

**State Project Director, Samagra Shiksha Abhiyan (SEMAM), Education Department, Government of Meghalaya**

**RFP No. and Title: SELECTION OF PROSPECTIVE BIDDER/ SYSTEM INTEGRATOR FOR IMPLEMENTATION OF VIDYA SAMIKSHA KENDRA (VSK) IN THE STATE OF MEGHALAYA**

**Tender No.SEMAM/SAMAGRA-SA/MIS/VSK/37/2022/ Dated 23rd May, 2023**

**CORRIGENDUM-01 Dated 26-06-2023**

**Further to Bid Document [Ref Tender No.SEMAM/SAMAGRA-SA/MIS/VSK/37/2022/ Dated 23rd May, 2023 amendments are notified as below. All other requirements / specifications / information / Terms and Conditions remain unchanged except as given below**

**1. Eligibility Criteria (All other criteria remain unchanged except as given below)**

Sr.No	Clause	Existing Clause		Revised Clause	
		Eligibility Criteria	Document Proof	Eligibility Criteria	Document Proof
2	Bidder Turnover	<p>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.</p> <p>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).</p> <p><b>In case of consortium:</b> 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).</p> <p>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).</p> <p>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).</p>	<p>Audited Balance Sheet (to be provided by each consortium member in case of consortium)</p> <p>Audited Profit &amp; Loss Statement (to be provided by each consortium member in case of consortium)</p> <p>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)</p>	<p>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 2023. The bidder (if sole Bidder) should have an average annual turnover of atleast INR 10 Crores for last 5 audited financial years (2018-19, 2019-20,2020-21,2021-22, 2022-23).</p> <p><b>In case of consortium:</b> The lead bidder should have at least 50% of the required turnover for last 5 audited financial years (2018-19, 2019-20,2020-21,2021-22, 2022-23). Each of the other bidders should have the remaining average annual turnover of at least INR 2 Cr. for last 5 audited financial years (2018-19, 2019-20,2020-21,2021-22, 2022-23). The combine average turnover for last 5 financial years of the lead bidder and consortium members should be minimum INR 10 Cr. for last 5 audited financial years (2018-19, 2019-20,2020-21,2021-22, 2022-23)</p>	<p>Audited Balance Sheet (to be provided by each consortium member in case of consortium) for the last 5 financial year ( April 2018 onwards)</p> <p>Audited Profit &amp; Loss Statement (to be provided by each consortium member in case of consortium) for the last 5 financial year ( April 2018 onwards)</p> <p>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)</p>

3	Section II, Clause No 6 , Eligibility criteria of Bidder, Pre-qualification Criteria	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>	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>The Bidder (Sole or lead bidder) must have (Completed/On-Going) at least 2 projects in IT which must include supply of hardware, development of software, support &amp; maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 5 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)</p> <p><b>AND</b></p> <p>Any one other consortium member (in case of consortium), must have completed (or on-going) at-least 1 projects in in IT project which can include either hardware, development of software, support &amp; maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 3 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)</p>	No Change
4		Past Experience of similar project	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.	Copies of contracts / work orders/ Contract Agreement / documentary evidence of successful execution / completion in support of Past Experience of Similar Services	The Bidder (lead bidder or any One other consortium member, in case of consortium) must have successfully executed/ on-going at least 1 (one) single order of atleast INR 5 Crore OR 2 (two) orders of atleast INR 3 Crore each as a System Integrator for similar service(s), key experience required are delivery and installation of hardware, software development, API integration and support & maintenance in last five years ( April 2018 onwards) to any Central / State Govt/ PSU	No Change

**2. Technical Evaluation Criteria (A+B+C=100 Marks) (All other criteria remain unchanged except as given below)**

Sr. No	Clause	Existing Clause		Revised Clause	
		Criteria	Marks	Criteria	Marks
1	Section II, Clause No 16 , 16. Technical Evaluation Criteria , Firm level qualification: 60 Marks	<p>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):</p> <ul style="list-style-type: none"> <li>• 3 Projects: 15 Marks</li> <li>• For each additional Project: 5 Marks (subject to maximum 25 Marks)</li> </ul>	25	<p>At least 2 projects as System Integrator (either lead bidder or any One other consortium member, in case of consortium) must have successfully completed/on-going with atleast INR 5 Cr project value each at the Central/ State government/ PSU in the last 5 FYs ( April 2018 onwards). Key experience required are delivery and installation of hardware, software development, API integration and support &amp; maintenance</p> <ul style="list-style-type: none"> <li>• 2 Projects: 10 Marks (5Mark each)</li> <li>• For each additional Project: 5 Marks (subject to maximum 15 Marks)</li> </ul>	15

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): • 2 Projects: 10 Marks • For each additional Project: 5 Marks (subject to maximum 20 Marks)	20	At least 2 project with atleast INR 3 Cr project value each (either lead bidder or any One other consortium member, in case of consortium), must have successfully completed/on-going at the state / central government / PSUs in IT Driven Education Project in the last 5 Fys (April 2018 onwards) • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)	15
3		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): • 2 Projects: 5 Marks • For each additional Project: 2.5 Marks	10	At least 2 projects (either lead bidder or any One other consortium member, in case of consortium), must have successfully 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 5 FYs, (April 2018 onwards) • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (Subject to maximum 15 Marks)	15
4		Certifications • ISO9001–2 Marks • ISO27001– 2 Marks • CMMi Level 3 or above–Addl.1 Marks Copy of valid certifications to be submitted	5	Certifications • ISO9001–2 Marks • ISO27001– 2 Marks • CMMi Level 3 or above–Addl.1 Marks Copy of valid certifications to be submitted	5
5				At least 1 project (either lead bidder or any One other consortium member, in case of consortium) must have successfully completed/on-going projects in IT project which must include supply of hardware, development of software, support & maintenance in Northeastern States • 1 Projects: 5 Marks • For each additional Project: 5 Marks (subject to maximum 10 Marks)	10
		<b>Total</b>	<b>60</b>	<b>Total</b>	<b>60</b>
1	Section II, Clause No 6 , Eligibility criteria of Bidder, Key professional staff: Qualification & Experience for the assignment/ job : 20 Marks	Project Manager	6	<b>No Change</b>	<b>No Change</b>
2		IT Engineer	4		
3		Software Developer	3		
4		Database Administrator (DBA)	3		
5		Data Analytics	4		
		<b>Total</b>	<b>20</b>		

1	Section II, Clause No 16 , 16. Technical Evaluation Criteria , Prsentation: 20 Marks	<p><b>Technical Presentation and Documentation:</b></p> <p><b>A. Call Centre Solution/CRM</b></p> <ul style="list-style-type: none"> <li>• IT Solution Proposed</li> <li>• Implementation Approach &amp; Plan</li> <li>• Call center design and operationalization Procedure Innovative</li> </ul> <p>features specified for Effective and efficient cloud-based call center solution, Integration and Interoperability of the system with</p> <ul style="list-style-type: none"> <li>• External and internal components/systems</li> <li>• CRM Customization and Development</li> <li>• Strategy for Operations &amp; Maintenance</li> <li>• User Management</li> <li>• Monitoring Tools proposed &amp; Security features proposed for Project</li> <li>• Performance &amp; reporting model</li> <li>• Hardware &amp; Infrastructure Proposed</li> <li>• Data backup and Storage mechanism</li> <li>• MIS Reports</li> <li>• Mobile Based Application solution</li> <li>• IT Solution Proposed</li> <li>• Implementation Approach &amp; Plan</li> </ul> <p><b>B. Mobile Application Design and Customization</b></p> <ul style="list-style-type: none"> <li>• Strategy for Operations &amp; Maintenance</li> <li>• User Management</li> </ul>	20	<p><b>Technical Presentation and Documentation:</b></p> <p><b>A. Call Centre Solution/CRM</b></p> <ul style="list-style-type: none"> <li>• IT Solution Proposed</li> <li>• Implementation Approach &amp; Plan</li> <li>• Call center design and operationalization Procedure Innovative</li> </ul> <p>features specified for Effective and efficient cloud-based call center solution, Integration and Interoperability of the system with</p> <ul style="list-style-type: none"> <li>• External and internal components/systems</li> <li>• CRM Customization and Development</li> <li>• Strategy for Operations &amp; Maintenance</li> <li>• User Management</li> <li>• Monitoring Tools proposed &amp; Security features proposed for Project</li> <li>• Performance &amp; reporting model</li> <li>• Hardware &amp; Infrastructure Proposed</li> <li>• Data backup and Storage mechanism</li> <li>• MIS Reports</li> <li>• API integration</li> </ul> <p><b>B. Mobile Application Design and Customization</b></p> <ul style="list-style-type: none"> <li>• IT Solution Proposed</li> <li>• Implementation Approach &amp; Plan</li> <li>• Strategy for Operations &amp; Maintenance</li> <li>• User Management</li> <li>• API integration</li> </ul> <p><b>C. Printing and Distibution of OMR sheet to shcool</b></p> <ul style="list-style-type: none"> <li>• Solution and approach</li> </ul>	No Change
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3. All other Manpower Qualification criteria remain unchanged except as given below)

Sr. No	Cluase		Existing Clause		Revised Clause	
			Minimum Qualification and Experience	Responsibilities	Minimum Qualification and Experience	Responsibilities
1	Table of Page No 48	Role IT Engineer (1 resource)	<ul style="list-style-type: none"> <li>• Experience in Technology Management with 6 yrs. and &lt;10 yrs. Experience</li> <li>• Bachelor's degree in Computer Science, Computer Engineering with MBA from reputed institution.</li> <li>• Local candidates would be preferred</li> </ul>	<ul style="list-style-type: none"> <li>• The candidate needs to install and manage the platform as well as monitor the servers.</li> <li>• The candidate should also have deep understanding/experience on followings</li> <li>• Managing Meta data, data standardization, development of Data catalogue, Master data management, understanding of technology aspects different data bases platforms and application.</li> <li>• Experience of designing in Big Data Architecture Experience in use of OpenSource technologies for Data Analysis.</li> <li>• Experience of working in use of AI/ML for predictive analysis</li> <li>• Experience of designing/implementing indicator frameworks for assessing data ecosystems and designing API format for data exchange</li> <li>• Experience in managing overall project including client management, stakeholder management, vendor Management, and Training &amp; Capacity building staff.</li> <li>• Professional experience in preparation of FRS, SRS, Workflow, Use Case documentation, bidding process, procurement procedure, Terms of Reference, Implementation of contracts, procurement management.</li> <li>• Experience of delivering technology solutions for government departments.</li> <li>• Strong written, verbal communications and documentation skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in Technology Management with 6 yrs. and &lt;10 yrs. Experience</li> <li>• Bachelor's degree in Computer Science, Computer Engineering from reputed institution.</li> <li>• Local candidates would be preferred</li> </ul>	No Change

2	Table of Page No 49	Role Database Administrator (1 resource)	<ul style="list-style-type: none"> <li>• Experience in Technology Management with 3 yrs. and &lt;6 yrs. Experience</li> <li>• Need to be conversant with structured query language such as SQL Server, MySQL, Oracle, IBM Db2, and MongoDB,) and relevant database technologies.</li> <li>• Bachelor's degree in Computer Science, Computer Engineering with MBA from reputed institution.</li> <li>• Local candidates would be preferred</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting database design, creation, and testing activities</li> <li>• Understand the existing database of various applications being used / under development by the state.</li> <li>• Understand the technical and functional requirements of programs being implemented and in pipeline within the state</li> <li>• Software / API development/ Mobile App development and integration</li> <li>• Managing the database availability and performance, including incident and problem management</li> <li>• Administering database objects to achieve optimum utilization</li> <li>• Defining and implementing event triggers that will alert on potential database performance or integrity issues</li> <li>• Performing database housekeeping, such as tuning, indexing, etc.</li> <li>• Monitoring usage, transaction volumes, response times, concurrency levels, etc.</li> <li>• Identifying reporting, and managing database security issues, audit trails, and forensics</li> <li>• Designing database backup, archiving, and storage strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in Technology Management with 3 yrs. and &lt;6 yrs. Experience</li> <li>• Need to be conversant with structured query language such as SQL Server, MySQL, Oracle, IBM Db2, and MongoDB,) and relevant database technologies.</li> <li>• Bachelor's degree in Computer Science, Computer Engineering from reputed institution.</li> <li>• Local candidates would be preferred</li> </ul>	No Change
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(Swapnil Tembe, IAS)  
**State Project Director, Samagra Shiksha &  
 Director of School Education and Literacy  
 Meghalaya, Shillong**

## SECTION-III

### BID FORMATS

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#### 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 or 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 five		



	financial years 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 (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 five financial years 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 (Form PQ-7 in case of a consortium all the members have to submit)		
11	Copy of audited balance sheet for last five financial years 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 (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 five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23		

**1.3 Form PQ-1: Details of IT projects executed by Bidder and any one other consortium member (in case of consortium)**

**STATEMENT OF PAST PERFORMANCE**

**(Performa for performance statement for a period of last five 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

<b>Organization or Govt. Dept. for which the services were provided in years</b>	<b>Contract No &amp; date</b>	<b>Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract</b>	<b>Value of Contract</b>	<b>Period of performance of Contract</b>	<b>Mandatory Supporting Documents  Work Order/Contract for the Project Client Certificate</b>
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 (Either lead bidder or any One other consortium member, in case of consortium)**

**STATEMENT OF PAST PERFORMANCE**

**(Performa for performance statement for a period of last five 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**

<b>Organization or Govt. Dept. for which the services were provided in years</b>	<b>Contract No &amp; date</b>	<b>Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract</b>	<b>Value of Contract</b>	<b>Period of performance of Contract</b>	<b>Mandatory Supporting Documents  Work Order/Contract for the Project Client Certificate</b>
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

<b>Bidders Information Sheet</b>			
<b>Sl.No</b>	<b>Particulars</b>	<b>Lead Bidder</b>	<b>Consortium Member 1/2/3 (Separate columns)</b>
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 the .....day 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 five 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	2018-19		
2	2019-20		
3	2020-21		
4	2021-22		
5	2022-23		
6	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 five 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.

<b>Sl.No</b>	<b>Financial Year</b>	<b>Annual Turn Over ( In INR Crores)</b>	<b>Document Proof ( Balance Sheet, etc Authenticated by Auditor/CA</b>
1	2018-19		
2	2019-20		
3	2020-21		
4	2021-22		
5	2022-23		
6	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 or 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 IT Driven Education project  (to be provided by Lead Bidder or 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 or 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)		
15	Details of IT project executed/ongoing in North Eastern States ( Form TQ-7) (to be provided by Lead Bidder or any One other consortium member)		

**2.2 Form TQ-1: Details of same/similar projects executed as System Integrator (either lead bidder or any One other consortium member, in case of consortium)**

**STATEMENT OF PAST PERFORMANCE**

**(Performa for performance statement for a period of last Five 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**

<b>Organization or Govt. Dept. for which the services were provided in years</b>	<b>Contract No &amp; date</b>	<b>Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract</b>	<b>Value of Contract</b>	<b>Period of performance of Contract</b>	<b>Mandatory Supporting Documents Work Order/Contract for the Project Client Certificate</b>
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>

**2.3 Form TQ-2 Details of project executed in IT Driven Education Project (either lead bidder or any One other consortium member, in case of consortium)**

**STATEMENT OF PAST PERFORMANCE**

**(Performa for performance statement for a period of last Five 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**

<b>Organization or Govt. Dept. for which the services were provided in years</b>	<b>Contract No &amp; date</b>	<b>Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract</b>	<b>Value of Contract</b>	<b>Period of performance of Contract</b>	<b>Mandatory Supporting Documents Work Order/Contract for the Project Client Certificate</b>
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>

**2.4 Form TQ-3 Details of projects in digital initiatives (either lead bidder or any One other consortium member, in case of consortium),**

**STATEMENT OF PAST PERFORMANCE**

**(Perform a performance statement for a period of last five 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**

<b>Organization or Govt. Dept. for which the services were provided in years</b>	<b>Contract No &amp; date</b>	<b>Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract</b>	<b>Value of Contract</b>	<b>Period of performance of Contract</b>	<b>Mandatory Supporting Documents Work Order/Contract for the Project Client Certificate</b>
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**

<b>Sl.No</b>	<b>Scope of Work</b>	<b>Minimum Requirements</b>	<b>Bidder Compliance ( Yes/No)</b>
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	Detailed specifications for Cloud based call center given in scope 4.9 of Section-I.  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.	
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>

**1.1 2.8. Form TQ-7 Details of IT project executed/ongoing in North Eastern States  
(either lead bidder or any One other consortium member, in case of consortium),**

**STATEMENT OF PAST PERFORMANCE**

**(Performa for performance statement for a period of last Five 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**

<b>Organization or Govt. Dept. for which the services were provided in years</b>	<b>Contract No &amp; date</b>	<b>Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract</b>	<b>Value of Contract</b>	<b>Period of performance of Contract</b>	<b>Mandatory Supporting Documents Work Order/Contract for the Project Client Certificate</b>
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>

### 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)
<b>CAPEX</b>				
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			
<b>Total CAPEX Value quoted</b>				
<b>OPEX for a Period of 3 years</b>				
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”			
<b>Total OPEX value quoted</b>				
<b>Grand Total</b>				



### 3.3 CAPEX: Item Wise Details without Tax

Sl.No	Component	Quantity	Unit Price	Total Price
<b>Supply and Installation of IT Hardware/Furniture/Video Wall Solution</b>				
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		
<b>Total</b>				

Sl.No	Name of item	Quantity	Unit Price	Total Price
<b>A. Development/Customization and implementation of Mobile application for</b>				
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>B. Design, Develop and Implementation of Learning Management System (LMS)</b>				
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		
<b>Total</b>				

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

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Security Audit (CERT Empanel) for various applications implemented in the VSK</li> </ul>			
<b>Total</b>				

Sl. No	Name of item	Quantity	Total Price
<b>D. Training and Capacity Building</b>			
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		
<b>Total</b>			

### 3.4 OPEX: Item Wise Details without Tax

Sl. No	Name of item	Quantity	Unit Price per month	Total Price
<b>A. Cloud Based Call Centre Solution with CRM Integration, existing state application integration, and VSK integration including licensing)</b>				
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)			
<b>Total</b>				

Sl.No	Name of item	Nos (Man Month)	Rate/Man Month	Total Price
<b>B. Manpower</b>				
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		
<b>Total</b>				

Sl.No	Name of item	Total Price
<b>C. Operation and Maintenance (O&amp;M) (quarterly expenses for 3 years of contract after “Go-Live”</b>		
1	<p>Operation &amp; 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>	12 Quarters
	Internet Connectivity at the VSK center	
<b>Total</b>		