type: none">• Update Distribution of Incentives by School such Textbook and Uniform Deliveries, Scholarships, Allowances.
8	<ul style="list-style-type: none">• The application shall define specific users for updating specific information in the schools.
9	<ul style="list-style-type: none">• Capability to automate from the LMS the student wise performance/trend.• Capability to update remedial action by teacher regarding the student wise performance.

4.9.2 Monitoring Module

The Mobile Application – Monitoring Module should empower Monitoring Officer, District Manager, CRC, BRC and District Level functionaries to monitor and update the progress.

Minimum features of the Mobile application Monitoring Module shall be as follows:-

Sl.No	Minimum Requirements
1	<ul style="list-style-type: none">• Incorporate all the features and capabilities of the current school visit mobile application.• Self-scheduling of school visit by the Monitoring Officer, District Manager, CRC, BRC and District Level functionaries.• Update the Status of School Visit<ul style="list-style-type: none">○ When the school was visiting○ Who is paying a visit?○ Purpose of the Visit<ul style="list-style-type: none">▪ Against School Information▪ Against TIMS Information○ Primary focus and Key points○ Feedbacks/comments of the Visit

	<ul style="list-style-type: none"> ○ How many times was the school visited? ● Visit complaint Data shall be shared with the CRM ● Follow up of the school visit with monitoring personnel through CMS/CRM. ● Status of visit shall maintain with the CRM/CMS
2	<ul style="list-style-type: none"> ● Verify and monitor the information fetch from School Module ● Action to enter data in case of data discrepancy ● Capability to click picture and upload evidence against each verification and monitoring areas ● Verify and monitor aspects related to incentives distribution Such as:- <ul style="list-style-type: none"> ○ Scholarships ○ Uniforms ○ Text Books ○ Allowances ○ MDM ● Verify and monitor the student attendance ● Verify and monitor the dropouts ● Verify and monitor the real-time enrolment ● Verify and monitor student's transfer to other school
	<ul style="list-style-type: none"> ● Verify and Monitor against the following UDISE data: <ul style="list-style-type: none"> ○ Action to enter data in case of data discrepancy ○ Capability to click picture and upload evidence against each verification and monitoring areas. <p><u>Key Areas</u></p> <ul style="list-style-type: none"> ● Basic School Information ● School Data Sheet <ul style="list-style-type: none"> ○ Number of Teacher ○ School Pass Record ● School Infrastructure <ul style="list-style-type: none"> ○ Quick Assets (Infrastructure Facilities) <ul style="list-style-type: none"> ▪ Science Lab ▪ Library ▪ Smart Class room ▪ Computer Room ▪ Classroom ▪ Health & Sick Room ▪ Toilet (Boys and Girls) ▪ Furniture ▪ Playground and Sport ▪ Principal Office

	<ul style="list-style-type: none"> ▪ Vice Principal Office ▪ Staffs Room ▪ Auditorium/Hall ▪ Counselling Room ▪ Arts & Crafts room ▪ Girls Activity Room ○ Infrastructure on Other Infrastructure such as:- <ul style="list-style-type: none"> ▪ Electricity ▪ Drinking Water ▪ Hand Wash Facility ▪ Computer Facility ▪ Internet Facility ▪ CSWN friendly toilet, ramps, handrails ▪ Kitchen Garden Facility ▪ Rain Water harvesting Facility ▪ Integrated Science lad ▪ Solar panel ▪ Book bank/ Reading Corner ○ Capture Computer and Digital Initiatives <ul style="list-style-type: none"> ▪ Desktops/laptop/tablet availability ▪ Integrated Teaching Learning Devices ▪ Projector ▪ Smart Classrooms ▪ Digital Library ▪ ICT labs • School Activity Checklist and Tracker tool will consist of the following parameters <ul style="list-style-type: none"> ○ Capacity Building and Teacher Training ○ Teaching and Learning/Academics ○ Unique ID ○ Attendance & Teachers information etc. • Update School Climate of the school • Update the School Committee <ul style="list-style-type: none"> ○ School Managing Committee (SMC/SMDC) ○ Academic Committee ○ Civil Works Sub-Committee ○ Professional Learning Community
3	<p>Verify and monitor key areas of teacher details to confirm with the current data</p> <ul style="list-style-type: none"> • Automate the details of teachers from TIMS • Action to enter authenticate data in case of data discrepancy using School Records • Action to enter missing data of teachers

	<ul style="list-style-type: none"> • Capability to click picture and upload evidence against each verification and monitoring areas <ul style="list-style-type: none"> ○ Name of Teacher ○ Date of Birth ○ Employee status ○ Nature of Appointment ○ Nature of Post ○ Appointment Oder ○ Appointment Date ○ Confirmation Order ○ Confirmation Date ○ Date of Joining ○ Date of Joining Current post ○ Qualification ○ Professional Qualification ○ Trainings ○ Scaled Pay of Fixed Pay <p>Verify and monitor the submission of Teachers attendance through Mobile App</p> <ul style="list-style-type: none"> • Fetch details from TIMS to monitor the submission. • Action to enter with authenticate data in case of Discrepancy • Visit Complaint Data shall be shared with CRM and CMS <p>Verify and Monitor the Type of Budget submission and fund requirements submitted by the school in TIMS</p> <ul style="list-style-type: none"> • Fetch details from TIMS to monitor the submission. • Action to enter data in case of Discrepancy • Visit Complaint Data shall be shared with CRM and CMS
4	Should be capable of adding new details to verify and monitor future projects.

4.10 Integration of Project/activities taken up under Samagra Shiksha and Departments

Real-time data integration & analysis of various projects/activities taken up under Samagra Shiksha and projects of the department such as EMRS/Residential schools for Centralized Monitoring Dashboard along with integration of data analysis based call management utility and reporting.

4.11 Training and Capacity Building

- a) Ensure Preparation Training Modules, FAQ, Video tutorials and manuals

- b) Printing of OMR sheet and Distribution to schools.
- c) Providing call agents with instruction and tools to use the CMS and CRM platforms.
- d) Providing training and capacity building to a dedicated team of all the IT infrastructure and applications.
- e) Providing training and capacity to teachers, Head teachers, CRC, BRC, SRG, DRG, district level functionaries to use the Monitoring Mobile app and SARAL Mobile app.
- f) Engagement of Master Trainers for future training.

4.12 Operation and Maintenance Support

- a) Providing Technical and maintenance support to ensure performance of the IT infrastructure, AMC Support, troubleshooting, bug fixes.
- b) Managing the VSK center operation and support implementation including integration of various applications for data visualization
- c) Managing the Call Centre, CMS and CRM application including customization, managing the back-end database and Dashboards for data visualization.
- d) Ensure the availability of various applications implemented in the VSK, support implementation and utility of Mobile Monitoring app and SARAL app.
- e) Make sure that the capacity-building and training that are necessary during the operational stage shall continue.

4.13 Manpower Requirement

The Bidder is required to provide suitable and adequate manpower to supervise the VSK operation, monitor the data feeds at the VSK command center and support in operationalization of the project.

The detailed role of the personnel and their responsibilities would be defined and monitored by the bidder in consultation with the Samagra Shiksha Abhiyan, SEMAM. The Bidder shall provide such manpower in-line with the following requirements:

Sl.No	Name of the Position	No. of Post
1	Project Manager	1
2	IT Engineer	1
3	Software Developer	1
4	Database Administrator (DBA)	1
5	Data Analyst	1
6	Call Agent Executive	5

Minimum Qualification and Roles & Responsibilities

I. Position Team Leader

Sl.No	Role	Minimum Qualification and Experience	Responsibilities
1	Project Manager (1 resource)	<ul style="list-style-type: none"> • MBA/ MCA/ BE / B. Tech • Overall experience 6-10 years • Experience of working in education domain > 5 years • Experience of having led a team of minimum 5 members • Experience of having worked on education project(s), e-Governance projects at State / Central govt. programs, will be essential • Experience of working with senior govt. stakeholders is an essential • Proficiency in MS tools, MS Office and Google suite • Project Management certification would be an added advantage • Previous experience in Education domain would be an advantage • Previous experience in areas such as Knowledge of Command and Control Centre Operational processes, procedures and escalation standard would be an advantage. • Local candidates would be preferred. 	<ul style="list-style-type: none"> • Plan, design, and monitor state educational programs and projects • Manage projects to ensure transition, implementation and tracking of all micro and macro developments within the state at district, block and cluster level • Implement and monitor programs and initiatives by working closely with all stakeholders including State, Centre, external agencies, NGOs, and other partners. • Participate in high-level meetings such as (SSA Steering committee meetings and review meetings by SPD/Department) • Close coordination with the education ecosystem partners of the state to understand their programs at state & district level and bring them into state authorities for tracking & monitoring • Tracking program & project progress, data, performance indicators, impact assessment continuously and sharing insights with State leadership • Work closely with subject experts in SCERT, DIETs and other academic bodies of the state to enable tracking & monitoring of the students, parents, educators, and all associated stakeholders • Direct, motivate and monitor the team members working in various tracks functional as well as technical.

II. Position: IT Engineer

Sl.No	Role	Minimum Qualification and Experience	Responsibilities
2	IT Engineer (1 resource)	<ul style="list-style-type: none"> • Experience in Technology Management with 6 yrs. and <10 yrs. Experience • Bachelor's degree in Computer Science, Computer Engineering with MBA from reputed institution. • Local candidates would be preferred. 	<ul style="list-style-type: none"> • The candidate needs to install and manage the platform as well as monitor the servers. • The candidate should also have deep understanding/experience on followings • Managing Meta data, data standardization, development of Data catalogue, Master data management, understanding of technology aspects different data bases platforms and application. • Experience of designing in Big Data Architecture Experience in use of Open-Source technologies for Data Analysis. • Experience of working in use of AI/ML for predictive analysis • Experience of designing/implementing indicator frameworks for assessing data ecosystems and designing API format for data exchange • Experience in managing overall project including client management, stakeholder management, vendor Management, and Training & Capacity building staff. • Professional experience in preparation of FRS, SRS, Workflow, Use Case documentation, bidding process, procurement procedure, Terms of Reference, Implementation of contracts, procurement management. • Experience of delivering technology solutions for government departments. • Strong written, verbal communications and documentation skills

III. Position: Software Developer

Sl.No	Role	Minimum Qualification and Experience	Responsibilities
3	Software Developer (1 resource)	<ul style="list-style-type: none"> • Consultant with 3yrs. and < 6 yrs. work experience • Should have completed IT/ICT implementation for government department(s) • B.Tech. / B.E. / MCA • Local candidates would be preferred. 	<ul style="list-style-type: none"> • Experience in IT/ICT project implementation with knowledge of based hardware/software, device management/API/cloud/Mobile Technologies. • Technical Documentation and reporting. • Understand the technical and functional requirements of programs being implemented and in pipeline within the state • Understand the existing database of various applications being used / under development by the state • Software / API development/ Mobile App development and integration- <ul style="list-style-type: none"> ○ Generate reports using Angular and javascript ○ API Development ○ Dashboard visualization ○ Debugging of technical issues ○ Development of the MVC framework/web Development/Mobile App Development etc. • Required skills- Angular 9+ <ul style="list-style-type: none"> ○ Java script ○ jQuery ○ Mobile App Development ○ Postgres/MySQL etc. ○ Python ○ JSON

IV. Position: Database Administrator (DBA)

Sl.No	Role	Minimum Qualification and Experience	Responsibilities
4	Database Administrator (1 resource)	<ul style="list-style-type: none"> • Experience in Technology Management with 3 yrs. and <6 yrs. Experience 	<ul style="list-style-type: none"> • Supporting database design, creation, and testing activities • Understand the existing database of various applications being used / under development by the state

		<ul style="list-style-type: none"> • Need to be conversant with structured query language such as SQL Server, MySQL, Oracle, IBM Db2, and MongoDB,) and relevant database technologies. • Bachelor's degree in Computer Science, Computer Engineering with MBA from reputed institution. • Local candidates would be preferred 	<ul style="list-style-type: none"> • Understand the technical and functional requirements of programs being implemented and in pipeline within the state • Software / API development/ Mobile App development and integration • Managing the database availability and performance, including incident and problem management • Administering database objects to achieve optimum utilization • Defining and implementing event triggers that will alert on potential database performance or integrity issues • Performing database housekeeping, such as tuning, indexing, etc. • Monitoring usage, transaction volumes, response times, concurrency levels, etc. • Identifying reporting, and managing database security issues, audit trails, and forensics • Designing database backup, archiving, and storage strategy
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V. Position: Data Analyst

Sl.No	Role	Minimum Qualification and Experience	Responsibilities
5	Data Analyst (1 resource)	<ul style="list-style-type: none"> • MBA/ MCA/ BE / B. Tech • Knowledge of data analytics tools • Experience of working on dashboard development in a multiple stakeholder environment • Experience in e-Governance projects will be an added advantage • 3-6 years of relevant 	<ul style="list-style-type: none"> • Understand the technical and functional requirements of programs being implemented and in pipeline within the state • Understand the existing database of various applications being used / under development by the state • Analyse the data of central and state level applications capturing no. of schools, teachers, students, and their amalgamation / mismatch with programs such as mid-day-meal, student attendance, teacher attendance, teacher transfer etc. • Coordinate with different Directorates to be able to enable smooth technical integrations with existing and new applications • Work close with the MIS team of the state

		<p>experience would be essential</p> <ul style="list-style-type: none"> Local candidates would be preferred. 	<ul style="list-style-type: none"> Derive statistics and analytics from the data Use analytic tools to interpret dashboards for different programs Assist the state in integration, transition and sustenance of the Vidya Samiksha Kendra (VSK). Support the development and implementation of data-based strategies to improve student outcomes. Handling the Learning Management system (LMS). Extract data and conduct analysis to identify trends, patterns and insights from large dataset on a regular basis.
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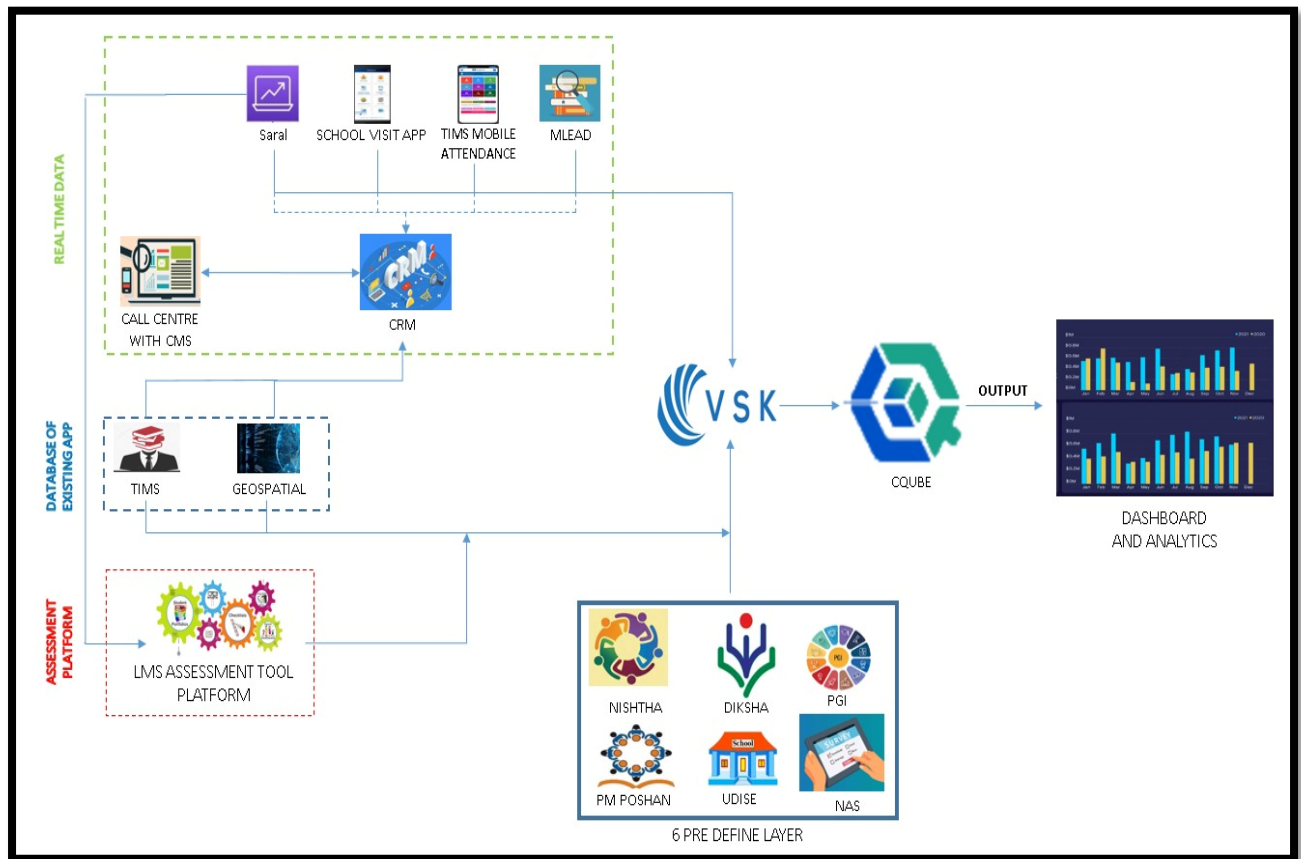
VI. Position: Call Executive Agent

Sl.No	Role	Minimum Qualification and Experience	Responsibilities
1	Call Executive Agent (5 resources)	<ul style="list-style-type: none"> Minimum Education: Graduate in any discipline with 2-3 years' experience in a customer support role. Experience in Computer Knowledge, Ability to diagnosing hardware and software malfunctions. Familiarity with CRM systems and practices Customer focus and adaptability to different personality types (ability to handle pressure), Knowledge retention and recall, speed and efficiency and creative problem solving. 	<ul style="list-style-type: none"> Manage large amounts of inbound and outbound calls in a timely manner Follow communication "scripts" when handling different topics. Identify caller's needs, clarify information, research every issue and provide solutions and/or alternatives. Build sustainable relationships and engage customers by taking the extra mile. Keep records of all conversations in our call centre database in a comprehensible way and analyze the data. Write and submit timely reports on performance, targets, and customer queries.

		<ul style="list-style-type: none">• Ability to multi-task, set priorities and manage time effectively• Proficient in MS Office and MS Project (Word, Excel, PowerPoint)• Excellent verbal communication in English, Hindi, Khasi and Garo, along with good telephonic conversation skills.• Local candidates would be preferred.	
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4.14 Technical Solution Architecture

The technical architecture is represented in the figure below



SECTION-II

INSTRUCTION TO BIDDERS

1. Availability of Request for Proposal (RFP) Document

- a) The Request for Proposal (RFP) document along with all annexure, appendices together referred to as the RFP document may be downloaded from our website or from the office of The State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong, Kennelworth Road, Laitumkhrach -793003.
- b) In case the document is downloaded from the internet, the cost of the RFP document Rs 5000/- (Rupees five thousand only) non-refundable in the form of Demand Draft in favor “of **The State Project Director, Samagra Shiksha, SEMAM**” payable at Shillong should be enclosed along with the proposal.

2. Purpose of Bid Document

- a) The purpose of this tender is to select a Prospective Bidder or a System Integrator for setting up Vidya Samiksha Kendra (VSK) in the State of Meghalaya as per scope defined in Section 1 Clause 4. This document provides information to enable the bidders to understand the broad requirements to submit their ‘Bids’.
- b) In case a bidding firm possesses the requisite experience and capabilities required for undertaking the work, it may participate in the selection process either individually (the “Sole Firm”) or as lead member of a consortium of firms (the “Lead Bidder”) in response to this invitation. The term “bidder” means the sole firm or the lead bidder, as the case may be.
- c) The manner in which the proposal is required to be submitted, evaluated and accepted is explained in this RFP. The detailed scope of work is provided in Section 1, Clause 4 of this tender document.
- d) The bidder shall be required to submit their bid in three parts –Pre-qualification, Technical Bid and Financial Bid (in line with instructions in Section 2, Clause .8).

3. Completeness of Response

- a) Bidders are advised to study all instructions, forms, requirements, and other information in the RFP documents carefully.
- b) Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with a full understanding of its implications.
- c) The response to this RFP should be complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

4. Proposal Preparation Cost

- a) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence

activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the State Project Director, Samagra Shiksha, SEMAM to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. The Samagra Shiksha, SEMAM will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

- b) This Bid document does not commit the State Project Director, Samagra Shiksha, SEMAM to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award. All materials submitted by the bidder shall become the property of the State Project Director, Samagra Shiksha, SEMAM and may be returned at its sole discretion.

5. Pre-Bid Meeting and Issue of Corrigendum

- a) The bidders or their authorized representatives are invited to attend the pre-bid meeting, which would be held at the office of The State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong on 31st May, 2023 at 12:00 Hrs.
- b) The purpose of the meeting is to clarify the issues and to answer questions/doubts on any matter that may be raised at that stage. The bidders may give their suggestions, if any, in the meeting.
- c) The bidders are requested to submit any questions / request/ suggestions in writing to reach of the State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong not later than three days prior to the date of scheduled meeting.
- d) Non-attendance at the pre-bid meeting will not be a cause for disqualification of a bidder. However, prospective bidders shall have to submit the tender fee on or before pre- bid meeting in case they want to attend the same.
- e) Minutes of the meeting including the text of the questions raised and the responses given will be transmitted to all purchasers of the bid document/ participants of pre bid meeting. Any modifications in the bid document, which may become necessary as a result of the pre bid meeting, shall be made by the State Project Director, Samagra Shiksha, SEMAM Shillong, Meghalaya exclusively through the issuance of a corrigendum. After issuance of such corrigendum(s), it shall be treated as an integral part of this bid document. Therefore, bidders are advised to study the corrigendum carefully before submission of their proposal. The State Project Director shall not accept any liability in this respect.
- f) Note: Any changes or any further notifications in respect to the above Tender document shall be made available only at the above-mentioned website. Hence respective vendors are advised to visit the website regularly for the above purpose.

6. Eligibility criteria of Bidder

The bidder must possess the requisite experience, strength and capabilities in providing services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity

and volume of the work involved, following criteria are prescribed as the eligibility criteria for the bidder interested in undertaking the project. The bidder must also possess technical know-how and financial ability that would be required to successfully implementation and setting up of Vidya Samiksha Kendra (VSK), Operation and Maintenance services sought by of The State Project Director, Samagra Shiksha, SEMAM for the entire contract duration. The bids must be complete in all respect and should cover entire scope of work as stipulated in the bid document. This invitation to bid is open to all bidders who qualify the eligibility criteria as given below:

Pre-qualification Criteria

Sl.No		Eligibility Criteria	Document Proof
1	Legal Entity	The bidder (all the consortium partners in case of consortium) must be either an Organization, Institute, Company, Corporation, Society, Trust, Firm, registered/incorporated in India Consortium to be restricted to max. 3 firms	Certificate of incorporation/registration in India Including GST Registration and PAN No. (to be provided by Sole Bidder or every Consortium member in case of consortium).
2	Bidder Turnover	The bidder (lead bidder and any One other consortium member, in case of consortium) should have a positive net worth and should be a profit making company, as on 31st March 2022. The bidder (if sole Bidder) should have an average annual turnover of INR 10 Crores for last 3 audited financial years (2019-20, 2020-21, and 2021-22). In case of consortium: The lead bidder should have at least 50% of the required turnover for last 3 audited financial years (2019-20, 2020-21, and 2021-22). Each of the other bidders should have the remaining average annual turnover of at least INR 2 Cr. for last 3 audited financial years (2019-20, 2020-21, and 2021-22). The combine average turnover for last 3 financial years of the lead bidder and consortium members should be minimum INR 10 Cr. for last 3 audited financial years (2019-20, 2020-21, and 2021-22).	Audited Balance Sheet (to be provided by each consortium member in case of consortium) Audited Profit & Loss Statement (to be provided by each consortium member in case of consortium) Certificate from the statutory auditor/Chartered Accountant clearly specifying the net worth of the firm (to be provided by each consortium member in case of consortium)

3	Bidder's Experience	<p>The Bidder (Sole or lead bidder) must have executed/executing at least 3 projects in IT for any Central/State Government/PSU Departments in India of value greater than 5 Crore each during the last three financial years (FY 2019-20, 2020-21, and 2021-22).</p> <p>AND</p> <p>Any one other consortium member (in case of consortium), must have executed (or executing) at-least 2 projects in in IT project for any Central/State Government/PSU Departments in India of value greater than 5 Crore each during the last three financial years (FY 2019-20, 2020-21 and 2021-22).</p>	<p>The applicant is required to submit proof of engagement such as Work Order/ Engagement Letter/ Contract Agreement and Client Satisfactory Work certificate / Completion Certificate from the client.</p>
4	Past Experience of similar project	<p>The Bidder (lead bidder and any One other consortium member, in case of consortium) must have successfully executed completed at least 1 (one) single order of 10 Crore OR 2 (two) orders of 5 Crore each as a System Integrator for similar service(s) in last three years to any Central / State Govt Organization / PSU.</p>	<p>Copies of contracts / work orders/ Contract Agreement / documentary evidence of successful execution / completion in support of Past Experience of Similar Services.</p>
5	Authorized representative from lead Bidder	<p>A Power of Attorney/Board Resolution in the name of the person signing the Bid</p>	<p>Original Power of Attorney/Board Resolution copy</p>
6	Undertaking by the authorized signatory	<p>As on date of submission of the proposal, the bidder and the consortium members (in case of consortium) should not be blacklisted by Central/State Governments in India.</p>	<p>Original Undertaking by the authorized signatory</p>
		<p>The bidder should:</p> <ul style="list-style-type: none"> not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not be declared defaulter by any financial institution not have its business activities suspended 	<p>Original Undertaking by the authorized signatory</p>

		<p>and must not be the subject of legal proceedings for any of the foregoing reasons</p> <ul style="list-style-type: none"> • not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings • not have a conflict of interest in the procurement in question as specified in the bidding document 	
		The bidder has not been debarred or disqualified from any assignment, by any State Government Department or Corporation	Original Undertaking by the authorized signatory

In case the bidder has a demonstrable expertise of only one of the above areas, the bidder may necessarily partner with other agencies and the bid is made by the consortium. Proposals submitted by a consortium should further comply with the following:

- i. The number of members in the consortium will not exceed three. One of the members will be designated as the Lead Member of the consortium and others as Operating Members. The members of the consortium shall enter in to a Memorandum of Understanding for the express purpose of this project, explicitly agreeing to remain partners throughout the period of contract and extended periods if applicable, and this document will be submitted along with the proposal.
- ii. The members of the consortium shall execute a Power of Attorney in favour of the Lead Member authorizing that member to participate, negotiate, enter into contract and undertake the project on their behalf as per the SLA.
- iii. The proposal should clearly delineate the roles, functions, responsibilities and deliverables against each member separately. Each member of the consortium would explicitly agree to fulfill each and every part of their obligation within the project individually and collectively. Their agreement will constitute a part of the MOU as well as the Power of Attorney. However, the State shall deal only with the Lead Member, who in turn will ensure the delivery of all

parts of the SLA. Every member of the consortium, individually and as a group would be liable for any violation or non-compliance or non-delivery on the part of the consortium as a whole or any of its partners.

- iv. A bidder who chooses to submit a proposal in their individual capacity cannot simultaneously participate in this tender as a member of any other consortium. No agency can be a member of more than one consortium simultaneously. Any such submission will automatically disqualify their proposals.
- v. It would be deemed that by submitting a proposal, the bidder has:
 - made a complete and careful examination of the RFP document and agrees to all conditions and implications that arise from it;
 - sought, obtained and perused all relevant information for the submission of the proposal;
 - made a thorough examination of all aspects of the project including, but not limited to
 - the project sites;
 - existing facilities, infrastructure and structures, if any and its present condition;
 - status and condition of utilities in the neighborhood of the project sites
 - conditions that are likely to affect transportation, communication, access, disposal, handling, storage and safety of goods, travel and access by personnel
 - All other prevailing conditions that may affect the bidder's performance under the SLA.
- vi. Any error or incomplete submission arising out of an interpretation of the RFP document, its annexure or any information passed on to the bidder by the State of Meghalaya or any of its officials, the State of Meghalaya shall not be liable and no request for redressal of grievances or reconsideration can be accommodated.
- vii. The State Project Director, SSA-SEMAM reserves the right to annul the entire or part of the bidding process or to reject any or all proposals if:
 - at any time during the bidding process, any material misrepresentation is made or discovered;
 - the bidder does not respond to queries or requests for clarifications or requests for additional information; or
 - the bidder or their representatives or any person on their behalf attempts to influence the process of tender in any manner whatsoever

7. Right to Terminate Selection Process

- a) The State Project Director, Samagra Shiksha, SEMAM may terminate the RFP process at any time and without assigning any reason makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by the State Project Director, Samagra Shiksha, SEMAM
- c) The bidder's participation in this process may result in the State Project Director, Samagra Shiksha, SEMAM selecting the bidder to engage in further discussions and negotiations toward execution of a contract.

- d) The commencement of such negotiations does not, however, signify a commitment by the State Project Director, Samagra Shiksha, SEMAM to execute a contract or to continue negotiations.
- e) The State Project Director, Samagra Shiksha, SEMAM may terminate negotiations at any time without assigning any reason.

8. Bid Security/Earnest Money Deposit (EMD)

- a) Bidder needs to be deposit the EMD Amount of Rupees 15,00,000/- (Rupees fifteen lakhs only) Refundable in favour of “**The State Project Director, Samagra Shiksha, SEMAM**” payable at Shillong, Meghalaya and shall be either in form of Demand Draft or Bank Guarantee of any nationalized/scheduled bank with validity of 180 days beyond the validity period for the bid.
- b) No interest will be payable by the State Project Director, Samagra Shiksha, SEMAM on the Earnest Money Deposit.
- c) In case bid is submitted without EMD or Bid Fees as mentioned above then State Project Director, Samagra Shiksha, SEMAM reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- d) The EMD of unsuccessful bidders will be returned by the Authority, without any interest, as promptly as possible on acceptance of the proposal of the Selected Bidder or when the Authority cancels the Bidding Process subject to the receipt of a written application addressed to the State Project Director, Samagra Shiksha, SEMAM.
- e) The Selected Bidder’s EMD will be returned, without any interest, upon the Selected Bidder signing the Agreement and furnishing the Security Deposit/Performance Guarantee in accordance with the provision thereof.
- f) The decision of State Project Director, Samagra Shiksha, SEMAM regarding forfeiture of the EMD and rejection of bid shall be final and shall not be called upon question under any circumstances
- g) The EMD / Security Deposit shall be liable to be forfeited in the following circumstances:
 - If a bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
 - In the case of a successful bidder, if the bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time.
 - During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - During the bid process, if any information found wrong/manipulated/hidden in the bid.

9. Bid Validity

The proposal should be valid for acceptance for a minimum period of 180 days from the Bid Opening Date (the “Proposal Validity Period”). If required, the State Project Director, Samagra Shiksha, SEMAM may request the bidder to have it extended for a further period. The request and the responses thereto shall be made in writing. A Bidder agreeing to the request will not be required or permitted to

modify his Proposal but will be required to extend the validity of EMD for the period of the extension, and in compliance with above Section 8 in all respects.

10. Taxes, Duties and Levies

- a) Prices are Inclusive all Taxes and Levies
- b) All payments will be subjected to tax deduction at source as applicable at the prevailing tax rates and procurement rules. The decision of Purchaser in this regard will be final and binding and no disputes in this regard will be entertained.

11. Right to Vary the Scope of the Work at the Time of Award

The State Project Director, Samagra Shiksha, SEMAM reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Agreement, whether changed or not changed by the order, an equitable adjustment (if required) shall be made in the Contract Value or time schedule, or both, and the Agreement shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the changed order.

12. Submission of Bid

Bidders are required to submit their bids in separate sealed envelopes as per instructions given below:

Part 1: Pre-Qualification Bid, Bid Fees, EMD and soft copy in CD/DVD/Pen drive/USB stick with complete details as mentioned in Bid Data Format Section 1.2 in "Envelop 1" super scribed with Tender No, Due Date and RFP Name – "_____". The proposal shall also consist with all supporting documents.

Part 2: Technical Bid and soft copy in CD/DVD/Pen-drive/USB stick with complete details as mentioned in Bid Data Format Section 2.1 in "Envelop 2" super scribed with Tender No, Due Date and RFP Name – "_____". The proposal shall also consist with all supporting documents, RFP copy, Addendum & Corrigendum, if any.

Part 3: Financial Bid soft copy in CD/DVD/Pen-drive/USB stick with complete details as mentioned in Bid Data Format Section 3.2 & 3.3 in "Envelop 3" super scribed with Tender No, Due Date and RFP Name – "_____". The proposal shall also consist with all supporting documents, RFP copy, Addendum & Corrigendum, if any.

The large envelope/outer envelope containing above envelopes must be sealed and super-scribed and shall be sent as under:

Details to be mentioned exactly on sealed envelop	The main Cover should be addressed
Tender Details Notice No.: ----- Bid for “ _____ ” Deadline for bid submission: <<16th June, 2023>> at 12:00 Hrs	The main Cover should be addressed To: The State Project Director, Samagra Shiksha, SEMAM, Kennelworth Road, Laitumkrah, Shillong-793003, Meghalaya

- i. All documents submitted should be properly page numbered, signed and should have appropriate and relevant contents.
- ii. Index sheet of each document should be submitted for ease & fast documentations verifications.
- iii. Bid documents that do not provide complete information and / or that are submitted after the above specified time shall be rejected.
- iv. The physical copy of Technical Bid, Tender Fee and EMD must be sent strictly through Postal Speed Post/Registered Post AD/Courier/In-person so as to reach on or before 16th June, 2023 at 12:00 Hrs. The State Project Director, Samagra Shiksha, SEMAM won't be responsible for postal delays.
- v. Each bidder shall submit only one proposal containing documents as below. A bidder who submits more than one proposal under this contract will be disqualified
 - Original copy of the Tender Fee and EMD
 - Pre-qualification criteria related documents
 - Technical Proposal related documents
 - Financial Proposal related documents
 - RFP Copy and Addenda & Corrigendum.
 - The bidder shall prepare an original set of the Application (together with originals /copies of documents required to be submitted along therewith pursuant to this document) and applicant shall also provide a soft copy on a Compact Disc (CD)/Pen-drive/USB stick. In the event of any discrepancy between the original and the CD/Pen-drive/USB stick, the original shall prevail.
 - The bidder shall have to provide a printed catalogue, if any, with detailed technical information of the offered IT and furniture-related items, along with the Technical Proposal.
 - The bidder shall provide a sample of any learning analytics tool platform with all relevant information and technology on a compact disc (CD), a pen drive, or a USB,

- or by way of an access link along with the technical proposal along with the technical proposal.
- The bidder is required to submit a sample Call Center Application, which includes the CMS or CRM, together with all relevant information and technology, either on a Compact Disc (CD), Pen Drive, or USB, or by way of an access link along with the technical proposal.
 - The bidder is required to submit a sample Monitoring Mobile application with all relevant information and technology, either on a Compact Disc (CD), Pen Drive, or USB, or by way of an access link along with the technical proposal.
- vi. Pre-qualification, Technical Proposal and Financial Proposal should be signed by an authorized person of the bidder. The Pre-qualification Proposal should be submitted along with a certified true copy of a board resolution/power of attorney empowering authorized signatory to sign/act/execute documents binding the bidder organization to the terms and conditions detailed in this proposal. In case of the consortium, the lead bidder will submit this document.
- vii. Proposals must be direct, concise, and complete. The State Project Director, Samagra Shiksha, SEMAM will evaluate bidder's proposal based on its clarity and completeness of its response to the requirements of the project as outlined in this RFP. The State Project Director, Samagra Shiksha, SEMAM reserves the right to accept or reject any or all the proposals without assigning any reason.

13. Authentication of Bid

The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies (hard copies) shall be signed by the Bidder or a person duly authorized to bind the Bidder to the contract. A letter of authorization shall be supported by a written power of attorney accompanying the bid. All pages of the bid, except for unamended printed literature, shall be signed and stamped by the person or persons signing the bid.

14. Opening of Bids

- a) The bid shall be opened in Two (2) stages. At the time of opening only first cover (Envelope A) containing the Pre-Qualification proposal and the second cover (Envelope B) containing technical proposal shall be opened at the first stage. The Third Cover (Envelope C) containing the Financial Bid of only those bidders, who qualify in the Pre-qualification and Technical Stage shall be considered for opening.
- b) The Bid shall be opened in the presence of the bidders or their authorized representatives and Tender Committee Members at the venue mentioned hereunder and at the date and time specified in Section I, Clause 2.

Venue of Tender Opening: Office of the State Project Director, Samagra Shiksha, SEMAM, Laitumkrah, Shillong-793003, Meghalaya.

- c) Only bids that are opened and read out at the proposal opening and are accompanied with EMD shall be considered further.

15. Evaluation of Bids

- a) The bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by Office of the State Project Director, Samagra Shiksha, SEMAM, for the entire period of the contract. The bidder's bid must be complete in all respects, conform to all the requirements, terms and conditions and specifications as stipulated in the Bid document.
- b) A committee comprising of officials shall be formed for evaluating the Pre-qualification of Bidders, Technical and Financial proposals/bids received for this RFP. The committee will examine the bids to determine whether they are complete, response and whether the bid format confirms to the Bid document requirements.
- c) The Pre-qualification and Technical bids of bidders (or consortia) will be opened at the First Stage and will be evaluated as per the Pre-Qualification criteria mentioned in this section clause 5 and as per the Technical Evaluation criteria mentioned in this section clause 15.

16. Technical Evaluation Criteria (A+B+C=100 Marks)

The bidder's technical solution proposed in the Technical Evaluation bid shall be evaluated as per the evaluation criteria in the following table:

I. Firm level qualification: 60 Marks

Sl.No	Criteria	Marks
1	At least 3 projects as System Integrator with (completed/on-going projects) with 10 Cr project value each with the Central/ State government/ PSU in the last 3 FYs (April 2019 onwards) (5Mark): <ul style="list-style-type: none"> • 3 Projects: 15 Marks • For each additional Project: 5 Marks (subject to maximum 25 Marks) 	25
2	At least 2 project with 5 Cr project value each, at the state / central government / PSUs in Education Sector in the last 3 FYs (5 Mark): <ul style="list-style-type: none"> • 2 Projects: 10 Marks • For each additional Project: 5 Marks (subject to maximum 20 Marks) 	20
4	At least 2 projects (Completed/on-Going) for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training/content development for state/central government/PSUs in the last 3 FYs (2.5 Mark): <ul style="list-style-type: none"> • 2 Projects: 5 Marks • For each additional Project: 2.5 Marks 	10
5	Certifications <ul style="list-style-type: none"> • ISO9001–2 Marks • ISO27001– 2 Marks • CMMi Level 3 or above–Addl.1 Marks Copy of valid certifications to be submitted 	5
Total		60

II. Key professional staff: Qualification & Experience for the assignment/ job : 20 Marks

Sl.No	Criteria	Marks
1	Project Manager	6
2	IT Engineer	4
3	Software Developer	3
4	Database Administrator (DBA)	3
5	Data Analytics	4
	Total	20

III. Presentation: 20 Marks

Sl.No	Criteria	Marks
1	<p>Technical Presentation and Documentation:</p> <p>Call Centre Solution/CRM</p> <ul style="list-style-type: none"> • IT Solution Proposed • Implementation Approach & Plan • Call center design and operationalization Procedure Innovative features specified for Effective and efficient cloud-based call center solution, Integration and Interoperability of the system with • External and internal components/systems • CRM Customization and Development • Strategy for Operations & Maintenance • User Management • Monitoring Tools proposed & Security features proposed for Project • Performance & reporting model • Hardware & Infrastructure Proposed • Data backup and Storage mechanism • MIS Reports • Mobile Based Application solution • IT Solution Proposed • Implementation Approach & Plan <p>B. Mobile Application Design and Customization</p> <ul style="list-style-type: none"> • Strategy for Operations & Maintenance • User Management 	20
	Total	20

- a) The bidders have to score a minimum of 70 marks out of a maximum of 100 marks, in technical evaluation as per criteria mentioned in this clause to be considered for Financial Evaluation. The State Project Director, Samagra Shiksha, SEMAM reserves the right to lower the minimum required marks if none of the Bidders achieves 70% of the total marks. Only the bids qualifying the Technical evaluation will be considered for financial evaluation.
- b) The Bidder shall be selected on the basis of Quality and Cost Based System (QCBS), whereby Technical Proposal will be allotted weightage of 70% and Financial Proposal will be allotted weightage of 30%. The Proposal with the lowest bid shall be given a financial score of 100 and the other proposals shall be given financial scores that are inversely proportionate to lowest Financial Proposal as stated below. The total score, both technical and financial, shall be obtained by weighing the quality and cost score and adding them up.
- c) The Total Score of Technical Proposal and Financial Proposal shall be computed as follows:

$$\text{Calculation Formula} = B = [(C_{low}/C) * X] * 100 + [(T/T_{high}) * (1-X)] * 100$$

Where,

B=Total Score of combined Technical Proposal and Financial Proposal

C = evaluated Bid price

C_{low} = the lowest of all evaluated Bid price among responsive bids

T = the total Technical score awarded to the Bid

T_{high} = the technical score achieved by the Bid that was scored best among all responsive Bids

X = Financial weightage for the process as specified in bids

Total Score will be calculated based on the technical and financial marks awarded by the committee members and the applicable QCBS weight-age

- d) The Bid of the Bidder, who obtain the highest Total Score (B) value, will be rated as the best bid and shall be recommended for award of contract. In the event of a tie, Authority will decide the matter in its fill discretion.

The three proposals in the combined technical and financial evaluation were ranked as:

H-1

H-2

H-3

- e) In case the bidder obtained the highest Total Score (B) value shall be recommended for award of contract is not ready to accept the offer/ found inappropriate. The award of contract shall be recommended to subsequent Bidders

17. Notification of Award and Signing of Contract

- a) Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by fax or email that its proposal has been accepted.
- b) The State Project Director, Samagra Shiksha, SEMAM shall facilitate signing of the contract within the period of 30 days of the notification of award. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Purchase Order/Letter of Acceptance, whichever is earlier. All reference timelines as regards the execution of the project and the payments to the Implementation Agency shall be considered as beginning from the date of issuance of the Purchase Order/Letter of Acceptance, whichever is earlier.
- c) The notification of award (LoI /Purchase Order) will constitute the formation of the Contract. Upon the Bidder's executing the contract with State Project Director, Samagra Shiksha, SEMAM, it will promptly notify each unsuccessful bidder and return their EMDs.
- d) At the time State Project Director, Samagra Shiksha, SEMAM notifies the successful Bidder that its bid has been accepted, State Project Director, Samagra Shiksha, SEMAM will send the Bidders the Pro forma for Contract, incorporating all clauses/agreements between the parties. Within 15 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to State Project Director office, Samagra Shiksha, SEMAM. Draft Format of the contract is given in the Annexure-B

18. Performance Bank Guarantee

- a) The successful bidder shall at his own expense, deposit with department, within 30 days of the notification of award (done through issuance of the Purchase Order/Letter of Acceptance), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid document, in favour of The State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong for the due performance and fulfillment of the contract by the bidder.
- b) Bidder must provide a performance guarantee of 5% for the implementation and installation phase. Post implementation, 5% for the remaining operation and maintenance phase.
- c) All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- d) The successful bidder shall maintain a valid and binding Performance Guarantee for a period of three months after the expiry of the Contract Period ("Validity Period").
- e) The Performance Bank Guarantee letter format can be found in the Annexure A, of this document.
- f) The Performance Bank Guarantee may be discharged/ returned by department upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

- g) If the bidder, fails to furnish the Performance Guarantee, it shall be lawful for the Authority to forfeit the EMD and cancel the contract or any part thereof
- h) In the event of the bidder being unable to service the contract for whatever reason, department would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of department under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. Department shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.
- i) The State Project Director, Samagra Shiksha, SEMAM shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

19. Contract Period

The contract period is 7 months for the Installation and deliveries period and 3 years for the Operation and Maintenance phase

20. Service Legal Agreements (SLA)

- a) The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to Directorate of School Education & Literacy for the duration of this Agreement.
- b) Service Level Agreement (SLA) shall become the part of Agreement between Directorate of School Education & Literacy and the Successful Bidder. SLA defines the terms of the Successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The Successful Bidder has to comply with Service Levels requirements to ensure adherence to project timelines, quality and availability of services.
- c) Penalties shall not be levied in the following cases:
 - I. There is a Force Majeure event effecting the SLA which is beyond the control of the Successful Bidder.
 - II. The non-compliance to the SLA is due to reasons beyond the control of the Bidder.

20.1 SLA Performance/M Measurement

Payment to the Bidder is linked to the compliance with the SLA metrics.

- a) The Bidder will get 100% of the Contracted value if all the baseline performance metrics are complied with and the SLA Performance Score is 100.
- b) The Bidder will get lesser payment in case of the lower performance. (For e.g. if SLA Performance Score is 80 during the quarter, INR 1000 per day will get deducted on the quarterly payment.

- c) If the performance in respect of any parameter falls below the prescribed lower performance limit, the Bidder will be in breach of SLA.

The Performance Score during the quarter will be considered for computing penalty. The quarterly payment shall be made after deducting the liquidated damages as mentioned above.

State Project Office, SSA-SEMAM shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit/revision of the SLA parameters. The SLAs defined, shall be reviewed by State Project Office, SSA-SEMAM on case basis after consulting the successful Bidder. All the changes would be made by State Project Office, SSA-SEMAM after consultation with the Bidder and might include some corrections to reduce undue relaxation in Service levels or some corrections to avoid unrealistic imposition of liquidated damages, which are noticed after project has gone live.

20.2 Liquidated damages

Total liquidated damages to be levied on the Bidder shall be capped at 1% of the total contract value. Liquidated damages to be levied shall be capped at 1% of the CAPEX value for Delay in completing the Deliverables and at 1% of the OPEX value during Operation and Maintenance period. However, State Project Office, SSA-SEMAM would have the right to invoke termination of the contract in case the overall liquidated damages that equals 10% of total contract value.

20.3 SLA for Delay in Completing the Deliverables

The following SLAs shall be used to pre implementation evaluate the timelines for completion of deliverables till Go-Live.

Definition	Timely delivery of deliverables would comprise VSK Sep Up, Supply and Installation of IT Hardware and Furniture for video wall, Cloud based Call Center including call center application, Training and Capacity Building and as per successful UAT of the same
Completion of all deliverables	All the deliverables defined in the contract has to be submitted on-time on the date as mentioned in the contract with no delay.
Measurement of completion of all Deliverables	To be measured in number of weeks of delay as per the timelines mentioned in this section, clause 21 “Project Milestones”
Penalty for non-achievement	A gestation period of 30 days from the intended date of Go-Live of the project as mentioned in the Project Timelines in this RFP, shall be provided to the Bidder for completion of all deliverables. Any delay beyond this period of 30 days of gestation period for completing all deliveries required for Go-Live, will incur penalty of Rs. 1000 per day deduction on the CAPEX value of the total Contract value.

	Maximum limit of cumulative implementation penalty is 1% of total agreement value. If the liquidated damage reaches beyond 1% of the total contract value, the State Project Director, Samagra Shiksha, SEMAM shall review the performance with the Bidder.
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20.4 SLA during Operation & Maintenance Phase.

These SLAs shall be used to evaluate the performance of the services on monthly basis but penalties would be levied for cumulative performance for the quarterly basis.

The upper limit of penalty would be capped at 1% of the OPEX value for each quarter. In case the calculated penalty crosses 1% penalty of the OPEX value in 2 subsequent quarters, the penalty cap for the third quarter onwards, for each quarter will increase by 2% over the penalty cap for the preceding quarter till it reaches 10% of the OPEX value. Once the penalty cap has increased beyond 10%, the State Project Director, Samagra Shiksha, SEMAM shall review the performance with the Bidder.

Operation & Maintenance Phase SLA Metric				
Sl.no	Parameter	Definition	Measurement/Performance Level (Quarterly Basis)	Maximum Points
1	End-User Equipment Uptime	Monitoring of workstation at the VSK center, Devices, IP Phone, Video Wall etc.	Uptime-100%	10
			Downtime<100% to >=95%	Minus 2.5
2	Overall Application Availability at the VSK Centre (Call Centre Application, CRM Application, Centralize Dashboard Application etc.	Application availability refers to the total time when the Application is available to the Supervisors/Call Agents for performing all activities and tasks.	Uptime: For each calendar quarter Minimum 90% during 9 a.m. to 6 p.m. on each working day of Govt. of Meghalaya (Prime Business Hours: PBH). Minimum 80% during rest of the period	10
			Downtime: For each drop by 1% in application availability during PBH. For each drop by 1% in application availability during other period.	Minus 2.5
3	Call Response Efficiency	This is to measure the % of calls landed are not getting responded by the call operator within a specified period during TCBH	Response Call: every % calls below 1% (i.e. for less than 1% of the calls not getting responded in less than or equal to 60 seconds) per quarter.	10

		(Time Consistent Busy Hour). In other time words, it is the waiting time in Automatic Call Distributor (ACD) queue experienced by a caller to talk to the agent before the phone is answered by the agent.	Non-Response Call: For every % calls beyond 1% (i.e. for more than 1% of the calls not getting responded in less than or equal to 60 seconds) per quarter	Minus 2.5
4	Call abandon rate (unanswered call)	This measures % of calls that requested for an agent but got disconnected before being answered by the agent. (Only calls that get disconnected after 30 seconds from transfer to the ACD will be considered for computation of this SLA).	Less than 2% per month	10
			More than 2% per month	Minus 2.5
5	Average Handle time (AHT)	This is a measure that refers to how long it takes to manage contact. AHT shall be calculated as the sum of the average talk time, hold time, and wrap time	Less than 300 seconds per month	5
			More than 300 seconds per month	Minus 2.5
6	Average Hold time	This is a measure that refers to how long does the agent keep the caller on Hold for any reason	Less than 20 seconds per month	5
			More than 20 seconds per month	Minus 2.5
7	System uptime (Voice response available to citizen)	It will be calculated based on a formula — Total uptime in minutes/ Total minutes of operations in a month. This will be calculated for a window of service for 9- hour, 6- days/week. For example, If the system was down for 2 hours in July 2023 or up for 298 hours; Uptime will be $[(298 / (25 \text{ days} \times 12 \text{ hours})) \times 100] = 99.33 \%$	Uptime: $\geq 99.5 \%$ in month	10
			Downtime $< 99.5 \%$ to $\geq 98 \%$ in month	Minus 2.5
8	System Resolution Time	To monitor the time taken to resolve a complaint / query after it has been reported/service requested by the caller/Directorate of School Education & Literacy.	Resolution time: < 2 days (for Critical issue), < 3 days (for Medium issue) and < 4 days (for Low issue) from the time the call is logged by end user.	10
			Beyond Resolution time: > 2 days (for Critical issue), > 3 days (for Medium issue) and	Minus 2.5

			>4 days (for Low issue) from the time the call is logged by end user.	
9	Monthly Performance Report	To monitor the number of reports generate from the VSK Centralized dashboard applications, CRM, Call Centre, SARAL Application, Mobile Application, CQUBE.	Uptime: For a report containing within 5000 records, the report generation and displaying time of the application should not exceed more than 10 sec accessed over a standard commercial broadband connection of 512 kbps aggregated speed for each application user.	10
			Lower Performance:	Minus 2.5
10	Call Agent Productivity	To monitor the number inbounds calls and Outbound maintain by the Call agent across various parameters per day	Productivity: ≥ 300 minutes per day	20
			Non-Productivity < 300 minutes per day	Minus 5

20.5 Penalty for Non-Achievement of SLA during Operation & Maintenance Phase.

The Penalty is applicable over and above the SLAs mentioned in the table below.

Sl.No	SLA Performance Score	Penalty
1	=100 point	No deduction on the Quarterly payment
2	<100 to ≤ 90 Point	500 Per Day Deduction on the Quarterly Payment
3	<90 to ≤ 80 Point	1000 Per Day Deduction on the Quarterly Payment
4	<80 to ≤ 75 Point	2000 Per Day Deduction on the Quarterly Payment
5	<75 point in 2 consecutive Quarters	State Project Director, Samagra Shiksha, SEMAM shall review the performance with the Bidder

21. Project Milestone – Deliverables and Time Schedule

The selected bidder should ensure that the deliverables are submitted to State as per the timelines mentioned in this clause 21 and the scope of bid mentioned in Section 1, clause 4. There will be multiple deliverables expected to be delivered by the Bidder during the project. Bidder is free to propose any additional deliverable, based on their experience of delivering similar projects, which can enhance the quality of work without any additional cost. It is expected that the project will move from

one phase to the next only when the deliverables of that phase are accepted. The project Milestone envisaged at this point of time is specified below: -

Sl. No	Milestone	Deliverables	Time Schedule
1	Signing of Agreement		T=0
2	Inception Report	<ul style="list-style-type: none"> • Site survey and submission of actual room design layout for Video wall and call Centre, assessed of electrical works based on the ground situation and exigencies, site preparation etc • Submission of Inception report (detailing schedule of work, manpower deployment plan, Implementation methodology, etc.) and Inception Workshop to discuss with Department. 	T+1 Month
3	Completion of Scoping and Requirement studies	<ul style="list-style-type: none"> • All key aspects of the VSK project objectives and modules, Open-Source software (6 layers), cQUBE, SARAL, Existing State implemented Application, Mobile applications, Dashboards, Video wall, Call Centre, Cloud based solution with CRM integration, LMS, Hosting Environment, Manpower Deployment and Operation support and Maintenance. • Design of structure, indicators, report formats, information flow, internal and external software, structure and hosting arrangements, modules/ software / data / connectivity requirements, additional hardware (if any) arrangements, etc.) in consultation with Department head and end user. 	T+2 Month
4	IT Equipment's, Furniture, software, Video wall	<ul style="list-style-type: none"> • Supply and Installation of IT Equipment's, Furniture, software, Video wall • Submission of post installation report 	T+3 Month
5	Implementation of the 6 layers of NDEAR Complaint VSK	<ul style="list-style-type: none"> • Enables the functioning of VSK Centre with Open-source software 6 layers programs for data ingestion, analysis and visualization. • Hosting the open-source software at Meghalaya State Data Centre (MSDC) or at the State NIC Cloud infrastructure. • Design and Develop Dashboards for Integrated VSK Centralized Dashboard. 	

6	Set up of a Cloud Based Call Centre at the VSK	<ul style="list-style-type: none"> • Submission of Technical and functional requirements analysis for a cloud-based call center solution and solution design • Submission of functional requirement analysis for Customer Relationship Management (CRM), Screen Pop Up and forms customized as per VSK requirements. • Completion of Customization of the Cloud Base Call applications and CRM to capture details for every Inbound and Out bound Calls • Integration with existing state-implemented applications, such as TIMS, School Visit App, MLEAD Portal, and AI Geospatial, to automate and feed data to the CRM. • Design and Develop Standard Operating Procedure, contents for information and suggestions for the Call Centre. • Demo with trail version, UAT and Sign off • Providing training and capacity building to a dedicated team and call agents with instruction and tools to use the CMS and CRM platforms • Integration with a VSK Centralized Dashboard application via API for data visualization. • Submission and Implementation and Operation Plan before execution 	T+4 Month
7	Implementation and roll-out of SARAL	<ul style="list-style-type: none"> • Printing and Distribution of OMR Sheet • Piloting of SARAL in few selected schools • Submission of Training Plan for the SARAL and Conducting state wide including develop of Training Module, Videos, Manual on SARAL • Assessment dashboards for grade-wise data & status of Learning Outcomes of students across the state & progress status • Integration of SARAL applications with an integrated VSK Centralized Dashboard application via API • Ensure the set-up state's backend database for Saral Application at the Meghalaya State Data Centre (MSDC) or at State NIC Cloud infrastructure. • Ensure Hosting of SARAL Mobile app on play store 	T+5 Month

8	Implementation of LMS and implementation	<ul style="list-style-type: none"> • Ensure the Integration of SARAL with LMS • Ensure Integration of LMS applications with an integrated VSK Centralized Dashboard application via API. 	
9	Integration of State Implemented applications with an integrated VSK Centralized Dashboard application via API.	<ul style="list-style-type: none"> • In consultation with the department, prepare a detailed requirement analysis on the existing applications such as TIMS, School Visit App, MLEAD Portal, and AI Geospatial. • Design and Develop, Indicators, Information flow of Dashboards (either BI Model or AI model) for Data Visualization and providing real-time performance of schools • Integration with existing state-implemented applications, such as TIMS, Mobile TIMS attendance, MLEAD Portal, and AI Geospatial, via API to feed data to a centralized Dashboard applications for data ingestion and analysis • Integration with Cloud Cased call center and CRM to feed data to a centralized dashboard application for data ingestion and analysis • Integration & analysis of various projects/activities taken up under Samagra Shiksha applications for centralized Monitoring Dashboard along with integration of data analysis. 	T+6 Month
10	Design and Develop Mobile Application for Monitoring	<ul style="list-style-type: none"> • In consultation with the department, prepare a detailed requirement analysis for student registry, teacher registry, school registry, PM POSHAN, Incorporation with existing school visit App, Data field to capture information, indicators, Data flow, Integration with TIMS etc. • Completion of Design and Development of Mobile application. • Ingestion of Data from Mobile application to a Centralized Dashboard application • Demo with trail version, UAT and Sign off • Design and Develop Training Module, Videos, Manual for various users such as Teachers, Head Teachers, CRC, BRC, SRG, BRG, and District Level Functionaries • Training and Capacity Building for Teachers, Head Teachers, CRC, BRC, SRG, BRG, and District Level Functionaries 	T+7 Month

11	Go Live	<ul style="list-style-type: none"> Go Live of VSK Centre with Open source software 6 layers programs, Cloud base Call Centre, Mobile application for monitoring. 	T+7 Month=T1
12	Operation & Maintenance	<ul style="list-style-type: none"> Providing Technical and maintenance support to ensure performance of the IT infrastructure, AMC Support, troubleshooting, bug fixes. Managing the VSK center operation and support implementation including integration of various applications for data visualization Managing the Call Centre including customization of CMS and CRM, managing the back-end database and Dashboards for data visualization. Ensure the support implementation and utility of Mobile Monitoring app and SARAL app. Make sure that the capacity-building and training that are necessary during the operational stage shall continue. 	T1+36 Month

The Operations and Maintenance phase will start as soon as Go-Live for the final phase occurs. The Bidder will be required to adhere to the SLA and provide Post Implementation support for a period of 3 years after Go-Live which shall include warranty and AMC support during this period.

22. Payment Terms

All payments will be made according to the payment schedule listed below and will be paid on completion of Milestones achieved by the Bidder.

Sl. No.	Milestone	Amount in percentage of total project value	Payment Term
1	Inception Report and Completion of Scoping and Requirement studies.	5%	On actual submission of Inception Report and requirement studies and sign off by Department
2	Supply and Installation of IT Hardware, Furniture, Video Wall etc	15%	On actual delivery and submission of post installation report of IT Hardware, Furniture, Video Wall etc.

			On actual functioning of VSK Centre with Opensource software for data ingestion, analysis and visualization.
3	Functional Design and solution for a cloud-based call center solution including the Customer Relationship Management (CRM) functional requirement.	10%	On actual submission of Technical and functional requirements of both cloud-based call center and CRM
4	UAT Sign off for a cloud-based call center		On actual demo with trial version, testing and actual submission of User acceptance test report including integration and visualization of data in the VSK centralized dashboard application
5	Functional Design and solution for a Mobile Monitoring application	10%	On actual submission of technical and functional requirements of Mobile application development
6	UAT Sign off for a Mobile application		On actual demo with trial version, testing and actual submission of User acceptance test report including integration and visualization of data in the VSK centralized dashboard application
7	Integration of State Implemented applications (TIMS, MLEAD, Geo Spatial, TIMS Mobile attendance) including SARAL and LMS portal with an integrated VSK Centralized Dashboard application via API.	5%	On actual integration and visualization of data in the VSK centralized dashboard application, Piloting of SARAL app and LMS.

8	Training and Capacity Building	10%	On actual submission of Training completion report related to CMS and CRM, SARAL mobile app and Mobile Monitoring app as mentioned in the Project Milestone and scope of bid.
9	Go-Live for cloud-based call center solution and Mobile Application	5%	On actual approval of final version after incorporating the UAT observations
10	Operation and Maintenance	40% (in 12 equal quarterly instalments)	Payment of Operations and Maintenance phase will be made on quarterly basis (at completion of each quarter) and must adhere to SLA including submission of O&M report

- a) The bidder should submit the bills/invoices with a copy of Completion Report.
- b) The State Project Director, Samagra Shiksha, SEMAM will release the payment within 30 days of submission of valid invoice subject to the condition that invoice and all supporting documents produced are in order and work is performed to the satisfaction of The State Project Director, Samagra Shiksha, SEMAM
- c) The State Project Office, SSA- SEMAM shall be entitled to delay or withhold the payment of any invoice or part of it delivered by Bidder, where the State Project Director, Samagra Shiksha, SEMAM disputes such invoice or part of it provided that such a dispute is bonafide. The disputed amount shall be settled in resolution of dispute.
- d) Comprehensive User Acceptance Testing has to be conducted by the Bidder and corresponding sign off to be obtained from the department on successful completion. The Bidder has to submit the detailed UAT plan to the department including test scenarios, test cases, expected outcome and feedback recording methodology etc. for its review and acceptance. Once approved, the Bidder can carry out the UAT activities as planned. Bidder is expected to bear all cost for conducting the UAT. The Bidder has to incorporate any UAT observation which suggests changes in the application feature, design, look and feel and other functional and technical requirements in the final application version at no extra cost to the department, before it can be officially launched. The department would review the changes done in the application in order to incorporate the UAT suggestions before it approves the final version to be rolled out.

23. Force Majeure

“Force Majeure” shall mean any event beyond the reasonable control of the Purchaser or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:

- i. War, hostilities, or war like operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war;
- ii. Rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts;
- iii. Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act of any local state or national government authority;
- iv. Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague;
- v. Earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster.

24. Amendments to the RFP

- a) At any time prior to the deadline for submission of bids the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidder, modify the Bidding Documents by amendment. If any modification is given effect the same shall be placed at the Department website. All amendment in the bidding document will be uploaded in the website and will be binding upon the prospective bidder. All the prospective bidders are requested to keep themselves informed regularly regarding the amendment if any, in the website.
- b) Any amendment in the bidding document, the same will be uploaded in the website and will be binding of the prospective bidder.
- c) In order to allow prospective Bidders reasonable time in which to take the amendment in to accounting preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of Bids.
- d) Bidder can modify their bid prior to deadline of submission of bid. Bid cannot be modified after the deadline of submission of bid.

25. Compliance of the Laws of the land

The supplier shall comply with all state and local laws and regulations shall obtain all necessary licensing for the operation of its business and shall further comply with all quality control standards promulgated by the State Project Director, Samagra Shiksha, SEMAM, Meghalaya from time to time.

26. Infringements

The supplier agrees to fully cooperate with The State Project Director, Samagra Shiksha, SEMAM, Meghalaya in the prosecution of any such suit against a third party and shall execute all papers, testify on all matters, and otherwise cooperate in every way necessary and desirable for the prosecution of any such lawsuit.

27. Quantity Variation

- a) At the time of award of contract, the quantity of goods, works or services originally specified in the bidding documents may be increased or decreased. The successful bidder shall not object to the upward or downward variation in quantities of any item within the variation limit.
- b) Payment for additional quantities within the variation limit shall be made at tender rates and the tender rates shall be valid for entire duration of the contract.
- c) No claim shall be entertained or become payable for price variation of additional quantities.

28. Bribe

The Contractor shall not under any circumstances offer or give or agree to give to any person connected to the Contract any gift or consideration of any kind and any inducement for reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other agreement or for showing or forbearing to show any favour or disfavor to any person in relation to this or any other agreement. Any breach of this condition by the Contractor or by any one employed by him / her or acting on his/her behalf whether with or without is/her knowledge shall entitle the State to forfeit the Contractor's security deposit, terminate the agreement forthwith and to deduct from the Contractor's bill the amount of any loss or damage resulting from the cancellation thereof without prejudice to any other rights available under the terms of the agreement or under law.

29. Right of Monitoring, Inspection and Periodic Audit

The State Project Director, Samagra Shiksha, SEMAM reserves the right to inspect and monitor/assess the progress/performance/maintenance of the project at any time during the contract.

The State Project Director, Samagra Shiksha, SEMAM shall have the right to conduct, either itself or through another Third Party as it may deem fit, an audit to monitor the performance by the Third Party of its obligations/functions per the standards committed to or required by The State Project Director, Samagra Shiksha, SEMAM and the Bidder undertakes to cooperate with and provide to the State Project Director, Samagra Shiksha, SEMAM any other agency appointed by The State Project Director, Samagra Shiksha, SEMAM, all documents, and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Service Provider failing which The State Project Director, Samagra Shiksha, SEMAM may without prejudice to any other rights that it may have issued a notice of default.

30. Risk Management

Bidder shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed under this RFP. The Bidder shall underwrite all the risk related to its personnel deputed under this project as well as equipment and components and any other belongings or their personnel during the entire period of their engagement in connection with this project and take all essential steps to reduce and mitigate the risk. The State Project Director, Samagra Shiksha, SEMAM will have no liability on this account.

31. Resolution of Disputes

- a) The State Project Director, Samagra Shiksha, SEMAM and the bidder shall make every effort to resolve amicably by direct or in formal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- b) If, after thirty (30) days from the commencement of such informal negotiations, the State Project Director, Samagra Shiksha, SEMAM and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein. These mechanisms may include but are not restricted to, conciliation mediated by a third party.
- c) The dispute resolution mechanism shall be as follows: In case of a dispute or difference arising between the User department and the Firm /bidder relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled per the Arbitration and Conciliation Act, of India, 1996. The place of resolution of disputes shall at Shillong, Meghalaya State only.

32. Standards of Performance

The Bidder shall provide the services and carry out their obligations under the Contract with due diligence, efficiency and professionalism/ethics in accordance with generally accepted professional standards and practices. The Bidder shall always act in respect of any matter relating to this contract. The Bidder shall abide by all the provisions/Acts/Rules/Regulations, Standing Orders, etc. of Information Technology as prevalent in the country. The Bidder shall also conform to the standards laid down by State Project Director, Samagra Shiksha, SEMAM /Government of Meghalaya/Government of India from time to time.

33. Warranties

- a) The Bidder has full capacity and authority and all necessary approvals to enter into and perform its obligations under the SLAs and to provide the Services.
- b) The Bidder is experienced in managing and providing works similar to the Services and that it will perform the Services with all due skill, care and diligence so as to comply with service level agreement
- c) The Services will be provided and rendered by appropriately qualified, trained and experienced personnel as mentioned in the RFP.

- d) Bidder has and will have all necessary licenses, approvals, consents of third Parties free from any encumbrances and all necessary technology, hardware and software to enable it to provide the Services.
- e) The Services will be supplied in conformance with all laws, enactments, orders and regulations applicable from time to time;
- f) Bidder will warrant that the goods supplied under the contract are new, unused, of the most recent higher version /models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The Bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.
- g) The overall system design shall be such that there is no choking point / bottleneck anywhere in the system (end-to-end) which can affect the performance / SLAs.

34. Data Ownership

All the data created as the part of the project shall be owned by State Project Director, Samagra Shiksha, SEMAM, The Bidder shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the Bidder only as per the IT Security Policy, approved by State Project Director, Samagra Shiksha, SEMAM. The State Project Director Office/its authorized representative(s) shall conduct periodic / surprise security reviews and audits, to ensure the compliance by the SI Vendor to data / system security.

35. Intellectual Property Rights (IPR)

For the customized solution developed for the project, IPR of the solution would belong exclusively to the State Project Director, Samagra Shiksha, SEMAM. The Bidder shall transfer the source code to State Project Director, Samagra Shiksha, SEMAM, Meghalaya at the stage of successful implementation of the respective smart element. Bidder shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product. State Project Director, Samagra Shiksha, SEMAM, may permit the Bidder, right to use the customized software for any similar project being executed by the same Bidder, with payment of reasonable royalty to State Project Director Office for the same.

36. Confidential Information, Security and Data

- a) The successful bidder must maintain absolute confidentiality of the documents/ maps/ tools collected in any form including electronic media and any other data/information provided to him for the execution of the work.
- b) The bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/ amended before signing the contract.
- c) The Bidder must remove/ destroy the entire data from his custody after completion of the warranty period. If at any stage it is found that the bidder is using the data provided by the client any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.

- d) Bidder shall not disclose to anyone, any information marked as confidential and communicated or made available or accessible by the firm during the execution of the work.

37. Applications Hosting

For any customized/developed applications, Bidder can carry out the development/ customization of the system remotely in their development centres using their own resources and facilities. However, they are required to ensure that the final product developed can be hosted in the Meghalaya State Data Center (MSDC) only with recognized service and security credential like ISO 20000, 27000 etc. The State Project Director, Samagra Shiksha, SEMAM will not procure and maintain any IT infrastructure required to host the application.

38. Security Certification

The Bidder is required to get the developed application security certified by any CERT-IN empaneled agency before rolling out or migrating the application in the production environment at the Meghalaya State Data Centre. The bidder shall bear the costs of any audits and inspections. The terms of payment are inclusive of any costs of the solution.

39. Exit Management

39.1 Exit Management Purpose

- a) This clause sets out the provisions, which will apply during Exit Management period. The exit management period starts, in case of expiry of contract, at least 6 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the Bidder. The exit management period ends on the date agreed upon by the State Project Director, Samagra Shiksha, SEMAM or Six months after the beginning of the exit management period, whichever is earlier.
- b) Successful Bidder shall draft the Exit Management Plan to ensure that it is kept relevant and up to date and shall be presented by the Successful Bidder to and approved by State Project Director, Samagra Shiksha, SEMAM.
- c) The terms of payment as stated in the Terms of Payment Schedule include the costs of the Successful Bidder complying with its obligations under this Schedule.
- d) During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.
- e) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

39.2 Right of Access to information

At any time during the exit management period, the Successful Bidder will be obliged to provide an access of information to State Project Director, Samagra Shiksha, SEMAM and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive),

documentations, manuals, catalogs, archive data, Live data, policy documents or any other material related to the Surveillance Project.

40. Failure to Agree with the Terms & Conditions of the Bid Document/Contract

Failure of the bidder to agree with the Terms & Conditions of the Bid document/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

41. Terms and Conditions of the Tender

- a) All the terms and conditions (including project timetables) outlined in this bidding document to be followed by the successful bidder during the project implementation and post-implementation periods shall be legally binding as terms and conditions of the contract agreement.
- b) Any other terms and conditions, mutually agreed before finalization of the order/agreement shall be binding on the selected implementing firm

SECTION-III

BID FORMATS

1. Formats for Pre-Qualification Bid

1.1 Letter of Intent and submission of proposal

<<The application form is required to be submitted on the company's letter head and signed by Authorized Signatory The format of application form is as follows>>

<date DD/MM/YYYY>

To,

**The State Project Director, Samagra Shiksha, SEMAM,
Meghalaya, Shillong**

Subject: Submission of Bid Document for the "Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK) under The State Project Director, Samagra Shiksha, SEMAM Meghalaya, Shillong.

<Tender no. , date>

Dear Sir,

This has reference to the advertisement published in <Newspaper, Edition, Date> pertaining to the above-mentioned subject. We are interested in submitting our Bid Document for the same. We are enclosing demand draft no. <_____> dated <_____> drawn on <Name of Bank> for Rs..... (In words.....) drawn in favor of The State Project Director, Samagra Shiksha, SEMAM payable at "Shillong" as BID DOCUMENT Security for participating in this BID DOCUMENT.

We would like to clearly state that we qualify for this work as our company meet shall the pre-qualifying criteria indicated by you in the document. We understand that if the details given in support of claims made by us are found to be untenable or unverifiable or both our bid will be rejected without any reference to us. We further clearly understand that the State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong is not obliged to inform us of the reasons of rejection four bid.

Yours sincerely

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

1.2 Pre –Qualification Documents Checklist

Sl.No	Documents to be Submitted	Submitted (Y/N) (Attach the Proof)	Documentary Proof (Page. No)
1	Letter of Intent and submission of proposal		
2	Details of IT projects executed by Bidder (to be provided by Lead Bidder and any One other consortium member) in Form PQ -1 along Copies Work Order/ Engagement Letter/ Contract Agreement and Client Satisfactory Work certificate / Completion Certificate from the client		
3	Details of project executed as system Integrator for similar project/services (to be provided by Lead Bidder and any One other consortium member) in Form PQ-2 along with Copies of contracts agreement / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services.		
4	Certificate of incorporation/registration in India Including GST Registration, PAN No and Copy of valid Tax registration. (To be provided by Sole Bidder or every Consortium member in case of consortium) in Form PQ-3		
4	DD of Rs. 5000/- (Rupees five thousand only) as tender fee (in separate envelop)		
5	EMD of Rs. 15,00,000/- (Rupees fifteen lakhs only) (Form PQ-4)		
6	Power of Attorney authorizing signatory of proposal to function as Lead Member of the consortium (Form PQ-5). Original Power of Attorney/Board Resolution copy		
7	Copy of Memorandum of Understanding entered into in the case of a consortium		
8	Certificate of non-collusion		
9	Certificate from the statutory auditor/CA clearly specifying the net worth of the company for last three		

	financial years 2019-20, 2020-21, 2021-22 (Form PQ-6) in case of a consortium all the members have to submit)		
10	Certificate from the statutory auditor/CA specifying the overall annual turnover for last three financial years 2019-20, 2020-21, 2021-22 (Form PQ-7 in case of a consortium all the members have to submit)		
11	Copy of audited balance sheet for last three financial years 2019-20, 2020-21, 2021-22 (in case of a consortium all the members have to submit)		
13	Self-Declaration that the firm is not blacklisted by Central Government or any State Government organization/department in India at the time of submission of the bid. in case of a consortium all the members have to submit)		
14	Self-Declaration on stamp paper, for the bidder not being insolvent or in receivership or bankrupt, incase of a consortium all the members have to submit)		
15	Self-Declaration for the bidder has not been debarred or disqualified from any assignment, by any State Government Department or Corporation		
16	documentary proof of Income Tax returns for the last three financial years i.e. 2019-20, 2020-21, 2021-22		

1.3 Form PQ-1: Details of IT projects executed by Bidder

STATEMENT OF PAST PERFORMANCE

(Performance statement for a period of last three years)

Bid No. _____ Date of opening _____ Time _____ Hours _____

Name of the Firm _____

NOTE: To be filled separately for each project undertaken by the lead bidder and consortium members

Yours sincerely

Organization or Govt. Dept. for which the services were provided in years	Contract No & date	Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract	Value of Contract	Period of performance of Contract	Mandatory Supporting Documents Work Order/Contract for the Project Client Certificate
1	2	3	4	5	6

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

1.4 Form PQ-2: Details of project executed as System Integrator for Same/Similar projects

STATEMENT OF PAST PERFORMANCE

(Performa for performance statement for a period of last three years)

Bid No. _____ Date of opening _____ Time _____ Hours _____

Name of the Firm _____

NOTE: To be filled separately for each project undertaken by the lead bidder and consortium members

Organization or Govt. Dept. for which the services were provided in years	Contract No & date	Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract	Value of Contract	Period of performance of Contract	Mandatory Supporting Documents Work Order/Contract for the Project Client Certificate
1	2	3	4	5	6

Yours sincerely,

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

1.5 Form PQ-3: Details of bidder / members of the consortium....

<<To be printed on Lead Bidder Company's Letterhead and signed by Authorized Signatory>>

<Date DD/MM/YYYY>

To,

The State Project Director, Samagra Shiksha, SEMAM,
Meghalaya, Shillong

Subject: Submission of Bid Document for the "Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK) under the State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong.

Dear Sir,

Please find below details of lead bidder and other consortium members for participation in "Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK) under the State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong" tender.

NOTE: To be filled for the lead bidder and each consortium member

Bidders Information Sheet			
Sl.No	Particulars	Lead Bidder	Consortium Member 1/2/3 (Separate columns)
1	Name of the Organization/Firm		
2	Registered Office Address Telephone Number Fax Number E-Mail		
3	Correspondence / Contact Address		
4	Details of Contact Person (Name, Designation, Address etc.) Telephone Number Fax Number E-Mail		
5	Is the firm a registered company? If yes, submit a copy of incorporation/registration in India. Including GST Registration and PAN No Year and Place of the established of the Company		

6	Former name of the company, if any		
7	Is the Firm Government / Public Sector Undertaking propriety firm Partnership firm (if yes, give partnership deed)Limited company or limited corporation Member of a group of companies (if yes give the name and address of the parent organization) If the company is subsidiary state what involvement if any, will the parent company have in the project		
8	Is the firm registered with sales tax department? If yes, submit valid sales tax registration certificate		
9	Is the firm registered with service tax with Central Excise Department (Service Tax Cell)? If yes, Submit valid service tax registration certificate.		
10	Is the firm registered under Labor Laws Contract Act? If yes, submit valid registration certificate		
11	Number of years of experience:		
12	Are you registered with any Government / Department / Public Sector Undertaking (if yes, give details)		
13	How many years has your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?		

Yours sincerely,

< **Signature of Authorized Signatory (with official seal)**

<*Name, designation, contact address, telephone number, Email Address of the authorized signatory*>

1.6 Form PQ-4: Bank Guarantee for Earnest Money Deposit (EMD)

Performance Security Form (Bank guarantee to be executed on Rs. 50 Stamp paper)

To,

**The State Project Director, SSA-SEMAM,
Meghalaya, Shillong**

WHEREAS..... (Name of the Bidder) hereinafter called “the Bidder” has undertaken, in pursuance of Contract No.....dated.....tender for the implementation of Vidya Samiksha Kendra (VSK) in the State of Meghalaya which include the followings deliverables

1. Setting up of Vidya Samiksha Kendra Centre.
2. Procurement and installation of IT hardware/Furniture for the video wall Solution,
3. Setting up of a cloud based call management solution with maintenance support, implementation and operation of a Call center
4. Design and customization of Customer Relationship Management (CRM) for the Call Centre as per requirements and in the context of Meghalaya using various state data source platforms through API.
5. Design and develop a mobile-based application that can track and monitor against information such as school incentives, student attendance, school information, infrastructure, and teacher information with the flexibility to provide real-time data based on the current situation. Incorporation of features from the existing school monitoring visit app. Implementation and roll out of mobile application in the state and integration with a VSK Centralized Dashboard Applications.
6. Implementation and roll out of SARAL mobile application in the state and integration with a VSK Centralised Dashboard application via API.
7. Design and develop a LMS to analyse and evaluate student learning data feed by SARAL and integration with a VSK Centralised Dashboard application via API.
8. Implementing of cQUBE for Data visualization and analytic, Setup the State’s backend database for cQUBE Application and manage state data sets and configure the API in cQUBE Application
9. Integration of various State implemented existing applications such as TIMS, MLEAD, Geo Spatial, Mobile Attendance Application through API’s with VSK Centralized Dashboard Applications
10. Training and Capacity Building
11. Operating the VSK centre with overall maintenance and support

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a Nationalized Bank for the sum specified therein as security for compliance with the Bidders performance obligations in accordance with the Contract. AND WHEREAS we have agreed to give the Bidder a Guarantee: THEREFORE WE hereby affirm that we are Guarantor and

responsible to you, on behalf of the Bidder, up to a total of(Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without argument, any sum or sums within the limit of(Amount of Guarantee) as aforesaid, without your needing to prove or show grounds or reasons for your demand for the sum specified therein.

This guarantee is valid until theday of.....

Signature and Seal of Guarantors

.....

Date.....

Address.....

**1.7 Form PQ-5: Power of Attorney authorizing signatory of proposal to function as
Lead Member of the Consortium**

Whereas the **State Project Office, SSA-SEMAM** has invited applications from interested parties for the “Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK)” under the State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong.

Whereas _____ and _____
(Collectively “Consortium”) being Members of the Consortium are interested in bidding for the Project in accordance with the terms and conditions of the Request for Proposal (RFP document) and other connected documents in respect of the Project, and

Whereas, it is necessary for the Members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium’s bid for the Project and its execution.

NOW, THEREFORE, KNOW ALL MEN BY THESE PRESENTS

We, _____ having our registered office at _____,

M/s _____ having our registered office at _____,

M/s _____ having our registered office at _____,

(Hereinafter collectively referred to as the “Principals”) do hereby irrevocably designate, nominate, constitute, appoint and authorize M/s. _____ having its registered office at _____, being one of the Members of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the “Attorney”). We hereby irrevocably authorize the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the concession/contract, during the execution of the Project and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the pre-qualification of the Consortium and submission of its bid for the Project, including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders and other conferences, respond to queries, submit information/ documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the State Project Director, Samagra Shiksha, SEMAM, and/ or any other Government Agency or any person,

in all matters in connection with or relating to or arising out of the Consortium's bid for the Project and/ or upon award thereof till the Concession Agreement is entered into with the State Project Director, Samagra Shiksha, SEMAM.

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us/ Consortium.

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 20__

For _____

(Signature)_____

(Name & Title)

For _____

(Signature)_____ (Name & Title

Witnesses:

1.

2.

(Executants)

(To be executed by all the Members of the Consortium)

**1.8 Form PQ- 6: Auditor/ CA certificate for Net worth of Bidder/ Consortium Members
for last three financial years**

<Date DD/MM/YYYY>

This is to certify that the Net Worth as per books and records of _____ for the following financial years are as under.

NOTE: To be filled for the lead bidder and each consortium member.

Sl.No	Financial Year	Net Worth (In INR Crores)	Document Proof (Balance Sheet Authenticated by Auditor/CA)
1	2019-20		
2	2020-21		
3	2021-22		
4	Average Turnover		

Yours sincerely,

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

**1.9 Form PQ-7: Auditor/ CA certificate for Turnover of Bidder/ Consortium Members
for last three financial years**

<Date DD/MM/YYYY>

This is to certify that the Annual Turn Over as per books and records of _____
for the following financial years are as under.

NOTE: To be filled for the lead bidder and each consortium member.

Sl.No	Financial Year	Annual Turn Over (In INR Crores)	Document Proof (Balance Sheet, etc Authenticated by Auditor/CA
1	2019-20		
2	2020-21		
3	2021-22		
4	Average Turn Over		

I hereby declare that above are the details regarding Overall Turnover for our organization as well as the Turnover of consortium members for last 3 financial years

Yours sincerely,

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

2. Formats for Technical Bid

2.1 Document Checklist for the Technical Bid

The Technical proposal should specify the followings checklists

Sl.No	Documents to be Submitted	Submitted (Yes/No) (Attach the Proof)	(Page No)
1	Details of same or similar project executed as System Integrator (to be provided by Lead Bidder and any One other consortium member) in Form TQ-1 along Copies of Work Order/ Engagement Letter/ Contract Agreement / and Client Satisfactory Work certificate / Completion Certificate from the client.		
2	Details of project executed in Education Sector (to be provided by Lead Bidder and any One other consortium member) in Form TQ-2 along Copies of Work Order/ Engagement Letter/ Contract Agreement and Client Satisfactory Work certificate / Completion Certificate from the client.		
3	Details of projects in digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training portal (to be provided by Lead Bidder and any One other consortium member) in Form TQ-3 along Copies of Work Order/ Engagement Letter/ Contract Agreement and Client Satisfactory Work certificate / Completion Certificate from the client.		
3	Copy of Certifications ISO9001, SO27001, CMMi Level		
4	Key professional staff: copies of Curriculum Vitae, Qualification and Experience certificates		
5	Technical Presentation on Call Centre Solution with CRM and Mobile application solution as mentioned in the Technical Evaluation Criteria		

6	Understanding of the project		
7	Description on Data linkage, Data Management, and automation for visualization, monitoring, real-time indicators		
8	Integration approach with state implemented applications		
9	Bidder Capability to provide services examples of case-studies of similar solutions deployed for other client, Total number of Seat in the project experiences claimed in Work Order		
10	Approach and methodology for Management of SLA requirements specified in the bid. Bidder is required to clearly articulate how the SLA requirements would be adhered.		
11	Internet bandwidth requirement for the operations		
12	Details of Minimum specification of all the various components proposed in this project(Form TQ-4)		
13	The bidder will provide their existing tie-ups with reputed manufacturers of IT hardware or any other device for uninterrupted power supply and provide an authorization from OEMs and undertaking that all the equipment supplied for this project will have ISO 9001:2000 certification. (Form TQ-5)		
14	Format of Acceptance of Implementation schedule as per Bid (Form TQ-6)		

2.2 Form TQ-1: Details of same/similar projects executed as System Integrator

STATEMENT OF PAST PERFORMANCE

(Performa for performance statement for a period of last three years)

Bid No. _____ Date of opening _____ Time _____ Hours _____

Name of the Firm _____

NOTE: *To be filled separately for each project undertaken by the lead bidder and consortium members*

Organization or Govt. Dept. for which the services were provided in years	Contract No & date	Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract	Value of Contract	Period of performance of Contract	Mandatory Supporting Documents Work Order/Contract for the Project Client Certificate
1	2	3	4	5	

Yours sincerely,

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

2.3 Form TQ-2 Details of project executed in Education Sector

STATEMENT OF PAST PERFORMANCE

(Perform a performance statement for a period of last three years)

Bid No. _____ Date of opening _____ Time _____ Hours _____

Name of the Firm _____

NOTE: To be filled separately for each project undertaken by the lead bidder and consortium members

Organization or Govt. Dept. for which the services were provided in years	Contract No & date	Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract	Value of Contract	Period of performance of Contract	Mandatory Supporting Documents Work Order/Contract for the Project Client Certificate
1	2	3	4	5	

Yours sincerely,

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

2.4 Form TQ-3 Details of projects in digital initiatives

STATEMENT OF PAST PERFORMANCE

(Perform a performance statement for a period of last three years)

Bid No. _____ Date of opening _____ Time _____ Hours _____

Name of the Firm _____

NOTE: *To be filled separately for each project undertaken by the lead bidder and consortium members*

Organization or Govt. Dept. for which the services were provided in years	Contract No & date	Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract	Value of Contract	Period of performance of Contract	Mandatory Supporting Documents Work Order/Contract for the Project Client Certificate
1	2	3	4	5	6

Yours sincerely,

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

2.5 Form TQ-4: Details of minimum specification of various components proposed in this project

Sl.No	Scope of Work	Minimum Requirements	Bidder Compliance (Yes/No)
1	IT Hardware/ Furniture/Video Wall Solution	Detailed specifications of the IT Infrastructure/Furniture/Video Wall Solution are given in scope 4.2 of Section-I. The bidder shall have to provide a printed catalogue, if any, with detailed technical information of the offered IT and furniture-related items, along with the Technical Proposal.	
2	Implementation of 6 Layers of NDEAR Complaint VSK	Detailed specifications of the VSK Platform with 6 Pre-defined programs are given in scope 4.3 of Section-I. If necessary, the bidder can request for a demonstration on the VSK Platform with 6 Pre-defined.	
3	Implementation and roll out of SARAL (Mobile Application)	Detailed specifications of the SARAL Mobile application are given in scope 4.4 of Section-I If necessary, the bidder can request for a demonstration on the SARAL mobile application.	
4	Design and Develop and implementation of Learning Management System (LMS)	Detailed specifications are given in scope 4.5 of Section-I If necessary, the bidder can request for a demonstration on the LMS.	
5	Integration of State Implemented applications with an integrated Centralized Dashboard application via API.	Detailed specifications are given in scope 4.7 of Section-I. If necessary, the bidder can request for a demonstration on the State Implemented applications	
6	Cloud based for Call Centre Solution	Detailed specifications for Cloud based call center are given in scope 4.8 of Section-I	

		The bidder is required to submit a sample Call Center Application, which includes the CMS or CRM, together with all relevant information and technology, either on a Compact Disc (CD), Pen Drive, or USB, or by way of an access link along with the technical proposal.	
7	Design, Develop of Mobile application monitoring various parameters on student information, teacher information and school information and to incorporate the features and functionality of the existing School visit mobile application	<p>Detailed specifications for Cloud based call center given in scope 4.9 of Section-I.</p> <p>The bidder is required to submit a sample Monitoring Mobile application with all relevant information and technology, either on a Compact Disc (CD), Pen Drive, or USB, or by way of an access link along with the technical proposal.</p>	
8	Manpower Requirement	Detailed of Manpower requirement given in scope 4.13 of Section-I.	

2.6 Form TQ-5: Format for Authorization Letter from OEMs

<<To be printed on Lead Bidder Company's Letterhead and signed by Authorized Signatory>>

<Date DD/MM/YYYY>

To,

**The State Project Director, Samagra Shiksha, SEMAM,
Meghalaya, Shillong**

Subject: Authorization Letter from OEMs for the "Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK) under The State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong.

<Tender no., date>

Dear Sir,

We _____, (name and address of the manufacturer) who are established and reputed manufacturers of _____ having factories at _____ (addresses of manufacturing/development locations) do hereby authorize M/s _____ (name and address of the bidder) to bid, negotiate and conclude the contract with you against the abovementioned tender for the above equipment/software manufactured/developed by us.

We herewith certify that the above-mentioned equipment/software products are not end of the life and we hereby undertake to support these /software for the duration of minimum 5 years from the date of this letter.

Yours sincerely,

< Signature of Authorized Signatory of the Bidder (with official seal)>

<Name, designation, contact address, telephone number, Email Address, Date and Place of the authorized signatory>

< Signature of Authorized Signatory of the OEM (with official seal)>

<Name, designation, contact address, telephone number, Email Address, Date and Place of the authorized signatory>

2.7 Form TQ-6: Format for Acceptance of Implementation

<<To be printed on Lead Bidder Company's Letterhead and signed by Authorized Signatory>>

<Date DD/MM/YYYY>

To,

**The State Project Director, Samagra Shiksha, SEMAM,
Meghalaya, Shillong**

Subject: Acceptance of Implementation including time schedule, staffing, management of system and ensuring delivery of products and services for the "Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK) under the State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong.

<Tender no., date>

Dear Sir,

We M/s..... (Name of the bidder) here in after called " the Contractor " have furnished the bid for the implementation of Vidya Samiksha Kendra (VSK) in the State of Meghalaya which include the followings deliverables

1. Setting up of Vidya Samiksha Kendra Centre.
2. Procurement and installation of IT hardware/Furniture for the video wall Solution,
3. Setting up of a cloud-based call management solution with maintenance support, implementation and operation of a Call center
4. Design and customization of Customer Relationship Management (CRM) for the Call Centre as per requirements and in the context of Meghalaya using various state data source platforms through API.
5. Design and develop a mobile-based application that can track and monitor against information such as school incentives, student attendance, school information, infrastructure, and teacher information with the flexibility to provide real-time data based on the current situation. Incorporation of features from the existing school monitoring visit app. Implementation and roll out of mobile application in the state and integration with a VSK Centralized Dashboard Applications.
6. Implementation and roll out of SARAL mobile application in the state and integration with a VSK Centralised Dashboard application via API.
7. Design and develop a LMS to analyse and evaluate student learning data feed by SARAL and integration with a VSK Centralised Dashboard application via API.
8. Implementing of cQUBE for Data visualization and analytic, Setup the State's backend database for cQUBE Application and manage state data sets and configure the API in cQUBE Application

9. Integration of various State implemented existing applications such as TIMS, MLEAD, Geo Spatial, Mobile Attendance Application through API's with VSK Centralized Dashboard Applications
10. Training and Capacity Building
11. Operating the VSK centre with overall maintenance and support

for a project period of Three years including the Guarantee / Warranty period do here by agree to the implementation schedule of the said project from the date of this contract, failing which the State Project Director, Samagra Shiksha, SEMAM may at his discretion reject and cancel the contract agreement.

Yours sincerely,

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

3. Formats for Financial Bid

3.1 Price Proposal for the Project

FINANCIAL BID (PRICE QUOTATION)

<<To be printed on Lead Bidder Company's Letterhead and signed by Authorized Signatory>>

(To be sealed in a separate envelope)

Name of the Tenderer (Company/Firm):

Address for Correspondence:

<Date DD/MM/YYYY>

To,

**The State Project Director, Samagra Shiksha, SEMAM,
Meghalaya, Shillong**

Subject: Submission of Financial Bid (Price Quotation) for the "Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK) under The State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong.

Dear Sir

We have understood the instructions and terms and conditions mentioned in the BID DOCUMENT and have thoroughly examined the BID DOCUMENT and are fully aware of the scope of work required. We are hereby submitting our "Financial Proposal" as per prescribed format. The amount quoted for the Proposal bid submitted is attached with this letter.

Yours sincerely,

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

3.2 Detailed of Price Schedule

Sl.No	Items	Total Price	Taxes (Wherever Applicable)	Total Quoted Price (Total Price +Taxes)
CAPEX				
A	Supply and Installation of IT Hardware/Furniture/Video Wall Solution			
B	Development/Customization and implementation of Mobile application for Monitoring.			
C	Design, Develop and Implementation of Learning Management System (LMS)			
D	Integration of Existing State Application including SARAL with VSK centralized Dashboard Application			
E	Training and Capacity Building			
Total CAPEX Value quoted				
OPEX for a Period of 3 years				
A	Cloud Based Call Centre Solution with CRM Integration, existing state application integration, and VSK integration including licensing			
B	Manpower			
C	Operation & Maintenance (Quarterly Expenses for 3 years of contract after “Go-Live”			
Total OPEX value quoted				
Grand Total				

3.3 CAPEX: Item Wise Details without Tax

Sl.No	Component	Quantity	Unit Price	Total Price
Supply and Installation of IT Hardware/Furniture/Video Wall Solution				
1	Video wall (Active LED) with Approximate size 20 ft X 6 ft along with Software to use the same	1 Lot		
2.	Video controller, Multi viewer, HDMI Splitters and Switchers for input out controls, Drive, signal amplification etc required for completing the set up	1 set		
3.	Table with drawer and socket and Glass separator. Provision of Pull up Connections/System with HDMI, LAN Socket and Power socket to be given	15 nos.		
4.	Revolving Chairs with Arm	15 nos.		
5.	Desktop Computer	15 nos.		
6.	One PTZ camera with Video conferencing software's, etc.	1 Lot		
7.	Smart Podium with inbuilt computer	1 No.		
8.	6 nos. CCTV cameras with DVR, with 2 TB Internal Surveillance grade hard disk	6 No.		
9.	10 KVA online UPS with 30-minute battery backup for Video Wall/Active LED only	1 No.		
10.	6 KVA online UPS with 30-minute battery backup for computer systems /equipment	1 No.		
11.	Acoustic panels for walls and ceiling and wall to wall carpet for sound proofing etc.	1 Lot		
12.	48 TB NAS for data storage	1 No.		
13.	24 Port GBPS LAN Switch	1 No.		
14.	Associated cabling (CAT 6) for networking/ CCTV wiring/Connectors I/O box, Installation/misc items etc as per site requirements	1 Lot		
15.	VoIP Headsets with Mic	15 Nos		
16.	Multi-Functional Printer	1 Nos		
Total				

Sl.No	Name of item	Quantity	Unit Price	Total Price
A. Development/Customization and implementation of Mobile application for				
1	Development/Customization of Mobile Monitoring application, with backend database and Web Base applications, piloting, visualize the data at the VSK centralized dashboard and integration with Call center/CRM,	One Time and Lump sum		
Total				

Sl.No	Name of item	Quantity	Unit Price	Total Price
B. Design, Develop and Implementation of Learning Management System (LMS)				
1	Design and development of LMS, Integration of LMS with SARAL to access data for various analytics, visualize of LMS data at a VSK centralized dashboard and integration with Call center/CRM,	One Time and Lump sum		
Total				

Sl.No	Name of item	Quantity	Unit Price	Total Price
C. Integration of Existing State Application including SARAL with VSK centralized Dashboard Application				
1	<ul style="list-style-type: none"> Design and Develop, Indicators, Information flow of Dashboards (either BI Model or AI model) for Data Visualization and providing real-time performance of schools 	One Time and Lump sum		

	<ul style="list-style-type: none"> • Develop APIs and integrate with existing state-implemented applications, such as TIMS, Mobile TIMS attendance, MLEAD Portal, and AI Geospatial, via API including SARAL to visualize the data at the VSK centralized Dashboard applications. • Security Audit (CERT Empanel) for various applications implemented in the VSK 			
Total				

Sl. No	Name of item	Quantity	Total Price
D. Training and Capacity Building			
1	Preparation Training Modules, FAQ, Video tutorials and manuals	One Time and Lump sum	
2	Printing of OMR sheet and distribution to schools		
3	Providing training to call agents with instruction and tools to use the CMS and CRM platforms, Providing training and capacity building to a dedicated team of all the IT infrastructure and applications.		
4	Providing training and capacity to teachers, Head teachers, CRC, BRC, SRG, DRG, District level functionaries to use Mobile Application and SARAL application		
Total			

3.4 OPEX: Item Wise Details without Tax

Sl. No	Name of item	Quantity	Unit Price per month	Total Price
A. Cloud Based Call Centre Solution with CRM Integration, existing state application integration, and VSK integration including licensing)				
1	Cost per seat for the Cloud based Call Centre solution with 5 seat initially scalable to 10 seats, software application, SMS Gateway, including licensing and Standard Operating Procedure, Awareness and integration existing state application integration such as TIMS, Mobile TIMS attendance, MLEAD Portal, and AI Geo Spatial, via API including Mobile Monitoring app and SARAL for data source and visualize the data of Call Centre and CRM at the VSK centralized dashboard.	5		
	Total Cost for 36 Months (In Rs)			
2	Customization/development cost for Customer Relationship Management Application (CRM) and Software applications.	Per Month		
	Total Cost for 36 Months (In Rs)			
Total				

Sl.No	Name of item	Nos (Man Month)	Rate/Man Month	Total Price
B. Manpower				
1	Project Manager	45		
2	IT Engineer	45		
3	Software Developer	36		
4	Database Administrator (DBA)	45		
5	Data Analyst	36		
6	Call Executive Agent	36		

Total			
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Sl.No	Name of item	Total Price
C. Operation and Maintenance (O&M) (quarterly expenses for 3 years of contract after “Go-Live”		
1	<p>Operation & Maintenance (Quarterly Expenses for 3 years of contract after “Go-Live” for:-</p> <p>Providing Technical and maintenance support to ensure performance of the IT infrastructure, AMC Support, troubleshooting, bug fixes.</p> <p>Managing the VSK center operation and support implementation including integration of various applications for data visualization</p> <p>Managing the Call Centre, CMS and CRM application including customization, managing the back end database and Dashboards for data visualization.</p> <p>Ensure the availability of various applications implemented in the VSK, support implementation and utility of Mobile Monitoring app and SARAL app.</p> <p>Make sure that the capacity-building and training that are necessary during the operational stage shall continue.</p> <p>.</p>	12 Quarters
Total		

Conditions:

ISSUED BY- STATE PROJECT DIRECTOR, SSA (SEMAM), DEPARTMENT OF EDUCATION,
GOVERNMENT OF MEGHALAYA

Financial Bid should only indicate prices without any condition or qualification whatsoever.

- a. The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract
- b. The price quoted should be inclusive of all taxes.
- c. Bidders should express the price of their product in Indian currency only.
- d. The Tender is valid for a period of 180 days from the date of opening of First envelope.
- e. The rate should not be provided as a percentage figure.
- f. The consolidated rate should include all govt. and any other levies (e.g. Service Tax etc.)
- g. The tenderer is advised to quote rate in absolute Indian Rupees.
- h. The rate quoted will be valid for 180 days. The period can be extended with mutual agreement.
- i. No condition will be entertained and conditional tender will be liable to be rejected
- j. Partial bidding would disqualify the tenderer.

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>

ANNEXURE A: Format for Performance Bank Guarantee

<< *To be printed on Rs.100/- Stamp Paper*>>

..... (Insert: Bank's Name and Address of Issuing Branch or Office)
Beneficiary: (Insert: name and Address of Purchaser or The State Project Director, Samagra Shiksha, SEMAM, Meghalaya Shillong here in after called The State Project Director, Samagra Shiksha, SEMAM,)

Date:

PERFORMANCE GUARANTEE No:.....
.....We have been informed that (*insert: name of Vendor*) has entered into Contract No. (*Insert: reference no of the contract*) dated With you, for the Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK) under The State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong.

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required. At the request of the Supplier, we (insert: name of bank) hereby irrevocably undertake to pay you a sum or sums not exceeding in total an amount of (Rs....) (Rupees) upon receipt by us of your first demand in writing accompanied by a written statement stating that the supplier is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire no later than the Day of, 2..... , and any demand for payment under it must be received by us at this office on or before that date.

** The guarantor agrees to extension of this guarantee for a further period in response to the purchaser's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.

Dated: _____

For _____

(Indicating the name of the Bank)

N.B. This guarantee should be issued on non-judicial stamped paper, stamped in accordance with the stamp act

ANNEXURE B: CONTRACT AGREEMENT

<< *To be printed on Rs.100/- Stamp Paper*>>

This agreement made this day of **BETWEEN** The State Project Director, Samagra Shiksha, SEMAM, Education Department, Government of Meghalaya on the one part, hereinafter referred to as “Client” or “The State Project Director, Samagra Shiksha, SEMAM” (which expression shall unless excluded by or repugnant to the context be deemed to include his/ her heirs, executors, administrators and legal representatives) of **FIRST PART**

AND

....., a company registered under the....., having its registered office at, hereinafter referred to as “**Systems Integrator**” or “**SI**” or “**Vendor**”, (which expression unless repugnant to the context therein, shall include its successors, administrators, executors and permitted assignees), of the **SECOND PART**.

Whereas the **State Project Director, Samagra Shiksha, SEMAM** has envisaged to implement Vidya Samiksha Kendra (VSK) in the State of Meghalaya.

And whereas **the State Project Director, Samagra Shiksha, SEMAM** published the RFP to seek services of a reputed IT firm/Call Centre Provider as a System Integrator for Design, Development, Implementation and Maintenance of Vidya Samiksha Kendra (VSK)

And whereas M/s..... has submitted its proposal for “**Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK) under the State Project Director, Samagra Shiksha, SEMAM, Meghalaya, Shillong**”

AND whereas the State Project Director, Samagra Shiksha, SEMAM has selected M/s..... as successful bidder and issued Letter of Intent dated to the successful bidder who in turn signed and returned the same as a token of acceptance of Letter of Intent.

And whereas the State Project Director, Samagra Shiksha, SEMAM and M/s. ----- have decided to enter into this Agreement. All terms and conditions stipulated in this RFP shall be legally binding as terms and conditions of the contract agreement.

NOW, THEREFORE, in consideration of the premises covenants and promises contained herein and other good and valuable considerations, the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally, IT IS HEREBY AGREED between the Parties as follows:

ISSUED BY- STATE PROJECT DIRECTOR, SSA (SEMAM), DEPARTMENT OF EDUCATION,
GOVERNMENT OF MEGHALAYA

NOW IT IS HEREBY MUTUALLY AGREED AND DECLARED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

General terms of contract

- i. The State shall provide along with the Work Order, a document explicitly defining the deliverables, time schedules for activities, conditions, check lists for compliance, and list of officials of the State responsible for different components of this contract.
- ii. The Vendor shall accept this document and return a signed copy of the same as proof of acceptance within ___ days of the issuance of the work order.
- iii. This document will function as a guide and the Vendor shall strictly comply with any and every provision defined therein.
- iv. The Vendor shall strictly comply with the terms and conditions defined therein.
- v. The Vendor will indicate the acceptance of the Work Order in writing within the specified period along with a Performance Security of 5% for the implementation and installation phase and a signed copy of this Contract Agreement.