



অসম উচ্চতৰ মাধ্যমিক শিক্ষা সংসদ
ASSAM HIGHER SECONDARY EDUCATION COUNCIL
BAMUNIMAIDAM :: GUWAHATI-781021

No.: AHSEC/IT/DMWA/44/2022/ 199

Date: 11 / 05 / 2023

Request for Proposal for Development of E-Services Portal

Proposals are invited from reputed Software Companies/IT Firms for Development of E-Services Portal for Assam Higher Secondary Education Council (AHSEC). Interested Bidders may visit the official website of AHSEC (<https://ahsec.assam.gov.in>) to download the Request for Proposal (RfP) document which will be available in the website from 12/05/2023 onwards. Last date of submission of the Proposal is 26/05/2023 upto 2 PM.

QK

Secretary,
 Assam Higher Secondary Education Council
 Bamunimaidam, Guwahati-781021

Memo No.: AHSEC/IT/DMWA/44/2022/ J.S. 199

- A -

Date: 11 / 05 / 2023

Copy forwarded to:-

- 1) The Chairman, AHSEC for favour of kind information.
- 2) The Deputy Controller of Examinations, AHSEC for making necessary arrangement to upload the detail RfP document into the website of AHSEC.
- 3) The Superintendent, Establishment Branch, AHSEC for arranging to publish the advertisement in one issue of The Assam Tribune.
- 4) The Superintendent, Store Branch, AHSEC for making necessary arrangement to deploy Tender Box.

QK

Secretary,
 Assam Higher Secondary Education Council
 Bamunimaidam, Guwahati-781021

J.S.

Disclaimer

The information contained in this Request for Proposal (RfP) document or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of Assam Higher Secondary Education Council (AHSEC) or any of its employees or advisers, is provided to Bidders on the terms and conditions set out in this RfP document and such other terms and conditions subject to which such information is provided.

This RfP document is not an agreement or an offer by AHSEC to the prospective Bidders or any other person. The purpose of this RfP document is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RfP document. This RfP document includes statements, which reflect various assumptions and assessments arrived at by AHSEC in relation to the proposed Assignment. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RfP document may not be appropriate for all persons, and it is not possible for AHSEC, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RfP document. The assumptions, assessments, statements and information contained in this RfP document, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RfP document and obtain independent advice from appropriate sources.

Information provided in this RfP document to the Bidders may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. AHSEC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

AHSEC, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RfP document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RfP document and any assessment, assumption, statement or information contained therein or deemed to form part of this RfP document or arising in any way in this Selection Process.

AHSEC also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RfP document.

AHSEC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RfP document.

The issue of this RfP document does not imply that AHSEC is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the proposed Assignment and AHSEC reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by AHSEC or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and AHSEC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

1. Background

AHSEC was established as per the Assam Higher Secondary Act, 1984 in order to regulate, supervise and develop the system of Higher Secondary Education in the state of Assam. The Council is responsible for conducting examinations at senior secondary level for the students enrolled to the different Higher Secondary Schools/Colleges under its affiliation apart from performing works related to the academic curriculum and recognition and permission of institutions etc.

AHSEC has initiated many activities to computerize and automate its day-to-day works. In order to enhance the IT (Information Technology) enablement, AHSEC intends to develop an E-Services Portal for the benefit of the students and institutions so that different services of the Council can be provided online with doorstep delivery through the portal to the students and other stakeholders.

2. About the E-Services Portal:

The E-Services Portal is a platform through which AHSEC will provide online service to the students/institutions. Students may submit applications for availing different services offered by the Council through the portal. AHSEC users will also be able to process the applications through the portal.

3. Important Dates

Starting date for downloading of RfP document	12/05/2023
Last date to submit prebid queries	18/05/2023
Email Address for sending prebid queries	itahsec@gmail.com
Uploading of response to prebid queries	https://ahsec.assam.gov.in
Last Date and Time for submission of Proposal	26/05/2023 upto 2 PM
Date, Time & Venue of Technical Bid opening	26/05/2023 at 3 PM Venue: AHSEC, Bamunimaidam, Guwahati- 781021
Address for Communication	The Secretary, Assam Higher Secondary Education Council, Bamunimaidam, Guwahati- 781021, Assam

Note:

- In the event of any date indicated above is a declared holiday, the next working day shall become operative for the respective purpose mentioned herein.
- RfP documents can only be downloaded from AHSEC website <https://ahsec.assam.gov.in>.
- The Schedule indicated above is tentative and AHSEC may change any or the entire schedule.

4. Scope of Work

The E-Services portal is an online application and processing system for the below mentioned services offered by the Council:-

- Issuance of Original Pass Certificate
- Issuance of Duplicate Registration Card
- Issuance of Duplicate Admit Card
- Issuance of Duplicate Marksheet
- Issuance of Duplicate Pass Certificate
- Correction of Registration Card
- Correction of Admit Card
- Correction of Marksheet
- Correction of Pass Certificate
- Issuance of Migration Certificate
- Change of Institutions
- Granting of gap permission
- Verification of issued certificates

The E-Services Portal will contain 2 (two) modules – A) Student Module & B) Office Management Module. Through the Student Module, applicants will be able to apply for the services and through the Office Management Module, AHSEC will process the applications. Individual scope of work for the modules are mentioned below-

(A) Student Module: The following features will be made available through the Student Module-

- Student Registration & Login: Any user opting to apply for service through the e-services portal, needs to register himself/herself with mobile number verification using OTP. Other fields to be entered for registration are Name of the applicant, Date of Birth, email id, Gender, Registration Number, Registration Session etc. On successful registration, he/she will be able to set a password. Using the mobile no./email id as user id and the password, the applicant may log into his/her account.
- Forgot Password: Any user who forgets his/her password can recover it by using the forgot password option. User needs to submit the registered mobile number and an OTP will be sent to his/her mobile number. After submitting the OTP, he/she will be able to set a new password.
- Change Password: Applicants after Login into the portal using his/her credentials, can change his/her old password and set a new password.
- Delivery option: Applicants can collect the applied documents physically from the AHSEC office or via post. For the postal delivery option, applicants must provide the postal address for sending the documents. For the Correction of documents or Migration certificate, applicant submit the original copy of the document at the Dispatch Branch of AHSEC, either physically or via post after successful submission of the application. In case of postal delivery, AHSEC will dispatch the corrected document only after receiving of the original document.
- Application for issuance of Original Pass Certificate (For HS Exam 1986-2005): Applicant can apply for original pass certificate after Login into the portal using his/her credentials i.e. user id & password. For the original pass certificate, applicants must upload the scanned copy of the Admit Card/Registration Card & Marksheet. Fields to be entered for this are Year of passing, Roll, Number, Stream, Father's name, Mother's name, Name of the Institution, Marks obtained, Total Marks, Division etc.
- Application for issuance of Duplicate Registration Card: Applicant can apply for duplicate registration card after Login into the portal using his/her credentials i.e. user id & password. For the duplicate registration card, applicants must upload the scanned copy of the FIR, Paper advertisement & HSLC (or 10th Std.) marksheet. Fields to be entered for this are Stream, Institution Name, Father's name, Mother's name etc.
- Application for issuance of Duplicate Admit Card: Applicant can apply for duplicate admit card after Login into the portal using his/her credentials i.e. user id & password. For the duplicate admit card, applicants must upload the scanned copy of the FIR & Registration card. Fields to be entered for this are Roll, Number, Year, Stream, Father's name, Mother's name etc.
- Application for issuance of Duplicate Marksheet: Applicant can apply for duplicate marksheet after Login into the portal using his/her credentials i.e. user id & password. For the duplicate marksheet, applicants must upload the scanned copy of the FIR, Admit Card & Registration Card. Fields to be entered for this are Roll, Number, Year, Stream, Institution Name etc.
- Application for issuance of Duplicate Pass Certificate: Applicant can apply for duplicate pass certificate after Login into the portal using his/her credentials i.e. user id & password. For the duplicate pass certificate, applicants must upload the scanned copy of the FIR, Registration Card & Marksheet. Fields to be entered for this are Roll, Number, Year, Name of the institution, Stream, Division, Father's name, Mother's name, Marks obtained & Total Marks etc.
- Application for correction of Registration Card: Applicant can apply for correction of registration card after Login into the portal using his/her credentials i.e. user id & password. For the correction of registration card, applicants must upload the scanned copy of the HSLC Admit card, Registration card & Court Affidavit. Applicant must provide the correct details of the field(s) in the Registration Card that needs to be corrected.
- Application for correction of Admit Card: Applicant can apply for correction of admit card after Login into the portal using his/her credentials i.e. user id & password. For the correction of admit card, applicants must upload the scanned copy of the Registration card & Admit card. Applicant must provide the correct details of the field(s) in the Admit Card that needs to be corrected.
- Application for correction of Marksheet: Applicant can apply for correction of marksheet after Login into the portal using his/her credentials i.e. user id & password. For the correction of marksheet, applicants must upload the scanned copy of the Registration card, Admit card & Marksheet. Applicant must provide the correct details of the field(s) in the Marksheet that needs to be corrected.
- Application for correction of Pass Certificate: Applicant can apply for correction of pass certificate after Login into the portal using his/her credentials i.e. user id & password. For the correction of pass

certificate, applicants must upload the scanned copy of the Registration card, Admit card, Marksheet & Pass certificate. Applicant must provide the correct details of the field(s) in the Pass Certificate that needs to be corrected.

- Application for issuance of Migration Certificate: Applicant can apply for Migration certificate after Login into the portal using his/her credentials i.e. user id & password. For the Migration certificate, applicants must upload the scanned copy of the Registration card & Marksheet. Fields to be entered are Roll, Number, Year, Stream, Details of course opting to study next, Reason of seeking migration etc.
- Application for change of Institutions: Applicants can apply for change of institutions through the portal. For change of Institutions, applicants must upload scanned copy of HSLC (or 10th Std.) Marksheet, HS 1st Year (or 11th Std.) Marksheet & Recommendation Letter from the Principal etc.
- Application for admission permission for students having academic gap more than 3 years: Applicants can apply for admission permission in HS 1st year, if they have academic gap more than 3 years after passing out HSLC. Documents to be uploaded are Affidavit & Recommendation Letter.
- e-Receipt and e-Application copy generation system: Applicants can download the e-Receipt and e-Application against the applied service.
- Application progress tracking system: Applicants can check the status of his/her application in the portal using the application reference number or OTP verified number.
- Auto e-Copy generation for issued certificates
- e-Verification of issued certificates using Instant Certificate verification system: Issued certificate can be verified by entering the Roll, Number, Year, Registration Number, Registration Session & Certificate Number.
- File Resubmit feature for applicants on requirement of additional documents.
- Payment of fee by the applicant through third party payment gateway to be engaged by AHSEC.
- SMS Alert to the applicant on successful submission of the application (Bulk SMS service provider will be engaged by AHSEC).

(B) Office Management Module: The following features will be made available through the Office Management Module-

- Role and Responsibility based multi user login:
 - a) For Correction of Registration certificate/ Issuance of Migration certificate/ Duplicate Registration certificate/ Gap permission for admission into HS First Year/ Transfer of Regular students in HS 2nd Year-
 - i) Dealing Assistant=>
 - He/She will check the number of applications received online against his/her assigned service (Correction of Registration certificate/ Issuance of Migration certificate/ Duplicate Registration certificate) on daily basis.
 - He/She will verify the particulars & documents uploaded by the applicant on daily basis and make data entry as required & forward the same to the Superintendent for onward necessary action.
 - ii) Superintendent=> He/She will check & verify the applications received from the Dealing Assistant carefully and forward the same to the Deputy Secretary of the branch for disposal of the applications.
 - iii) Deputy Secretary=>
 - He/She will approve the applications verified by the Superintendent and dispose the application.
 - After completion of all the aforesaid steps at i), ii) and iii), one of the Dealing Assistant will take print out of the approved documents and send to the Dak Despatch Branch.
 - b) For Correction of Admit Card/ Correction of Marksheet/ Correction of Pass Certificate/ Duplicate Admit Card/ Duplicate Marksheet/ Duplicate Pass Certificate-
 - i) Dealing Assistant=>
 - He/She will check the number of applications received online against his/her assigned service (Correction of Admit Card/ Correction of Marksheet/ Correction of Pass Certificate/ Duplicate Admit Card/ Duplicate Marksheet/ Duplicate Pass Certificate) on daily basis.

- He/She will verify the particulars & documents uploaded by the applicant on daily basis and make data entry as required & forward the same to the Superintendent for onward necessary action.

ii) Superintendent=> He/She will check & verify the applications received from the Dealing Assistant carefully and forward the same to the Deputy Controller of Examinations for disposal of the applications.

iii) Deputy Controller of Examinations=>

- He/She will approve the applications verified by the Superintendent and dispose the application.

After completion of all the aforesaid steps at i), ii) and iii), one of the Dealing Assistant will take print out of the approved documents and send to the Dak Despatch Branch.

c) Administration of the Portal- For smooth and effective implementation of the E-Services work, an officer will act as super user of the portal for management of other users.

- Data Entry panel and certificate generation
- Auto data population module from registration and other data sources (based on availability)
- Verification of uploaded documents
- Auto sending of SMS updates to candidates
- Performance monitoring of users.
- User Management
- e-Service Processing Fee Management
- Revenue collection reports
- Dedicated Dashboards for different level of users
- Multiple reports download option in excel, pdf etc.
- Intra messaging system
- Intra File sharing system
- Audit Trail

The scope of work for the E-Services Portal common for both the above mentioned modules are mentioned below: -

- Three types of users- Applicants, AHSEC Employees/Officers, Administrator.
- Security from all types of unauthorized/malicious access etc. Adequate measures should be taken to prevent cross-site scripting, SQL injection, fishing, session hijacking etc.
- Compatibility of the Portal with operating systems of different flavors.
- Accessibility of the Portal from all common electronic gadgets such as desktop computers, laptops, smart phones, tablets etc.
- Interactive, user friendly and robust GUI (Graphical User Interface).
- Session Management.
- Password encryption.
- URL parameter encryption.
- Normalized database design.
- Source code optimization.
- Query optimization.
- Open source based customizable solution
- 3 tier/N-tier client-server architecture with separation of presentation logic, business logic and data layer.
- Keeping regular Backup and Recovery.
- Interoperable, Upgradable and Open Standards Based Solution.
- Payment Gateway, SMS Gateway and email integration.
- SSL certificate integration.
- Uptime/Availability of system to be more than 99.90%.
- Proper documentation regarding planning, requirement analysis, design, development, hosting, testing, implementation and maintenance.

- Testing of the portal for quality and security from a CERT-IN certified third party auditor.
- Hosting of the portal into a ISO: 27001 certified server for 3 years from the date of go live.
- Maintenance of the portal for 3 years from the date of go live.

Other scope of works are mentioned below-

1. The System Integrator must provide handholding and undertake onsite training of the E-Services portal to the Client officials.
2. Integration with RTPS portal of Assam- The E-Services portal needs to be integrate with the RTPS portal of Assam for particular services.
3. Annual Maintenance

During the period of maintenance, the following activities will have to be carried out by the System Integrator -

3.1 New Development and Enhancements: New features or modifications or customization as required by the Client or due to policy changes.

3.2 Bug-Fixes and End-User Problem Resolution: Based on the issues reported by end users, the bugs/defects and end user's problems should be resolved as required by the Client.

3.3 Configuration Management and Version Control: As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management. System Integrator shall in ensuring that a copy of the production environment is backed up and stored in the repository before the new / modified components are copied to Production.

3.4 Release Management: As part of the release management, System Integrator shall perform the following activities-

- Group the related change requests, assess their development progress and accordingly prepare a schedule for their release.
- Prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.

5. Bid Processing Fee

Bidders are required to submit a non-refundable bid processing fee of Rs. 5,000/- (Rupees Five Thousand only) in the form of a demand draft drawn from a Nationalized/Scheduled Bank located in India in favour of **"The Secretary, Assam Higher Secondary Council, Assam"** payable at Guwahati.

6. Earnest Money Deposit (EMD)

Bidder(s) shall submit along with the Proposal an EMD of Rs. 20,000/- (Rupees Twenty Thousand only) in the form of demand draft drawn from a Nationalized/Scheduled bank located in Indian in favour of **"The Secretary, Assam Higher Secondary Education Council, Assam"** payable at Guwahati. The EMD of unsuccessful Bidder(s) will be returned without any interest as promptly as possible on acceptance of the bid of the selected Bidder or when the bidding process is cancelled by AHSEC. EMD of the successful bidder will be returned upon submission of Performance Security in the form of Bank Guarantee as mentioned in Clause 6.

The EMD may be forfeited:

- If a Bidder withdraws its bid during the period of bid validity.
- In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with this RfP document.
- The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RfP.

7. Performance Bank Guarantee

The selected Bidder shall have to furnish performance security by way of an irrevocable bank guarantee, issued by a nationalized/scheduled bank located in India in favour of the Secretary, Assam Higher Secondary Education Council for an amount calculated@10% (Ten Percent) of the total project cost (including Applicable Taxes) within 7 (Seven) days from the date of issue of LoI. The Performance bank guarantee should be valid for 3 (Three) years.

8. Contract Agreement

The selected Bidder will be issued a Letter of Intent (LoI) prior to signing a contract agreement with AHSEC. The contract agreement will have to be signed by the selected Bidder within the stipulated time mentioned in the LoI.

9. Right to amend document

AHSEC reserves right to modify the RfP document through addendum/corrigendum, any time prior to the last date for submission of Proposal which will be uploaded in the website of AHSEC from time to time, not to be floated in any newspaper. In order to provide prospective Bidder(s) reasonable time to respond to the modifications, AHSEC may, at its sole discretion, extend the last date for submission of bids.

10. Right to accept or reject bids

AHSEC reserves right to accept or reject any or all bids without assigning any reason whatsoever. The decision of AHSEC in this regard will be final.

11. Number of Proposals

No Bidder shall submit more than one Proposal for the proposed work.

12. Currency

The Bidder(s) shall express the price of their Assignment / Job in Indian Rupees only. All payments will be made in Indian Rupees only.

13. Due diligence

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms, guidelines and specifications in this RfP document. The Proposal should be precise, complete and in the prescribed format as per the requirement of the RfP document. Failure to furnish all information required by the RfP document or submission of Proposal not responsive to the RfP document in every respect will be at the Bidder's risk and may result in rejection of Proposal. AHSEC shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

14. Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its Proposal and AHSEC shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

15. Period of Validity

15.1 Proposals shall remain valid for 180 (One hundred and eighty) days after the last date of submission of bids. AHSEC holds the right to reject a Proposal valid for a period shorter than 180 days as nonresponsive, without any correspondence.

15.2 In exceptional circumstances, AHSEC may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. EMD provided may also be mutually extended. A Bidder may refuse the request without forfeiting the EMD. A Bidder granting extension of validity will not be permitted to modify his Proposal.

16. Time of Completion

The live implementation of the E-Services portal shall be completed by the selected Bidder within 90 (Ninety) days from the date of signing the contract agreement.

17. Delay in Completion of Work

In case of any delay by the selected Bidder to complete the work in the scheduled time, AHSEC will serve show cause notice to it. Depending on the reply of the selected Bidder and subsequent enquiry regarding the matter, AHSEC may extend the time period for the proposed work or impose a penalty @ 0.2% (Zero Point Two Percent) of the total Project Cost per week on the selected Bidder or terminate the contract which it deems fit. In case the performance of the selected Bidder is not found satisfactory even after serving of show cause notice or imposition of penalty, AHSEC reserves the right to Blacklist the selected Bidder with immediate effect.

18. Termination of Contract

AHSEC reserves the right to terminate the agreement with immediate effect at any stage in case of breach of any of the terms and conditions by the selected Bidder or in case their performance is not found satisfactory. AHSEC shall be entitled to terminate the agreement in case of any neglect or lapse on the part of the selected Bidder. AHSEC may also terminate the Contract at any time without cause by providing at least 15 (Fifteen) days' prior written notice to selected Bidder.

19. Sub-Contracting

Any part of the Assignment as per the scope of work mentioned in the RfP document shall not be outsourced to a third party without seeking the consent of the AHSEC Authority in writing. The Authority may allow or disallow sub-contracting of a part of the Assignment depending upon the justification for the necessity of sub-contracting.

20. Indemnity

The selected Bidder shall have to indemnify AHSEC against any loss/expenditure incurred or any disputes/claims from anybody for having used/using patented design. Any patented design shall be under manufacturer's license agreements and a copy of such agreement authorizing the selected Bidder to manufacture the patented designs shall be given to AHSEC.

21. Date of Reckoning

The experience of the Bidder(s) and their professionals should be reckoned from the last date of submission of Proposal for the proposed work of AHSEC.

22. Eligibility Criteria:

The Bidder should have the following eligibility criteria to participate in the technical bid-

(A) Technical:

- The Bidder should be registered as a legal entity under applicable law in India for last 3 (three) years.
- The Bidder should have completed at least 1 (One) project of worth Indian Rupees not less than 5 (Five) Lakh of similar nature (E-Service portal/Web Application Development) from Government/Semi Government/Autonomous/PSU organizations or departments in India during the last 3 (Three) years. Work orders for such projects should not be issued earlier than 3 (Three) years prior to the last date of submission of Proposal for the proposed work of AHSEC.
- The Bidder must have at least 5 (Five) permanent professionals each with qualification B.E. (CSE/IT)/ B.Tech (CSE/IT)/ MCA/ M.Tech (CSE/IT).
- The Bidder must have an office located in Guwahati.
- The Bidder must have valid Trade License, GST Registration, updated Income Tax return, GST return.
- The Bidder should not be blacklisted by any department/organization.

Only single company/firm is eligible to bid. Consortium or joint venture formed for the purpose of this project will not be allowed.

(B) Financial:

- The Average Annual Turnover of the Bidder should not be less than 30 (Thirty) Lakhs during the last 3 (three) financial years.

23. Authentication of Proposal

The Proposal shall be signed on each page by a person or persons duly authorized by the Bidder. Certificate for power of attorney of the Bidder in stamp paper of Rs 100.00 (One Hundred only) shall be provided with the proposal or a copy of the resolution from the Board of Directors authorizing the person as the signatory authority must be submitted. The Bidder also need to submit a copy of the RfP document sealed and signed by the authorized signatory as a token of acceptance to the terms and conditions of the RfP document.

24. Language of Proposal

The language of Proposal, all related correspondence and supporting documents should be written only in English. In case language of any document submitted is other than English, a translated English version duly certified by competent authority should be submitted.

25. Validation of Interlineations in Proposal

Any interlineations, erasures, alterations, overwriting, additions shall be valid only if the person or persons signing the Proposal have authenticated the same with signature.

26. Sealing and Marking of Proposal

The envelopes for the technical bid and the financial bid shall be placed in a sealed outer envelope clearly marked as **“Proposal for Development of E-Services Portal”**. If the outer envelope is not sealed and marked as required, AHSEC will assume no responsibility for the Proposal’s misplacement or premature opening.

27. Address for Proposal submission

The Proposal complete in all respect should be submitted to the following address-
The Secretary, Assam Higher Secondary Education Council, Bamunimaidam, Guwahati- 781021, Assam

28. Rejection of Proposal

Proposals, incomplete in any respect or received without drafts for EMD or received after due date and time will be summarily rejected.

29. Submission of Work Plan

Bidder(s) need to submit its work plan for the approach and methodology to be adopted in carrying out the proposed assignment as a part of the technical bid. The work Plan should contain all the technical specifications, workflow, process flow, interaction among modules, implementation strategy, maintenance procedure etc.

30. Intellectual Property Right

The Solution to be developed by the selected Bidder will be the intellectual property of AHSEC. The selected Bidder will have to hand over source code, compiled version, executables, database design & structure, database information, database dump, metadata and entire documentations prepared for requirement analysis, design, development, hosting, testing, maintenance and implementation to AHSEC. All user manuals, installation guides, system administration manual, maintenance manual, design tool, IDE, reporting tool etc. should be submitted to AHSEC. The necessary softwares and licenses required for maintenance and enhancements of the application shall also to be submitted to AHSEC by the selected Bidder.

31. Payment Terms

The payment will be made on achievement of the following milestones:

SL. No.	Milestone	Percentage to be released
1	Completion of works related to project planning, requirement analysis, design, development, testing, hosting, implementation & training to the AHSEC officials.	80%
2	Successful completion of one year from the date of go live	20%

AHSEC will have no liability regarding transportation, boarding and lodging of the selected Bidder, their staff and machineries.

TDS applicable as on date shall be deducted from the actual bill submitted for payment.

32. Software Development Life Cycle: Complete Software Development Life Cycle (SDLC) should be followed for the development of the proposed application and subsequent changes-

- 32.1 Proper documentation should be maintained like SRS, High Level Design, Low Level Design, functionality document (process document), user manual, test case report, test evaluation report, Impact Analysis Report, Change Document etc.
- 32.2 Any change in the proposed application should be properly documented and reflected in respective documents.
- 32.3 Any change in the proposed application should be done through change request form. After completing the change, a request closure form should be filled.
- 32.4 A log should be maintained for all the changes done in the proposed application.
- 32.5 Periodic code review should be done for improvement in source code.
- 32.6 Code & query optimization should be done to the extent possible.

33. Testing

Proper testing should be done after the development of the application and changes done thereafter. Testing should be done on exhaustive test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, and Load Test Plan). A test report should be maintained and submitted to AHSEC when required.

34. Confidentiality

The selected Bidder shall be responsible to maintain the confidentiality of data and any other information and make sure that information is not shared outside the AHSEC. No information either in softcopy or hardcopy is allowed to take outside the specific area of AHSEC. The required confidentiality agreement shall be signed by the selected Bidder.

35. Presentation

The Bidder(s) may be called for a presentation as per convenience of AHSEC at a short notice for evaluation purposes if required.

36. Technical Evaluation Criteria

SL. No.	Criteria	Technical Evaluation Parameters	Requirements	Maximum Marks
1	Work Plan for Approach and Methodology to perform the work in this assignment	Understanding of the objectives of the assignment: The extent to which the Bidder's approach and work plan respond to the objectives indicated in the RfP document.		10
		Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work.		10
2	Manpower	Permanent professionals with minimum qualification of B.E.(CSE/IT) / B.Tech (CSE/IT)/ MCA/ M.Tech(CSE/IT) and experience of minimum 3 years in the field of Web Application Development	Equal to or more than 16 Professionals: 20 marks 11-15 Professionals: 16 marks 5-10 Professionals: 12 marks Less than 5 Professionals: 0 mark	20
3	Certification	CMMI Level 3 or above		10
4	Work Experience	Work experience of the bidder in completing projects worth Indian Rupees not less than 5 (Five) Lakhs in the field of Web Application Development during last 3 years.	Equal to or more than 3 Projects: 20 marks 2 Projects: 16 marks 1 Project: 12 marks Less than 1 Project : 0 mark	20
5	Financial Strength	Average Annual Turnover of the Bidder for the last 3 (three)	Equal to or more than Rs.40 Lakhs: 25 marks	25

		financial years as established through documents certified by Chartered Accountant.	Between Rs. 40 Lakhs (excluding) & Rs. 35 Lakhs(including): 20 marks Between Rs. 35 Lakhs(excluding) & Rs. 30 Lakhs (including): 15 marks Less than Rs. 30 Lakhs: 0 marks	
6	Documentation	Documents need to be submitted serially and in proper format.		5
Total Marks				100

37. Evaluation and comparison of bids

Technical bid evaluation will be completed prior to any financial bid is being opened. Any condition of the Bidder(s) sent along with the bids, if any, shall not be binding on AHSEC and liable to be rejected.

Bids shall be evaluated on a Quality and Cost Based Selection (QCBS) basis. Bids shall be ranked according to their combined technical score (St) and financial score (Sf) using the formula (T = the weight given to the Technical bid = 60%; P = the weight given to the Financial bid = 40%; T + P = 100%): S (Final Score)= St x T + Sf x P. Contract will be awarded to the Bidder scoring highest Final Score (S).

37.1 Technical Bid Evaluation: The cut-off marks for short-listing based on the technical evaluation is 60% of total marks. Based on the bid evaluation, only technically qualified Bidder(s) scoring equal to or more than cut-off marks shall be short-listed for evaluating their financials bid(s).

37.2 Financial Bid Evaluation: Financial bid(s) of only the short-listed Bidder(s) shall be opened. A date, time and venue will be notified for opening of Financial Bid(s). The lowest evaluated financial quote (Fm) will be given the maximum financial score of 100 (One Hundred) points. The financial scores (Sf) of the other

Financial Proposals will be computed as per the formula: $Sf = 100 \times Fm/F$, in which Sf is the financial score, Fm is the lowest financial quote and F is the financial quote under consideration.

The rates mentioned in the financial bid are to be mentioned in words as well as in figures. In case of any deviation, the rate quoted in words will be accepted.

38. Number of Copies to be submitted: As follows:

- **Technical Proposal** –1 (One) original and 1 (One) copy placed inside two separate sealed envelopes, clearly marked as “Original” and “Copy”.
- **Financial Proposal** – Original copy.

39. Submission of Bid(s)

Bidder(s) are requested to submit the technical bid (Annexure-II) and financial bid (Annexure-VII) in two separate envelopes clearly marking as “Technical Bid” and “Financial Bid” on the respective envelopes. Both these envelopes are to be put inside an outer envelope as mentioned in clause 26. The demand draft for bid processing fee, demand draft for EMD and covering letter (Annexure-I) shall be the part of the technical bid. Proposal complete in all respect is to be submitted to the address mentioned in clause 27.

Annexure-I

Covering Letter
(On Bidder's letterhead)

FROM: (Full name and address of the Bidder)

.....
.....
.....

To

**The Secretary,
Assam Higher Secondary Education Council,
Bamunimaidam, Guwahati- 781021, Assam**

Sub: - Request for Proposal for Development of E-Services Portal.

Ref: RfP No. AHSEC/IT/DMWA/44/2022/199

Dated: 11/05/2023

Sir,

We hereby submit our Proposal in full compliance with terms & conditions of the above referred RfP document. A copy of the RfP document, duly signed on each page is also submitted as a proof of our acceptance of all specifications as well as terms & conditions. We have submitted the requisite amount of Bid Processing Fee and EMD in the form of Demand Draft.

Yours faithfully,

**Signature of the authorized signatory of the
Bidder with name, designation, seal and date**

Annexure-II

Technical bid
(On Bidder's letterhead)

SL. No.	Particulars	Give details or mention page no. where attached
1	Name of the Bidder	
2	Address, email id and telephone number of the registered office of the Bidder	
3	Address, email id and telephone number of the office of the Bidder located at Guwahati	
4	Name, designation, address, email id and mobile number of the contact person of the Bidder	
5	Certification for CMMI Level 3 or above (attach documents)	
6	Registration Number of the Bidder (attach photocopy of the Registration Certificate)	
7	PAN Number of the Bidder (attach photocopy of PAN Card)	
8	GST Registration (attach photocopy)	
9	Income Tax Return (attach photocopy for last three financial years)	
10	Trade License of the Bidder (attach photocopy)	
11	Updated GST Return (attach photocopy)	
12	Certificate for power of attorney of the authorized signatory of the Bidder (attach documents) as mentioned at Clause 23	
13	Certificate about number of permanent professionals with minimum qualification of B.E.(CSE/IT) / B.Tech (CSE/IT)/ MCA/ M.Tech (CSE/IT) and experience of minimum 3 years in the field of Web Application Development in the format at Annexure-IV	
14	Work plan of the Bidder for the Assignment	
15	Chartered Accountant certified Turnover by the Bidder during the last 3 (Three) financial years with year wise break up in the format at Annexure-VI	
16	Certificate of not being blacklisted in the format at Annexure-V	
17	Experience of the Bidder in the format at Annexure- III	

Signature of the authorized signatory of the Bidder with name, designation, seal and date

Annexure-III

Experience in Web Application Development
(On Bidder's letterhead)

Completed Projects (extra rows may be added if required):

Sl. No.	Name & Address of the client	Date of start of the work	Date of Completion	Description of work	Website Address, if any	Cost of the Project in Indian Rupees
1						
2						
3						
4						

Note: Please also note that the copies of work orders or satisfactory completion certificate from the clients shall be required to be submitted for all the above mentioned projects.

Signature of the authorized signatory of the Bidder with name, designation, seal and date

Annexure-IV

Certificate about Number of Permanent Professionals[@]
(On Bidder's letterhead)

Sl. No.	Name of the Professional	Designation	Educational Qualification with Specialization	Years of experience in Web Application Development
1				
2				
3				
4				
5				

@ Use additional sheet, if required

Declaration:

This is to certify that the above mentioned professionals are permanent employees of our organization having experience of minimum 3 years in the field of web application development.

Signature of the authorized signatory of the Bidder with name, designation, seal and date

Annexure-V

Certificate for not being blacklisted
(On Bidder's letterhead)

To

Date: / /2023

The Secretary,
Assam Higher Secondary Education Council,
Bamunimaidam, Guwahati- 21

Sub: Self Certification

Sir,

I, the undersigned hereby certify that neither the M/s _____ nor any of its directors/constituent partners have been blacklisted by any State or Central Government or Government Undertaking / Enterprise, prior to the date of submission of this Proposal for the purpose of Development of E-Services Portal.

The undersigned hereby authorize(s) and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by AHSEC with the intention of verifying the correctness of this statement or regarding the competence and general reputation as stated above.

Yours faithfully,

**Signature of the authorized signatory of the
Bidder with name, designation, seal and date**

Annexure-VI

Annual Turnover Statement
(On the letterhead of Chartered Accountant/Auditor)

The annual turnover offor the past three financial years is given below and certified that the statement is true and correct.

Sl. No.	Financial Year	Turnover (inclusive of Tax) (In Figures)	Turnover (inclusive of Tax) (In Words)
1	2019 - 2020		
2	2020 - 2021		
3	2021 - 2022		
Total			
Average annual turnover			

Date:

**Signature of the Auditor/Chartered Accountant
with name (in capital letters) and seal**

Annexure-VII

Financial Bid
(On Bidder's letterhead)

Name of Work: Development of E-Services Portal.

Particulars	Amount (INR) including all applicable taxes/duties
Design, development, testing and implementation of the portal	
Annual Maintenance cost for 3 years including server cost for hosting	
Annual Maintenance cost after the expiry of 3 years	

Declaration:

This is to certify that we before signing this job assignment have read and fully understood all the terms and conditions contained in the RfP document for development of E-Services Portal for AHSEC and undertake ourselves to strictly abide by them.

Signature of the authorized signatory of the Bidder with name, designation, seal and date