

# **Request for Proposal (RFP)**

**For**

**Selection of “Knowledge and Technology Partner and Service  
Provider for Implementation of Integrated Skill Ecosystem  
Management System (i-SEMS)”**

**for**

**Life Sciences Sector Skill Development Council**

**Issued by:**

**Competent Authority at**



**Life Sciences Sector Skill Development Council**

14, Palam Marg, 2<sup>nd</sup> Floor Rear, Vasant Vihar, New Delhi 110057

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## **DISCLAIMER**

- Tendering Authority (hereinafter referred to as “Life Sciences Sector Skill Development Council”) has issued this Request for Proposal (hereinafter referred to as “RFP”) for “Selection of Knowledge and Technology Partner cum Service Provider for Implementation of Integrated Skill Ecosystem Management System (i-SEMS)” for Life Sciences Sector Skill Development Council, New Delhi on such terms and conditions as set out in this RFP document, including but not limited to the technical specifications set out in different parts of this RFP document.
- This RFP has been prepared with an intention to invite prospective applicants/bidders and to assist them in making their decision of whether to submit a proposal. It is hereby clarified that this RFP is not an agreement, and the purpose of this RFP is to provide the bidder(s) with information to assist them in the formulation of their proposals. This RFP document does not purport to contain all the information bidders may require. This RFP document may not be appropriate for all persons, and it is not possible for Life Sciences Sector Skill Development Council (LSSSDC) to consider the investment objectives, financial situation, and particular needs of each bidder.
- Life Sciences Sector Skill Development Council (LSSSDC) has taken due care in preparation of information contained herein. However, this information is not intended to be exhaustive. The interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not solely rely on the information contained in this RFP in submitting their proposal. This RFP includes statements, which reflect various assumptions and assessments arrived at by Life Sciences Sector Skill Development Council (LSSSDC) in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require.
- This RFP is not an agreement by or/and between Life Sciences Sector Skill Development Council (LSSSDC) and the prospective bidders or any other person. The information contained in this RFP is provided on the basis that it is non-binding on Life Sciences Sector Skill Development Council (LSSSDC), any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors. Life Sciences Sector Skill Development Council (LSSSDC) makes no representation or warranty and shall incur no liability under any law as to the accuracy, reliability or completeness of the information contained in the RFP document. Each bidder is advised to consider the RFP document as per their understanding and capacity. The bidders are also advised to do appropriate examination, enquiry and scrutiny of all aspects mentioned in the RFP document before bidding. The bidders are encouraged to take professional help of experts on financial, legal, technical, taxation, and any other matters/sectors appearing in the document or specified work. The bidders are also requested to go through the RFP document in detail and bring to notice of Life Sciences Sector Skill Development Council (LSSSDC), any kind of error, misprint, inaccuracies, or omission in the document. Life Sciences Sector Skill Development Council (LSSSDC) reserves the right not to proceed with the project, to alter the schedule reflected in this document, or to change the process or procedure to be applied. Life Sciences Sector Skill Development Council (LSSSDC) also reserves the right to decline to discuss the project further with any party submitting a proposal.

- No reimbursement of cost of any type will be paid to persons or entities, for submitting a proposal. The bidder shall bear all costs arising from, associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by Life Sciences Sector Skill Development Council (LSSSDC), or any other costs incurred in connection with or relating to its bid.
- The issue of this RFP does not imply that Life Sciences Sector Skill Development Council (LSSSDC) is bound to select and pre-qualify bids for bid stage or to appoint the selected bidder, as the case may be, for the project and Life Sciences Sector Skill Development Council (LSSSDC) reserves the right to reject all or any of the bids without assigning any reasons whatsoever.
- Life Sciences Sector Skill Development Council (LSSSDC) may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.
- Life Sciences Sector Skill Development Council (LSSSDC), its employees and advisors make no representation or warranty and shall have no liability (for any cost, damage, loss or expense which may arise from or is incurred or suffered on account of anything contained in this RFP or otherwise, including but not limited to the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to be part of this RFP or arising in any way with eligibility of bidder for participation in the Bidding Process) towards any Applicant or bidder or a third person, under any law, statute, rule, regulation or tort, principles of restitution for unjust enrichment or otherwise.
- Life Sciences Sector Skill Development Council (LSSSDC) 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.
- Interested parties, after careful review of all the clauses of this 'Request for Proposal', are encouraged to send their suggestions in writing to Life Sciences Sector Skill Development Council (LSSSDC). Such suggestions, after review by Life Sciences Sector Skill Development Council (LSSSDC), may be incorporated into this 'Request for Proposal' as a corrigendum, which shall be uploaded onto the official website of Life Sciences Sector Skill Development Council (LSSSDC).
- Detailed information of aforesaid work shall be given in the document which may be downloaded from notices section in the official website of Life Sciences Sector Skill Development Council (LSSSDC) <https://www.LSSSDC.IN>
- Proposal should be submitted in the specified format in this document and should be supported with the required documents.

## 1. LIFE SCIENCES SECTOR SKILL DEVELOPMENT COUNCIL (LSSSDC) – AN INTRODUCTION

**Life Sciences Sector Skill Development Council (LSSSDC)**, a Sector Skill Council, set up by National Skill Development Corporation (NSDC) along with Industry Representatives. LSSSDC is an approved & recognized Vocational Education Awarding Body by National Council of Vocational Education and Training (NCVET), and working under aegis of Ministry of Skill Development & Entrepreneurship (MSDE) for the Skill development initiatives in Life Sciences Sector which includes Pharmaceutical (including AYUSH, Cosmetics, Vet-Drugs, Nutraceutical and CRAMS), Biotechnology (including Biologics and Allied Biotech), Medical Device (inclusive of Implants, Diagnostic Imaging & In-Vitro Diagnostics) and Research & Development Services Industry across the country. The key objective of the LSSSDC is to create a robust and vibrant eco-system for quality vocational education and skill development in Life Sciences space in the country.

## 2. INVITATION OF PROPOSALS

### 2.a. Schedule of Events and Important Dates

The following table provides a schedule of Events relating to this request.

Event	Target Date
RFP issued/ Published on the website	1 <sup>st</sup> May 2024
Last date for sending requests for clarifications	3 <sup>rd</sup> May 2024
Date of Pre-Bid Meeting (Virtual)	4 <sup>th</sup> May 2024
Last date of submission of Proposal in physical copy	8 <sup>th</sup> May 2024 5:00 PM
Opening of Technical Proposals	9 <sup>th</sup> May 2024
Technical Proposal Presentation	10 <sup>th</sup> May 2024
Opening of Financial Proposals	As decided by Competent Authority
Place for Opening of Technical and Financial Proposals and Technical Presentations	Life Sciences Sector Skill Development Council

	14 Palam Marg, 2 <sup>nd</sup> Floor, Vasant Vihar, New Delhi-57
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\*The dates furnished above are subject to revision by LSSSDC

## 2.b. Other Important Information Related To RFP

Sr. No.	Information	Details
1	<b>Proposal Fee (Non-Refundable)</b> To be paid through DD in favor of Life Sciences Sector Skill Development Council, New Delhi	INR.1180/- (Rs. One Thousand One Hundred Eighty only)
2	<b>Earnest Money Deposit (EMD)</b> To be paid in the form of Bank Guarantee / DD of schedule bank issued in favor of Life Sciences Sector Skill Development Council, New Delhi	INR. 1,00,000/- (Rs One Lakh Only)
3	<b>Bid Validity Period</b>	60 days
4	<b>Performance Bank Guarantee (PBG)</b>	INR 5,00,000 (Rs. Five Lakh Only)
5	Last date for furnishing Performance Bank Guarantee in favor of Life Sciences Sector Skill Development Council, New Delhi	Within fifteen (15) working days of the date of notice of award of the contract (Letter of Intent (LOI)) or prior to signing of the contract whichever is earlier or as intimated in the LOI issued by Life Sciences Sector Skill Development Council, New Delhi. The PBG shall remain valid for a period of sixty days beyond the expiry of the overall contract liability to ensure the satisfactory performance. Contract period including any subsequent term extension, if applicable.

Note:-The Document is non-Transferable. In case a Holiday is declared on the day of the event, the same will be held on the next working day at the same time and same venue.

### **3. PROCESS RELATED TO RFP**

This section includes all the important information related to RFP, required to bid for this project.

#### **3.a. General Information and Guidelines**

- I. Life Sciences Sector Skill Development Council proposals against this Request for Proposal (“RFP”), from eligible entities as per the scope of work defined in this RFP.
- II. Any contract that may result from this RFP process will be effective from the date of Signing of Contract and shall, unless terminated earlier in accordance with its terms, continue for a total contract period of (4) years.
- III. Life Sciences Sector Skill Development Council reserves the right to extend the Term on mutually agreed terms at its sole discretion, subject to any obligations under law of land.
- IV. Proposals must be received not later than the time, date and venue mentioned in the section-2 “Schedule of Events and Important Dates”. Proposals that are received latter Shall Not be considered.
- V. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, the entities, submitting proposal, must perform their own research and survey, and form conclusions about the solution needed to meet the requirements.
- VI. All information supplied by the entities, submitting proposal, may be treated as contractually binding on the entities, submitting proposal, on successful award of the assignment by Life Sciences Sector Skill Development Council on the basis of this RFP.
- VII. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of Life Sciences Sector Skill Development Council. Any notification of preferred proposal submitting entity status by Life Sciences Sector Skill Development Council, shall not give rise to any enforceable rights by the proposal submitting entity. Life Sciences Sector Skill Development Council may cancel this procurement at any time prior to a formal written contract being executed.
- VIII. This RFP supersedes and replaces any previous public documentation & communications, and proposal submitting entity should place no reliance on such communications.
- IX. All figures of costs, project values and others will be mentioned in Indian Rupees only.
- X. No proposal submitting entity shall submit more than one proposal for the Project. An entity submitting proposal (a) individually, or (b) as a Vendor/OEM of a proposal submitting entity, shall not be entitled to participate in another proposal submission either (a) individually or (b) as a Vendor/OEM of any proposal submitting entity.

#### **3.b. Consortium / JV Condition**

- I. No Consortium/ JV is allowed to submit this tender.



### **3.c. Proposal Fee**

The qualified entities submitting the proposal are requested to pay Proposal Fee of INR. 1,180/- through DD in favor of Life Sciences Sector Skill Development Council, New Delhi. The Proposal fee is non-refundable. The RFP document can be downloaded free of cost from the portal: <https://LSSSDC.IN>. The scanned copy of DD of Rs.1,180/- should be uploaded with proposal documents. The DD must reach Life Sciences Sector Skill Development Council till last date of bid submission otherwise the proposal submitting entity will be technically disqualified. Proposals that are not accompanied by the proposal fee or accompanied by inadequate proposal fees, shall be considered non-responsive and will be rejected.

### **3.d. Earnest Money Deposit**

- I. The proposal submitting entities are requested to deposit an EMD of Rs.1,00,000/- (Rs One Lakh only) in the form of Bank Guarantee / DD issued in favour of Life Sciences Sector Skill Development Council payable at New Delhi. The EMD should be valid for a period of 180 days. Photocopy of the DD/Bank Guarantee is to be scanned and submitted along with the bid, and the original DD/Bank Guarantee shall be sent to CEO, Life Sciences Sector Skill Development Council up to Last Date and Time for receipt of proposals.
- II. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- III. Proposals submitted without the prescribed EMD will be rejected without any exception.
- IV. Unsuccessful proposal submitting entity's EMD shall be returned to the unsuccessful proposal submitting entity within 120 days from the date of opening of the financial bid.
- V. EMD of successful bidder will be returned after the award of contract and submission of Performance Bank Guarantee within specified time and in accordance with the format given in RFP.
- VI. EMD shall be non-transferable.
- VII. The EMD may be forfeited:
  - i. If a Proposal submitting entity withdraws its bid or increases its quoted prices during the period of bid validity or its extended period, if any.
  - ii. If successful Proposal submitting entity fails to sign the Contract or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.
  - iii. If during the RFP process, a Proposal submitting entity indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. The decision of the Life Sciences Sector Skill Development Council regarding forfeiture of the Bid Security shall be final and binding upon Proposal submitting entities.
  - iv. If during the RFP process, any information is found false/fraudulent/mala fide, Life Sciences Sector Skill Development Council shall reject the bid and, if necessary, initiate action to forfeit the EMD.

### **3.e. Responses to Pre-Bid Queries/Corrigendum/Amendment to the RFP**

At any time prior to the deadline (or as extended by Life Sciences Sector Skill Development Council) for submission of proposals, Life Sciences Sector Skill Development Council for any reason, whether at its own initiative or in response to clarifications requested by the proposal submitting entity, may modify the RFP document by issuing amendment(s) or issue additional data to clarify an interpretation of the provisions of this RFP. Such supplements/corrigendum to the RFP issued by the Council would be displayed on <https://LSSDC.IN> . No separate communication might be send to the proposal submitting entities.

Any such supplement/corrigendum/amendment shall be deemed to be incorporated by this reference into this RFP.

Any such supplement/corrigendum/amendment will be binding on all the proposal submitting entities. Life Sciences Sector Skill Development Council will not be responsible for any misinterpretation of the provisions of this proposal document on account of the proposal submitting entities' failure to update the proposal documents based on changes announced through the website.

In order to allow bidders a reasonable time to take the supplement/corrigendum/amendment (s) into account in preparing their proposals, Life Sciences Sector Skill Development Council, at its discretion, may extend the deadline for the submission of proposals.

### **3.f. Completeness of Response**

The entities submitting the proposal are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the proposal submitting entity's risk and may result in rejection of its proposal and forfeiture of the proposal EMD.

### **3.g. Proposal preparation Cost**

The proposal submitting entity shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of

proposal, in providing any additional information required by Life Sciences Sector Skill Development Council to facilitate the evaluation process, and in negotiating a definitive Service Agreement (SA) and all such activities related to the RFP process. This RFP does not commit Life Sciences Sector Skill Development Council to award a Contract or to engage in negotiations. Further, no reimbursable costs may be incurred in anticipation of award of the Contract for implementation of the Project.

### **3.h. Right to Termination**

Life Sciences Sector Skill Development Council may terminate the RFP process at any time and without assigning any reason. It also makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by Life Sciences Sector Skill Development Council. The proposal submitting entity's participation in this process may result in Life Sciences Sector Skill Development Council selecting the proposal submitting entity to engage towards execution of the contract. In the event of such termination, EMD of all proposal submitting entities shall be returned, without any interest.

### **3.i. Authentication of Proposal**

A proposal submitting entity's person duly authorized to bind the proposal submitting entity to the Contract will sign the original proposal. A written Power-of-attorney accompanying the proposal shall support a letter of authorization in the name of the person signing the proposal. All pages of the proposal including the duplicate copies, except for un-amended printed literature, shall be duly signed and stamped by the person/persons sign the proposal. The proposal submitting entities should refer to the format for Power of Attorney as per Annexure –7 of this RFP.

### **3.j. Interlineation of Proposal**

A proposal shall contain no interlineations or erasures. In case of any overwriting, the place needs to be signed by the Authorized signatory.

### **3.k. Late Submission of Proposal**

The proposals received after the due date and the specified time (including the extended period if any) for any reason whatsoever shall not be entertained.

### 3.I. Patent Claim

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, or industrial design rights arising from the use of the solution or any part thereof, the Proposal submitting entity shall expeditiously extinguish such claim. If the proposal submitting entity fails to comply and Life Sciences Sector Skill Development Council is required to pay compensation to a third party resulting from such infringement, the Proposal submitting entity shall be responsible for such compensation, including all expenses, court costs and lawyer fees. Life Sciences Sector Skill Development Council shall give notice to the successful Proposal submitting entity on any such claim and recover it from the Proposal submitting entity if required.

## 4. PROPOSAL SUBMISSION INSTRUCTIONS

### 4.a. Physical Proposal Submission

The entities interested to submit the proposal shall submit Physical Proposals in two sets of Hard Copies (one Original and one duplicate Copy) to Life Sciences Sector Skill Development Council, addressed to “Senior Director” at following Address:

**Life Sciences Sector Skill Development Council, 14, Palam Marg, 2<sup>nd</sup> Floor, Vasant Vihar, New Delhi - 110057**

To view- RFP Notice, Detailed Time Schedule, RFP Document and its supporting documents, kindly visit official website of LSSSDC <https://LSSSDC.IN>

The proposals submitted, shall comprise of the following two separate envelopes (both original and duplicate)

The two layered system shall be followed for the bid:

- Step A (First Envelop): Proposal Fees, EMD, Pre-Qualification & Technical Proposal
- Step B (Second Envelop): Commercial Proposal

The Bid shall include the following documents:

Sl No.	Document Type	Document Format	Physical Submission
1.	<b>Proposal Fee &amp; EMD and Eligibility Details- Step –A</b>		
1A	Proposal Fee	DD in favor of Life Sciences Sector Skill Development Council, New Delhi	Yes
1B	Earnest Money Deposit	In the form of Bank Guarantee / DD issued in favor of Life	Yes

		Sciences Sector Skill Development Council, New Delhi	
1C	Pre- Qualification and Technical Proposal	Prepared in accordance with the Requirements specified in Section 4.b. The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in Annexure-4.	Yes
<b>2. Commercial Proposal - Step B</b>			
2A	Commercial Bid	The Commercial Bid shall be prepared in accordance with the requirements Specified in this RFP and in the format prescribed in Annexure-5.	Yes

The proposal submitting entity should ensure that all the required documents, as mentioned in this RFP/ proposal document, are submitted along with the proposal and in the prescribed format only.

Non-submission of the required documents or submission of the documents in a different format/ content may lead to the rejections of the proposal submitted by the proposal submitting entity.

It shall be the sole responsibility of the proposal submitting entity to ensure that all the documents required for the Pre- Qualification and the Technical Evaluation of the proposal are submitted in physical form in separate envelops within time and Life Sciences Sector Skill Development Council shall not entertain any representation from any proposal submitting entity, who fails to submit the requisite documents within the stipulated time and date on account of any technical issues or reasons. Therefore, the proposal submitting entities are notified that they must read the instructions/information given on the official website of LSSSSDC and must understand all the nuances of technology in advance.

It is required that all the proposals submitted in response to this RFP should be unconditional in all respects, failing which Life Sciences Sector Skill Development Council reserves the right to reject the proposal.

It shall be the responsibility of the entity submitting the proposal to re-check that each page of the requisite document submitted as a part of the proposal is stamped and duly signed by an authorized signatory.

#### 4.b. Pre-Qualification Criteria

The entities interested to submit the proposal shall be evaluated based on the Eligibility Criteria mentioned below. The proposal submitting entity shall be required to fulfil all the following criteria independently, as on the date of submission of proposal.

Sr. No.	Criteria	Supporting Documents to be Submitted
1	Proposal Submitting Entity should be registered as Limited/Private Limited/ Proprietorship/ Partnership	Certificate of Incorporation/Registration, Partnership Deed, TIN/GST Registration
2	Total Average Turnover during the three financial years, i.e. 2020-21, 2021-22 and 2022-23 should be atleast Rs.5.00 Cr *Formula used $(Y1+Y2+Y3/3)$	Copy of Audited Balance Sheets along with highlighted relevant figures (incase the audited financial statements don't reflect the above, original Statutory Auditors' certificate on the actual relevant figures).
3	Must be registered with the Indian Service Tax Department/GST	TAN Card/valid GST Registration Certificate duly signed
4	PAN card	Copy of PAN duly signed
4	Must not be blacklisted by the Central/State Government and Public Sector	As per Annexure
5	Undertaking Proforma	As per Annexure
6	Copy of similar work experience in SSC/ Govt. State/Central/ University with a value more than 15 Lacs (Not more than 5 Years old)	Copy of Purchase Order / Completion Certificate
7	ISO Certification on 'Quality Management System' ISO 9001:2015 / CMM Level 3 and above Certification (Preferred)	Copy of Certificate

Note:

- ✓ *It is mandatory to submit the specified documents in support of the above eligibility criteria and the company/firm/agency is likely to be disqualified should it fail to provide any of the specified documents.*
- ✓ **Similar projects:** *Use of IT/ITeS component to facilitate the process including but not limited to Affiliation of Colleges/ Training Centres, Student Lifecycle right from Registration till Admission Confirmation, Examination including Student Registration, Examination, Teacher/ Trainer Certification and Recruitment, Finance and Accounts processes through Implementing & Maintenance of application, which includes application form submission, payment collection, updating status/results and publishing of reports, dashboards etc. or such process automation in SSC/ NSDC/ Central Government/State Government/ Universities.*
- ✓ *Change in Eligibility Criteria: If there is a change in the status of the proposal submitting entity with reference to any of the eligibility criterion specified above, during the proposal submission and evaluation process till the award*

*of the project, the proposal submitting entity should immediately bring the same to the notice of Life Sciences Sector Skill Development Council.*

- ✓ *The proposal submitting entity should also submit an Authority Letter or Power of Attorney for the authorized signatory signing the bid documents on behalf of the proposal submitting entity.*
- ✓ *The technical proposal should not contain any price information.*

#### **4.c. Technical Evaluation**

The proposals will be evaluated based on evaluation parameters decided by selection committee of Life Sciences Sector Skill Development Council.

This would be a Quality and Cost Based Selection (QCBS). The technical evaluation marks would be given 70% weightage and commercial evaluation marks would be given 30% weightage to arrive at a composite score.

The proposal submitting entity with the highest composite score shall be awarded the contract. However, Life Sciences Sector Skill Development Council reserves the right to confirm the proposal submitting entity with the highest composite score as successful entity subject to negotiations and approval of competent authority.

The Selection parameters shall include but not limited to following:

- Employee Strength in IT services
- Previous experience in implementation with a SSC/ University/ Awarding Body and No. of Students and Study centres with that awarding body
- Experience in Cloud Hosted SSC/University Management System Implemented
- Estimation of Security requirements (Cloud Server and Application)
- Scalability - Easy start up with a minimum number of users. Flexible enough to increase number of users whenever required
- Automatic software upgrades, regular data backup and 99.9% uptime with a supreme Disaster Recovery plan
- Data acquisition platform with wearable tracking solution
- Application module availability in bilingual (Hindi- English)
- Experience in implementation of Online Admission & Examination
- ERP system compatible as per guidelines of visually impaired persons
- Understanding of the objectives of the assignment. The extent to which the consultant's approach and work plan respond to the objectives indicated in this RFP. For each module, clear mentioning of
  - List of Deliverables
  - Milestone and timeline
- Proposed Project Plan detailing out dependencies and assumptions with action plan.
  - Data Migration of Legacy data
  - Integration plan with existing system and Third-Party Solution
  - Agile / Modular Delivery
  - Operation and Maintenance Plan
  - Training and Capacity Building Plan
  - Cutover and Go-Live Plan
- Technical presentation by the proposal submitting entity on approach and Methodology (focusing on educational ERP), DEMO (working prototype), Graphical User Interface (GUI),

Security Features, disaster recovery provision, AI integration, Data Flow and synchronization, frequency of backup in external drive, Detail report and summary report/Management report, System performance time etc.)

- Overall Solution Architecture
- System Implementation Plan
- Testing Plan
- Risk Identification and proposed mitigation plan

#### **4.d. Commercial Proposal**

The entities submitting the proposals should necessarily give the commercial details in the format given in Annexure-5 of this RFP. The commercial proposals should be given in the prescribed format only and in accordance with the details and terms and conditions as mentioned in the RFP (hence the bidder is expected to understand the RFP in all respects). In case the selected bidder does not quote for or provision for any software/any other expenses required to meet the requirements of the RFP, he shall be solely responsible for those and would be required to provide them, without any additional cost to Life Sciences Sector Skill Development Council.

The entity submitting the proposal is expected to price all the items and services sought in the RFP and proposed in the Technical Proposal. The proposal should be comprehensive and inclusive of all the services to be provided by the proposal submitting entity as per the scope of his work and must cover the entire Contract Period.

Life Sciences Sector Skill Development Council may seek clarifications from the proposal submitting entity on the Technical Proposal. Any of the clarifications by the proposal submitting entity on the Technical Proposal should not have any commercial implications. The Commercial Proposal submitted by the proposal submitting entity should be inclusive of all the items in the Technical Proposal and should incorporate all the clarifications provided by the proposal submitting entity on the Technical Proposal during the evaluation of the technical offer.

The proposal submitting entity should also provide the detailed break of the Tax/Charges which proposal submitting entity would be submitting to government against every transaction separately with commercial proposal.

The Commercial Proposal shall not contain any technical information.

#### **4.e. Validity of Proposal**

The proposal shall be valid for a period of 90 from the date of submission of Proposal. A proposal valid for a shorter period may be rejected as non-responsive. In exceptional circumstances, at its discretion, Life Sciences Sector Skill Development Council may solicit the proposal submitting entity's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by email.



#### **4.f. Corrections/errors in commercial proposal**

- I. The proposal submitting entities are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the Commercial Proposals are received by Life Sciences Sector Skill Development Council.
- II. The quoted price shall be corrected for arithmetical errors.
- III. In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.
- IV. The amount stated in the Commercial Proposal, adjusted in accordance with the above procedure and as stated in Annexure-5 of this RFP, shall be considered as binding on the proposal submitting entity for evaluation.

#### **4.g. Price and Information**

- I. The proposal submitting entity shall quote for this project as per the requirements of the RFP.
- II. All the prices will be in Indian Rupees.
- III. The proposal submitting entity should quote GST % and any other levies separately, as applicable.
- IV. The prices, once offered, must remain fixed and must not be subject to change for any reason whatsoever within the period of the validity of the proposal and the contract. No revision of the fee shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

#### **4.h. Language**

The proposal should be submitted by the proposal submitting entity in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the proposal submitting entities. For purposes of interpretation of the proposal, the English translation shall govern. If any documentary evidence for 'Experience' is in other languages, a true translation of the copy, attested by Notary shall be enclosed.

#### **4.i. Only One Product**

The proposal submitting entities are strictly advised to quote the single ERP product for the SSC e-Governance System development, implementation, deploying and hosting on cloud server for defined period, which requisite experience pertaining to this RFP is being shown. Non adherence (quoting different Products/Solutions) will result in the said proposal being disqualified in totality.

#### **4.j. Submit Manufacturer Authorization**

Manufacturers Authorization Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the proposal, whenever proposal submitting entity is different than the OEM of the ERP product.

Neither the proposal submitting entity nor any of the proposal submitting entity's representatives shall have any claims whatsoever against Life Sciences Sector Skill Development Council or any of their

respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

Until the Contract is awarded and during the validity of the Contract, proposal submitting entities shall not, directly, or indirectly, solicit any employee of Life Sciences Sector Skill Development Council to leave the same or any other officials involved in this RFP process in order to accept employment with the proposal submitting entity, or any person acting in collusion with the proposal submitting entity, without prior written approval of Life Sciences Sector Skill Development Council.

#### **4.k. Right to the content of Proposal**

All proposals and accompanying documentation of the Technical Proposal will become the property of Life Sciences Sector Skill Development Council and will not be returned after opening of the Technical Proposals. Life Sciences Sector Skill Development Council is not restricted in its rights, to use or disclose any or all of the information contained in the proposal and can do so without compensation to the proposal submitting entities. Life Sciences Sector Skill Development Council shall not be bound by any language in the proposal indicating the confidentiality of the proposal, or any other restriction on its use or disclosure.

#### **4.l. Non-Conforming Proposal**

A proposal may be construed as a non-conforming proposal and ineligible for consideration if:

- I. It does not comply with the requirements of this RFP.
- II. It does not follow the format requested in this RFP or does not appear to address the requirements as specified by the Council.

#### **4.m. Dis-qualification**

A proposal is liable to be disqualified in the following cases or in case the proposal submitting entity fails to meet the requirements as indicated in this RFP:

- I. The proposal is not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- II. During validity of the proposal, or its extended period, if any, the proposal submitting entity increases the quoted prices.
- III. The proposal submitting entity qualifies the proposal with own conditions.
- IV. The proposal is received in incomplete form, received after due date, not accompanied by all the requisite documents, not accompanied by the EMD or the proposal submitting entity has quoted only for a part of the project
- V. The information submitted in Technical Proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly, or otherwise, at any time during the processing of the Contract (no matter at what stage) or during the tenure of the Contract including the extension period, if any
- VI. The Commercial Proposal is enclosed with the Technical Proposal.

- VII. The proposal submitting entity tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the proposal evaluation process.
- VIII. In case any one proposal submitting entity submits multiple proposals then all such proposals and proposal submitting entity will be disqualified.
- IX. The proposal submitting entity fails to deposit the Performance Bank Guarantee or fails to enter into a Contract within 15 Days of the date of issue of Letter of Intent or within such extended period, as may be specified by the Life Sciences Sector Skill Development Council.
- X. Any proposal received by Life Sciences Sector Skill Development Council after the deadline for submission of proposals shall be declared late and will be rejected and returned unopened to the proposal submitting entity at Life Sciences Sector Skill Development Council's discretion.
- XI. While evaluating the proposals, if it comes to Life Sciences Sector Skill Development Council's knowledge expressly or implied, that some proposal submitting entities may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the proposal submitting entities so involved are liable to be disqualified for this Contract as well as for a further period of four years from participation in any of the RFPs floated by Life Sciences Sector Skill Development Council.
- XII. If the Technical Proposal contains any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the proposal.

#### **4.n. Acknowledgement of Understanding**

By submitting the proposal, each entity submitting the proposal shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum, and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

#### **4.o. Penalty**

In case the proposal submitting entity fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Life Sciences Sector Skill Development Council (LSSSDC) reserves the right to impose the penalty as detailed below: -

- I. 0.5% of payment for work order/agreement (for each of the phase) per day subject to maximum 5%.
- II. Immediate right to cancel/terminate the contract forfeiting the Performance Security besides other rights and remedies as may be available to the LSSSDC.
- III. The selected proposal submitting entity shall be debarred from participating in such type of tender and his Performance Security may also be forfeited / invoked, if so warranted.
- IV. No Penalty will be imposed for delay attributable to LSSSDC or reasons beyond control of the vendor.
- V. For remaining period of contract:

- i. For delay in service deliverables reasons not pertaining to selected bidder, the Purchaser shall take decision on extension of such timelines and levy of penalty.
- ii. For service delays, reasons not pertaining to the selected proposal submitting entity, the LSSSDC may consider extension of the service delivery timelines. The selected proposal submitting entity shall highlight the delays in writing to LSSSDC.

#### **4.p. Performance Bank Guarantee**

Performance Bank Guarantee is governed for services as follows:

- I. The proposal submitting entity shall provide the products and services in conformity with the requirements of the RFP, generally accepted professional and technically accepted norms relevant to such projects and to the satisfaction of Life Sciences Sector Skill Development Council (LSSSDC).
- II. The Earnest Money deposited at the time of bid submission would be given back to the proposal submitting entity on deposit of Performance Bank Guarantee with LSSSDC.

The selected proposal submitting entity shall deposit the Performance Bank Guarantee as follows:

- I. The successful proposal submitting entity shall at its own expense, deposit with Life Sciences Sector Skill Development Council, a Performance Bank Guarantee as per details specified in Section 2.b of this RFP document.
- II. The Performance Bank Guarantee should be furnished within 15 Working Days from the date of issue of Letter of Intent.
- III. The Performance Bank Guarantee may be discharged/returned by Delhi Pharmaceutical Sciences and Research University upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

Life Sciences Sector Skill Development Council shall also be entitled to make recoveries from the Performance Bank Guarantee on the following grounds:

- I. Any amount imposed as a fine by Life Sciences Sector Skill Development Council for irregularities Committed by the proposal submitting entity.
- II. Any amount which Life Sciences Sector Skill Development Council becomes liable to the Government/Third party on behalf of any default of the proposal submitting entity or any of his/her/their agent/employees or staff.
- III. Any payment/fine made under the order/judgment of any court/consumer forum or law enforcing agency or any person working on his behalf.
- IV. Any other outstanding amount.
- V. Once the amount under this clause is debited, the proposal submitting entity shall reimburse the Performance Bank Guarantee to the extent the amount is debited within 15 days of such debit by Life Sciences Sector Skill Development Council failing which it will be treated as breach of agreement and may lead to termination of agreement with forfeiture of all amounts

including interest free Performance Bank Guarantee in favour of Life Sciences Sector Skill Development Council.

## 5. SCOPE OF WORK

### 5.a. Introduction

The complexity of the working environment at the Sector Skill Council necessitates standardized process flows, online reporting, project monitoring and status updates, project planning and execution, Scheme management of various Govt. department, maintaining the Student Life Cycle including Examination Management, learning resource management & library, Employee Life Cycle, Academics Management, Employer Engagement for placement, Student and Fellow's Database Management, Finance and Accounting management, Administrative functions such as Inventory, Procurement etc. which the council would like to implement as part of this envisaged Integrated Skill Ecosystem Management System (i-SEMS) to meet their requirements.

### 5.b. Objective and Benefits

Life Sciences Sector Skill Development Council has decided to implement an integrated cloud-based ERP solution which suits the needs of all stakeholders in the SSC Ecosystem, and it has envisaged the following benefits from the same:

- I. Common integrated system platform across different functions and processes of the Sector Skill Council as well as Project Management Unit for management of HRD Schemes
- II. Process standardization in the Council to bring-in unified approach.
- III. Monitor program development
- IV. Monitor the Scheme/ Project related activities and funds utilization.
- V. Monitoring and governance of the processes.
- VI. Analysis of budget and actual data.
- VII. An expected solution to provide scalability options to accommodate the expected growth plan.
- VIII. Data integrity across various functions like departments, centers, administrative units, finance, and accounts, etc.
- IX. Facilitate paperless working and provide decision support mechanism.
- X. Automate management controls and approvals to reduce cycle time.
- XI. Seamless integration of student information across the institute viz. integration between Admission System, Affiliated Colleges/ Vocational Skill Centres, Finance & Accounts ,Examination and library
- XII. Placement Support Portal for all registered candidates, alumni and apprentices
- XIII. Real time reporting on the performance of the individual operating departments through dashboards and a streamlined Management Information System (MIS).
- XIV. A centralized dashboard – adhoc reports and MIS reports will be available for the CEO and Core Management Team.
- XV. A Centralized dashboard for Govt. department for Scheme related Progress

### **5.c. Strategic Considerations**

The strategic considerations for the envisaged Integrated Skill Ecosystem Management System across the SSC are:

- I. Future Expansion – The solution will be used for automating all the functions of the Council and will be required to meet future expansions in terms of programs, departments, centres, scale of student intake capacity, etc.
- II. Proven Solution – The processes across the Council are moderately unique in the areas of finance, human resource, payroll, academics, examination, library etc. as compared to other SSC practices, but similar in some areas to the ones in public sector/government sectors in India. Keeping this uniqueness and maturity of the processes in mind, LSSSDC intends to opt for a proven solution which has been implemented successfully in the leading SSC/ Universities in India.
- III. The solution should be suitable to implement and adapt to the new education policy as released by the Ministry of Education, GoI, i.e., NEP 2020 and its subsequent future amendments. As well should be adaptable to new vocational education regulations established by NCVET and MSDE.
- IV. Location of Cloud Server: As per mandates of Government of India, the Cloud Server location on which selected entity shall deploy the ERP for Council MUST be within India and selected entity has to identify and declare the same in writing in conformity of the cloud server OEM declaration.

### **5.d. Implementation Methodology**

The scope of work for implementation and methodology for the proposed system shall be inclusive of following:

- I. Design and Development of the Project Plan: Selected entity will prepare a detailed project plan for the implementation at the start of the project and submit the same to Council. Project management shall aim at the continuous improvement of the implementation processes, leveraging technology solutions, incorporation of best-of-breed industry practices to maximize ease and efficiency for council's operations.
- II. Project Management: Selected entity shall appoint a project manager for the engagement of project planning, tracking, and monitoring, status review and reporting and quality process adherence continuously to ensure smooth and timely implementation of the proposed system at Council.
- III. Deployment of Manpower: Selected entity has to ensure the deployment of sufficient specialized and experienced manpower throughout the project contract both in development and deployment as well as during the stability and hosting period to complete the implementation, of the System in-time successfully as well as to ensure smooth running and troubleshooting during maintenance period.

- IV. Time Schedule: The total project of design, development and deployment of software is to be completed in an agile/ modular mode within an agreed period but not more than 9 months after the award of contract. The selected entity will submit the monthly progress report to the Council and would engage in the periodic review meetings.
- V. Configuration: Selected entity will be responsible to configure the customized Integrated Skill Ecosystem Management System for Life Sciences Sector Skill Development Council sustainable for next 5 years growth and technology advancement.
- VI. Integration Management and System Testing: Integration management and System testing will include the development of exhaustive test cases, carrying out the integration tests on these cases and necessary corrections based on test results and the feedback. Selected entity shall be responsible for completing the integration tests of the system with external interfaces as per the desired quality and schedule.
- VII. Data conversion testing: The data conversion testing shall also be done similarly to ensure that, after the loading of final data, the system remains stable.
- VIII. Data Migration: Selected entity shall define all specifications needed to populate the data into the new system. Selected entity will be responsible for defining the templates in alignment with the LSSSDC's SOPs and facilitate the migration of legacy and new data elements to the proposed system. This shall include the following tasks:
  - i. Training and facilitating each team of Council.
  - ii. Assistance in Checking data quality and Integrity.
  - iii. Identification and development of the data upload/download programs.
  - iv. Guidance for creating data extraction programs in the legacy systems to convert into the format as required by the proposed system (wherever needed)
  - v. Integration testing of the configured system using the populated master and transaction data.
  - vi. Assist the Council's team in Master Data management.
- IX. End User Testing: Selected entity, in assistance with Council, shall conduct a training need assessment of each team member of Council as well as administrative users/ Trainers/Academic and Vocation Training Partner/students/etc. and define a training plan. Training needs should be confirmed with the end-user community and the core team as the project progresses. Selected entity will be responsible to deliver the training to various users as per the training plan. Adequate training material, which includes training manuals, quick reference cards, etc., should be provided by selected entity during the training sessions. The recommended training material should be in paper and electronic media with courses on the product fundamentals, business process overview, and job activity training.
- X. Support During Acceptance Testing: LSSSDC may choose to conduct an independent acceptance testing of the proposed system by itself. Selected entity will ensure to provide required and adequate support during the system acceptance duration.
- XI. Final Preparation and Go Live: Selected entity will be responsible for the deployment of the proposed system at production site on Cloud and will be required to undertake the following at the Hosting sites:
  - i. Review readiness for cutover.



- ii. Resolve Technical and functionality related issues.
- iii. Review the health, usage, and performance of the system until it stabilizes.
- iv. Maintaining the interface between the legacy system and the new system during the transition.
- v. Documentation of the issues/problems that come up and solutions thereof.
- vi. Final configuration/ integration, volume, and stress testing.
- vii. Data migration.
- viii. Switch over to the production environment.

Note: As the Deployment is expected in Agile mode the Go Live of first module would be as early as next 15 days.

- XII. Managed Support Services: Selected entity shall be responsible for the correct and satisfactory functioning of the proposed web ERP during the support duration. Selected entity will provide full-time support to LSSSDC to ensure the efficient day-to-day functioning of the system. This would include, but not be limited to:
  - i. Providing a helpdesk for the resolution of queries and troubleshooting in functional and technical areas.
  - ii. Dedicated Support Portal for issue management and Tracking.
  - iii. Feedback form.
  - iv. Fixing the issues identified in the proposed system.
  - v. Documentation of all the updates, upgrades and new releases.
  - vi. SLA Reporting and Management.
  - vii. Mitigation of Security Threats during the period of support and maintenance
  - viii. Ensuring the technological up-gradation as deemed fit/ suggested by Core Team of LSSDC during the period of support and maintenance
- XIII. System Competency: Selected entity will be responsible to mentor core group team members from Council during the period of support and maintenance who will be responsible for doing configuration change independently post the period of engagement. This exercise will ensure that Council builds in-house competencies for the smooth running of the system and day-to-day functioning to maintain the system in the long term without dependency on external consultants.
- XIV. Payment Gateway Integration: The system shall facilitate online payments/ payment gateways (through Direct Debit or Debit and Credit Cards of multiple Banks) through the Portal. Provide interface and access to the external payment gateway for enabling the online payment services. Payment Gateway services should provide complete audit functionality for tracking and monitoring/ reconciling the financial transactions taking place through Council. The payment gateway shall be provided by Council which may be changed by Council from time to time.
- XV. Data Security: Data/Information Security means that only relevant data should be available to authenticated persons. It additionally includes appropriate restrictions on the use of data, as well as controls to prohibit data theft. The proposed security model should have five

layers, which are Physical security, OS and Network security, Database security, Data security, and Application Security. Below mentioned are the specifications for each one of them. The Intellectual Property right (IPR) of the data shall be with LSSSDC.

- XVI. Physical Security: As stated in clause 5.c.IV, Physical access of the servers shall be maintained within India and should be restricted. The Declaration of the same shall be required to be submitted and periodic security audit reports MUST be shared with LSSSDC for review in this regard.
- XVII. OS and Network Security: Selected entity shall ensure only restrictive access to the server over the network ONLY for authorised users. A firewall shall be used to restricted unauthorized access from a network. SQL data files, logs are expected to be stored on the windows file system to restrict access to file locations. Selected entity may suggest other and improved methods as well to ensure the same.
- XVIII. SQL Database Security, OS Authentication and Application Security: Access to the SQL database should be restricted by authenticated users. This is suggested that the database should support two authentication mechanisms, which are, OS authentication and database Server authentication. Selected entity may suggest other and improved methods as well to ensure the same.
- XIX. Back up: The Selected entity shall take daily incremental backup and weekly full backup of the system. The same should be provided to the Council weekly or safe storage shall be done through any other arrangement agreed with Council as per business continuity plan.

#### **5.e. Hosting and Maintenance**

- I. It is the responsibility of the selected entity to host the solution at one of the secured Data Centre/Cloud Services.
- II. It should be noted that the selected entity is expected to bear the costs for hosting the application as per LSSSDC requirements.
- III. All the data created/captured under this project shall be the property of the Council.
- IV. The selected entity should adhere and comply with all related Government policies with regards to hosting, released from time to time.
- V. Selected entity will also be responsible to provide adequate capacity latest chipset and dual Intel Xeon processor-based rack Server with 6TB storage and related infrastructure to provide and host a mirror copy of i-SEMS application and database in a premises mutually identified by LSSSDC and selected entity. This setup will be maintained by the successful selected entity and selected entity will be responsible to keep the latest database of the Council on a regular interval as approved by the Council.

#### **5.f. General Scope/ Features of Proposed System**

Following are the general features required in the proposed ERP solution:

- I. Cloud-based web application with Secure web access (e.g., https instead of http)
- II. The Solution should be interoperable across different platforms.

- III. The solution should be suitable to implement and adapt to the new education policy and regulatory guidelines as released by the Ministry of Education, GoI, i.e., NEP 2020 and by Ministry of Skill Development and Entrepreneurship and National Council of Vocational Education and Training.
- IV. Additionally the solution should have in-built adaptive functionality to be able to meet the requirement of implementation of various Line Ministry Projects like Department of Pharmaceuticals, Department of Biotechnology etc.
- V. Provision to use or configure the solution or related modules such as Examination, Faculty for other educational institutions like University Departments and Affiliated Colleges.
- VI. Access with single sign-on.
- VII. Capability for continuous improvement and up-gradation.
- VIII. Configurability through web-interface.
- IX. Provision for decision support mechanism.
- X. Facilitate paperless working.
- XI. Workflow based process approval and archival mechanism, which should be a rule-based engine and not hard coded workflow.
- XII. Supporting digital signatures for selected high-level functionaries.
- XIII. Comprehensive data and application security features.
- XIV. Adequate security provisions for preventing tampering of the software as well as data.
- XV. Archival of information and data.
- XVI. Provision for role-based access rights.
- XVII. Provision of interactive validations of data entries.
- XVIII. Provision for reports generation as per requirements.
- XIX. Provision to be made for a Mobile Application for online affiliation application for Academic partners, Industry partners and vocational training centres and inspection module as per requirement of the Council.
- XX. The initial raw data available in physical form across various records of the Council has to be entered in the new system by the selected entity.
- XXI. 24 x 7 Technical Support (off-line/online) must be given by the selected entity during the contract period.

### **5.g. Functional Scope/ Features of Proposed System**

Following are the anticipated functional features required in the proposed ERP solution:

- I. Program Proposal
- II. Program Development
- III. Affiliation
- IV. Inspection
  - i. Affiliation Inspection
  - ii. Monitoring Inspection

- V. Student Admission and Enrolment
  - i. Public Listing of Open Batches
  - ii. Entrance Test/ Aptitude Test (Linked to Examination Module)
- VI. Program Execution and Attendance Monitoring
- VII. Examination and Results
  - i. Question Bank Development & Validation
  - ii. Practice Test (Public Listing open for all Students)
  - iii. Provision of Evidence Collection for Project
  - iv. Provision of Evidence Collection for Viva
  - v. Provision of Evidence Collection for Demo
  - vi. Integration with Pharma-XR Analytics API
  - vii. Online Assessment
  - viii. Certification
- VIII. Training of Trainer/ Assessor/ Faculty/ Teacher
  - i. Nomination Based
  - ii. Public application should be permissible from Nonregistered User
- IX. Industry Membership
  - i. Integration with Modules like Placement/Apprenticeship/ TTT/Upskilling
- X. Certified Candidate Database for Verification Cum Placement Facilitation
- XI. Apprenticeship
  - i. Integration for Pooling from Certified Candidate Database
  - ii. Provision of Non Certified Candidate Database Upload
  - iii. Assessment (Integration with Examination and Result Module and provision for report update from apprenticeship.gov.in)
- XII. Project Management
  - i. Scheme Rules Management
  - ii. Integration with all Modules in ERP
- XIII. Lead Management
- XIV. Finance and Accounts
- XV. Stores and Purchase
- XVI. Dispatch Management
- XVII. Feedback/ Escalation/ Compliant Board/ RTI Management Cell
  - i. Open for both User and Non User
- XVIII. Upskilling
  - i. Provision of self-registration by Non User
  - ii. Provision of nomination by Industrial User/ Academic User
- XIX. Fellowship
- XX. LMS
- XXI. Directory
- XXII. Role Management
- XXIII. Task Management
- XXIV. Dashboard / MIS for Management Users

## 6. SERVICE LEVEL AGREEMENT (SLA)

SLA will be provided after finalization of the successful proposal submitting entity along with the Letter of Intent (LoI).

## 7. PAYMENT TERMS

- I. No advance payment will be made.
- II. The payment for development and deployment of Cloud based ERP Web Application for i-SEMS will be released as per below schedule subject to successful completion of work as per phases defined in Scope of Work to the satisfaction of LSSSDC:
  - i. 25% on satisfactory delivery and deployment of 1st two Module
  - ii. 15 % on satisfactory delivery and deployment of all agreed modules in second Phase.
  - iii. 15% on satisfactory delivery and deployment of all agreed modules in third Phase.
  - iv. 20% on satisfactory delivery and deployment of all agreed modules in fourth Phase.
- III. Licenses fees/ cost of software if any for the development and deployment of modules with expected functionality will be bear by the selected proposal submitting entity.
- IV. Licenses provided under this project for the Life Sciences Sector Skill Development Council should be sufficient to be deployed on- Premises Server as well as on the Cloud/data centre. That means in all the deployment mode and for a period of min. 4 years after stability period.
- V. For the one year stability period of hosting and maintenance support, after 100% deployment, there shall not be any additional pay-out.
- VI. For the 3 year period of the Hosting and Maintenance Support Service the invoices shall be generated quarterly
- VII. In case of the subscription model based on no. of students for managed service, Hosting and Maintenance Support Service as per the rate mentioned in financial proposal, the fee shall be calculated quarterly based on no. of students enrolled. This will be applicable from the start date of 1<sup>st</sup> year after end of stability period.
- VIII. Taxes as applicable shall be paid extra.
- IX. Service Provider must raise their Bills/Invoices in the name of Life Sciences Sector Skill Development Council.
- X. Payment must be subjected to deductions of any amount for which the service provider is liable under the tender conditions. Further, all payments shall be made subject to deduction of TDS (Tax deduction at source) as per the current Income-Tax Act and /or any other Govt. orders/rules. The service provider shall be liable for taxes such as GST or any other applicable tax within the time limit set by authorities.
- XI. The payment shall be made subject to the satisfaction of LSSSDC with deployment and not later than one month of invoice submission with LSSSDC.

XII. LSSDC shall pay the amount as per the invoice by way of e-transfer/RTGS/NEFT.

## 8. ANNEXURES

SLA will be provided after finalization of the successful proposal submitting entity along with the Letter of Intent (LoI).

### Annexure – 1: Request for Clarification

The entities requiring specific points of clarification may communicate with Life Sciences Sector Skill Development Council during the specified period using the following format:

#### PROPOSER REQUEST FOR CLARIFICATION

<<Name of Organization submitting query/request for clarification>>

<<Full formal address of the Organization including phone, and email points of contact>>			Tel:
			Email:
	<b>RFP Reference (Section No./Page No.)</b>	<b>Content of RFP Requiring Clarification</b>	<b>Points of Clarification Required</b>

## Annexure – 2: Guidelines for Preparation of Pre-Qualification Proposal

Annual Turnover Details of the <Name of Proposal Submitting Entity>

Sr. No.	Financial Years	Turnover Details (In Rs.)
A	2022-23	
B	2021-22	
C	2020-21	

**Note:** Please include Audited Financial Statements/CA certificate specifying the same for each of the financial years mentioned above.



### **Annexure – 3: Guidelines for Preparation of Technical Proposal**

- a)** A printed covering letter, on the proposal submitting organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. In case the proposal submitting entity edits the content of the proposal covering letter; it will be treated as a non-responsive bid and shall be rejected.
- b)** The technical proposal should contain a detailed description of how the proposal submitting entity will provide the required services outlined in this RFP. It should articulate in detail, as to how the proposal submitting entity's technical solution meets the requirements specified in the RFP. The technical proposal may not contain any pricing information. In submitting additional information, the proposal submitting entity should mark it as supplemental to the required response.
- c)** The proposals must be direct, concise, and complete. Any information, which is not directly relevant to this RFP shall be omitted. LSSSDC will evaluate the proposal submitting entity's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
- d)** The proposal submitting entity shall fill in the technical response as per the template provided **Annexure - 4** failing to which, the proposal shall be treated as non-responsive and shall be rejected.

## Annexure – 4: Template for Technical Proposal

Technical Proposal Response Letter  
(To be submitted on the letterhead of the Proposal Submitting Entity)

To,  
Senior Director  
Life Sciences Sector Skill Development Council  
14, Palam Marg, 2<sup>nd</sup> Floor, Vasant Vihar, New Delhi-110057

Reference No.: RFP Notification number \_\_\_\_\_

Subject: Submission of proposal in response to the RFP for Selection of Knowledge and Technology Partner and Service Provider for Implementation of Integrated Skill Ecosystem Management System (i-SEMS).

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification number \_\_\_\_\_ to for Submission of proposal in response to the RFP for Selection of Knowledge and Technology Partner and Service Provider for Implementation of Integrated Skill Ecosystem Management System (i-SEMS) for LSSSDC.

1. We have read the provisions of the RFP document and confirm that we accept these. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
2. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of opening of financial proposals.
3. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment, and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
4. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
5. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
6. We understand you are not bound to shortlist/accept any or all the proposals you receive.

Name of the Proposal Submitting Entity

Signature & seal:

LSSSDC/RFP/iSEMS/V1/01052024

Place:

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## Annexure – 5: Format of Commercial Proposal

Commercial Proposal Letter  
(To be submitted on the letterhead of the Proposal Submitting Entity)

To,  
Senior Director  
Life Sciences Sector Skill Development Council  
14, Palam Marg, 2<sup>nd</sup> Floor, Vasant Vihar, New Delhi-110057

**Subject:** Submission of proposal in response to the RFP for Selection of Selection of Knowledge and Technology Partner and Service Provider for Implementation of Integrated Skill Ecosystem Management System (i-SEMS) for LSSSDC

Dear Sir,

We hereby offer the below quote for Integrated Skill Ecosystem Management System (i-SEMS) to be implemented at Life Sciences Sector Skill Development Council. (As per terms and conditions as described in this RFP).

### **Model 1:**

SI NO.	Particular	Pricing (excluding GST)	Taxes (GST)	Total price
A	B	C	D	E=C+D
1	History Data Migration charges (One	time only- 100000 approximate students data)		
2	For all modules as per RFP (Development, Deployment and One Year Stability Period)	Subscription Model per student (10000 active students at the final launch)		
3	For Hosting, Maintenance and Annual Support for 3 Years Period after Stability Period	Subscription Model per active student per year		
	Total (1+2+3)			

### **Model 2:**

SI NO.	Particular	Pricing (excluding GST)	Taxes (GST)	Total price
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A	B	C	D	E=C+D
1	History Data Migration charges (One time only- 100000 approximate students)	Lump sum one time		
2	For all modules as per RFP (Development, Deployment and One Year Stability Period)	Lump sum overall Cost		
3	For Hosting, Maintenance and Annual Support for 3 Years Period after Stability Period	Quarterly payable		
	Total (1+2+3)			

**Note:** No other cost will be paid to the proposal submitting entity, apart from the ones mentioned above.

**Authorized Signatory Name & Designation: Date:**

**Seal:**

**Business Address**

**Annexure – 6: Format for Performance Bank Guarantee (PBG)**

Whereas \_\_\_\_\_ (hereinafter called 'the Respondent') has submitted its proposal dated \_\_\_\_\_ in response to the RFP Selection of Selection of Knowledge and Technology Partner and Service Provider for Implementation of Integrated Skill Ecosystem Management System (i-SEMS) for Life Sciences Sector Skill Development Council.

KNOW ALL by these presents that WE \_\_\_\_\_ of \_\_\_\_\_

\_\_\_\_\_ Having our registered office at \_\_\_\_\_

(hereinafter called "the Bank") are bound unto the Life Sciences Sector Skill Development Council, in the sum of \_\_\_\_\_ for which payment well and truly \_\_\_\_\_ to \_\_\_\_\_

be made to the said, the Bank binds itself, its successors and assigns by these present.

Sealed with the Common Seal of the said Bank this -----day of \_\_\_\_\_ 2024.

The Conditions of this obligation are:

1. the event of the successful proposal submitting entity being unable to service the contract for whatever reason, <> would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of <> under the Contract in the matter, the proceeds of the PBG shall be payable to the <> as compensation for any loss resulting from the Respondent 's failure to complete its obligations under the Contract.
2. <> shall notify the Respondent in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Respondent is in default.
3. <> shall also be entitled to make recoveries from the Respondent's bills, Performance Bank Guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, or misstatement.
4. We undertake to pay to <> up to the above amount upon receipt of its first written demand, without <> having to substantiate its demand, provided that in its demand the <> will specify that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.
5. This guarantee will remain in force up to and including \_\_\_\_\_, and any demand in respect thereof should reach the Bank not later than the above date.

## Annexure – 7: Format for Power of Attorney

Know by all men by these presents, We \_\_\_\_\_ (Name of the proposal submitting entity and address of their registered office) do hereby constitute, appoint and authorize Mr. / MS \_\_\_\_\_ (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of \_\_\_\_\_

as our Attorney, to do in our name and on our behalf, all such acts, deeds, and things necessary in connection with or incidental to our Proposal for Selection of Selection of Knowledge and Technology Partner and Service Provider for Implementation of Integrated Skill Ecosystem Management System (i-SEMS) for LSSSDC 'including signing and submission of all documents and providing information / responses to the Life Sciences Sector Skill Development Council in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds, and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For

\_\_\_\_\_  
Name:

Designation:

Date:

Time:

Seal:

Business Address:

Accepted,

\_\_\_\_\_(Signature)

(Name, Title, and Address of the Attorney)

**Note:** *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, lay down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. The Power of Attorney shall be provided on Rs.100/- stamp paper.*

**Annexure – 8: Format for Providing Details for Eligible Projects undertaken by Proposal submitting Entity**

The following information should be provided in the format below for each Eligible Project for which Bidder was legally contracted by the respective Purchaser/Client of the Bidder stated as a single entity.

	Assignment Name	
	Type of Project	
	Purchaser Representative- Name Contact No Email ID	
	Year in which Project took place	
	Location of the project	
	Contract Value	
	Narrative description of the scope of work of the assignment	
	Status of the assignment	

**IMPORTANT:**

1. Use separate sheet for each Eligible Project. Please mark each sheet as Annexure 8(a), Annexure 8(b), Annexure 8(c)... for each different project.
2. Please provide proof of eligible projects undertaken with a copy of Successful Completion Certificate attached from the Purchaser. In case Successful Completion Certificate is not available, copy of work order/copy of agreement along with bank statement in respect of the same countersigned by CA must be submitted. The submitted testimonial MUST contain detailed description of work (Scope of Work and TOR) carried out by the proposal submitting entity.