Request for Proposal for Project Management System Portal for Rajiv Gandhi Science and Technology Commission with 3 years onsite warranty

Rajiv Gandhi Science and Technology Commission
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Request for Proposal for Project Management System (PMS) for Rajiv Gandhi Science and Technology Commission

Background

The Rajiv Gandhi Science and Technology Commission (RGSTC) has been set up under the Maharashtra State Legislature Act No. XV of 2004 for the purpose of advancement, propagation and promotion of applications of science and technology for development. The commission has been actively engaged in evolving and implementing various schemes with the broad objective of supporting innovative S & T activities with focus on application of Science and Technology for socioeconomic development. The Commission has successfully initiated various programmes/ schemes and their outcomes are encouraging. The commission is implementing various schemes with a focus on project based activities. The activities are undertaken through the existing institutions including Universities, National Laboratories, Science and Engineering Colleges, Field Agencies and NGOs.

The Commission operates following schemes

1. Assistance for S&T Applications.

2. Assistance for S&T Applications through University System.

3. Setting up Science and Innovation Activity Centres.

4. Assistance to Collaborative Projects between Institutions and Industries for Technology Development /Adoption (CPIITA)

5. RGSTC MSME Internship Program

We, the Rajiv Gandhi Science and Technology Commission (RGSTC), Government of Maharashtra are seeking proposals for the development and implementation of a robust Project Management System (PMS) Portal. The detailed technical specifications mentioned in this document provided describe the requirements for a comprehensive PMS Portal with integrated workflows and modules. This system is designed to manage the entire lifecycle of research or project proposals, from initial submission to final report submission, with specific emphasis on the academic and research domains. It should include functionalities for user authentication, profile management, proposal submission, project tracking, and diverse modules such as Committees, Schemes, Referee Management, User Management, Administrative Tools, and Reporting.

The envisioned system should be tailored to meet the specific needs of a research and developmental project management environment, allowing users to submit proposals, track project progress, and engage in a structured workflow that involves committees, referees, and administrative processes. It should integrate features for document management, collaboration, notifications, and reporting to provide a comprehensive platform for efficient project management.

The successful bidder, in addition to development, testing, commissioning and maintenance of specified software is also required to develop content software for PMS as specified. The software must be rich in quality in terms of subject content, graphics, popups, textual information, correctness of information, colours, language etc. The development can be done in open source languages, like Java, .NET, Golang, Python, etc.

Tender Schedule

Bid Document Published Date	13.03.2024
Bid Document Download Start Date	13.03.2024
Bid Document Download End Date	01.04.2024
Bid Submission Start Date	13.03.2024
Bid Submission End Date	01.04.2024 (3:00 P.M.)
Technical Bid (Cover – 1) Opening Date	02.04.2024 (At 11.30 A.M.)
Presentations of Sample Content at RGSTC Mumbai	03.04.2024 (At 11.30 A.M.)
Publishing the List of Technically Qualified Bidders & Opening of Financial Bids (Cover – 2) of the technically qualified / eligible bidders	04.04.2024 (At 11.30 A.M.)

Other Details :

Time for completion of the work	90 days from the date of acceptance of work order.
Estimated Cost of the work	Rs 8 lakhs

Objectives

The primary objectives of implementing the Project Management System include:

- Efficient Workflow Management: Streamlining the processes involved in project submission, review, approval, and monitoring.
- Transparency: Ensuring transparency in the decision-making process and project progress.
- Collaboration: Facilitating effective collaboration among project stakeholders, including applicants, committees, referees, and administrative staff.

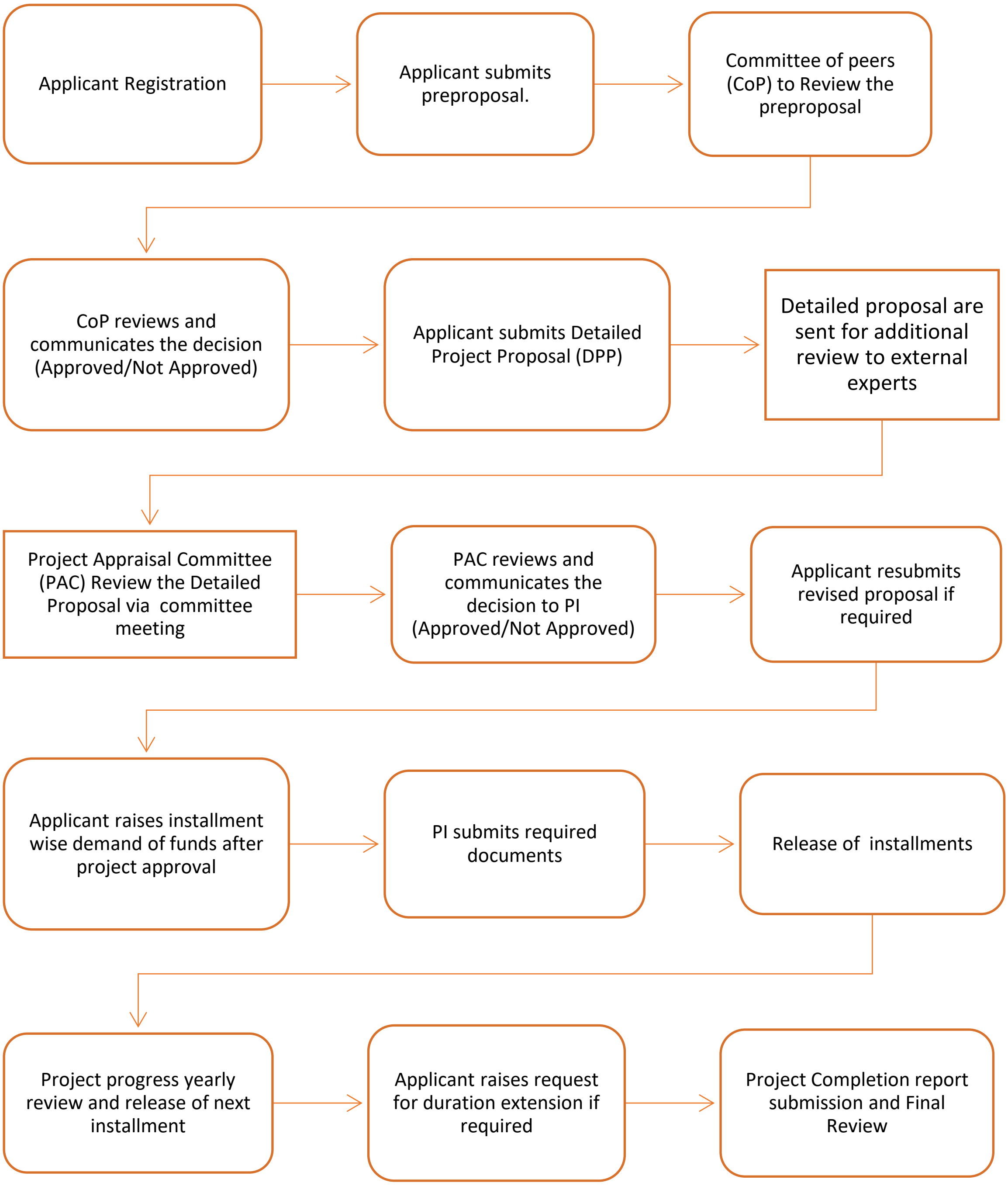
Scope of Work

The scope of work encompasses the design, development, and deployment of a comprehensive Project Management System Portal and maintenance for 3 years. The system should cover various modules and workflows to address the specific needs outlined in this RFP. The RGSTC runs following important schemes:

1. Assistance for S&T Applications.
2. Assistance for S&T Applications through University System.
3. Setting up Science and Innovation Activity Centres.
4. RGSTC MSME Internship Program
5. Assistance to Collaborative Projects between Institutions and Industries for Technology Development /Adoption (CPIITA)

Out of the above given schemes, “Assistance for S&T Applications” and “Assistance to Collaborative Projects between Institutions and Industries for Technology Development /Adoption (CPIITA)” are the major schemes operated by RGSTC under which scientific projects are funded. RGSTC Currently has around 60 projects ongoing with possible addition of about 10 new projects every year and completion of around 5 projects each year.

1. **System Process Flow for scientific module:**



2. Modules:

User Authentication and Registration	User Profile Details	PPPs received	Institute Profile Details	Menu Management	Account Management
Project Management	Workflow Management	Reporting and Dashboard	Committees and Meeting Module	Scheme Module	Referee Management Module
User Management Module	Administrative Module	Notification System	Document Management	Non-Functional Requirements	Performance and Scalability
Integration Capabilities	Access Management	Data Security and Privacy	User Training and Support	Performance and Scalability	Maintenance and Upgrades
		Reports Generation	Help		

3. Modules Description:

3.1. User Authentication and Registration:

The User Authentication and Registration module should ensure a secure and personalized user experience. Users access the system through a login page that requires a unique email ID and a strong password, with captcha and OTP for added security. The registration page captures essential details such as Aadhaar number, title, name, gender, date of birth, and contact information. The system validates user identity through email and mobile verification. This module establishes a robust foundation for user interactions, ensuring secure access to the platform.

Data Captured in Registration:

(i) Full Name
(ii) Date of Birth
(iii) Gender
(iv) Email ID
(v) Mobile Number with OTP verification
(vi) Password

3.2. User Profile Details:

The User Profile Details module enables individuals to create detailed profiles. Users can upload a photo and provide information such as designation, department, area of research, and publication details. This section fosters a comprehensive understanding of each user's academic and professional background, facilitating collaboration and networking within the system.

Data Captured in User Profile Details:

(i) Contact and Address Details
(ii) Alternate Mobile number
(iii) Pincode for verification of address
(iv) Documents and Professional Details
- Designation
- Department/Organization
- Photo
- Resume

3.3. Participants Management

This module is designed to handle the management of individuals or entities participating in the project approval process, specifically applicants submitting project proposals. This module ensures a streamlined and efficient approach to participant-related activities within the system. The heart of the Participants Management module lies in the submission of project proposals. Participants can submit preproposals and detailed proposals, inputting information such as project title, objectives, duration, and estimated costs.

3.4. Institute Profile Details

This module captures detailed information about the institutes associated with users. Users provide data such as institute name, university affiliation (if any), department, address, and contact details. The Institute Profile Details module ensures accurate representation of participating institutions and supports effective communication between users and their affiliated organizations who submit their Projects to RGSTC.

Data Captured in this Module:
(i) Organization Type
(ii) Institute/University Name
(iii) Registration Number(for NGOs)
(iv) Department Name
(v) Address

3.5. Menu Management:

(i) Intuitive Navigation: Create a user-friendly menu structure that promotes intuitive navigation throughout the system.
(ii) User Role-Specific Menus: Tailor menu options based on user roles, ensuring that each user sees only relevant functionalities.
(iii) Drag-and-Drop Customization: Allow users with appropriate permissions to customize their menu layouts through a user-friendly drag-and-drop interface.
(iv) Dynamic Menu Updates: Ensure that menu options dynamically adapt based on the user's role, providing a personalized and context-aware experience.
(v) Centralized Administration: Provide administrators with a centralized interface to manage and customize the overall menu structure.
(vi) Menu Search Functionality: Implement a search feature within the menu for users to quickly locate specific functionalities.
(vii) Responsive Design: Ensure that the menu structure is responsive, adapting seamlessly to different screen sizes and devices.
(viii) Permission-Based Access: Control access to menu items based on user roles and permissions, maintaining a secure and tailored user experience.
(ix) User-Friendly Labels: Use clear and concise labels for menu items to enhance user understanding and reduce ambiguity.

(x) Menu Versioning: Implement version control for menus, allowing administrators to revert to previous versions if needed and ensuring consistency in user experience.

3.6. User and Account Management

(i) Profile Modification: Allow users to update and modify their account information as needed.

(ii) Account Deactivation: Provide functionality for users or administrators to deactivate accounts when necessary.

(iii) Secure Password Policies: Implement robust password policies to enhance account security.

(iv) Multi-Factor Authentication (MFA): Offer MFA options for an additional layer of account protection.

(v) Audit Trails: Maintain comprehensive logs of account-related activities for auditing and monitoring.

(vi) Role-Based Access Control (RBAC): Implement RBAC to ensure users have appropriate access based on their roles.

(vii) User Permissions: Define and manage user permissions to control access to different system functionalities.

(viii) Account Recovery Procedures: Establish procedures for users to recover accounts in case of forgotten passwords or other issues.

(ix) User Training and Guidelines: Provide resources and guidelines to educate users on account security practices.

3.7. Project Management:

(i) Creation, tracking, and management of projects

(ii) Proposal submission and modification Collaborative tools for project development

(iii) Milestone tracking

3.8. Workflow Management

(i) Customizable Workflow Design: Allow administrators to define and customize project workflows based on the specific needs and requirements of different types of projects.

(ii) Sequential Task Progression: Enforce a step-by-step progression of tasks within the workflow, ensuring that each stage is completed before moving to the next.

(iii) Automated Task Assignment: Automatically assign tasks to relevant users or roles based on predefined workflow rules, streamlining task distribution.

(iv) Parallel Task Paths: Support parallel task paths when applicable, allowing for concurrent execution of tasks to enhance efficiency.

(v) Conditional Workflow Logic: Incorporate conditional logic into workflows, enabling dynamic adjustments based on changing project conditions or inputs.

(vi) Task Dependencies: Define dependencies between tasks, ensuring that certain tasks cannot start until their prerequisites are completed.

(vii) Real-time Workflow Monitoring: Provide a real-time dashboard for monitoring the progress of tasks within the workflow, giving stakeholders visibility into project developments.

(viii) Workflow Notifications: Implement automated notifications to alert users of task assignments, approaching deadlines, and changes in workflow status.

(ix) Audit Trail and Compliance: Maintain a detailed audit trail of workflow activities to ensure compliance with regulations and provide a historical record for analysis.

(x) User Training and Support: Offer training resources and support materials to guide users through the workflow processes, promoting understanding and adherence to established procedures.

3.9. Reporting and Dashboard:

(i) Customizable report generation
(ii) Visual representation of project metrics
(iii) Graphical representations for data-driven insights
(iv) Enhanced decision-making tools for RGSTC

3.10. Committees and Meeting Module

(i) Committee creation and composition
(ii) Meeting scheduling and management
(iii) Agenda creation and attendance tracking
(iv) Minutes documentation

3.11. Scheme Module:

(i) Define Scheme
(ii) Creation and configuration of project schemes
(iii) Customized workflows and criteria for each scheme
(iv) Support for various project types

3.12. <u>Fund Management</u>

(i) Configuration of Funding Phases:
- Administrators can define and configure funding phases based on project milestones, timelines, or specific project phases.
- Set parameters such as installment amounts, due dates, and associated milestones for each phase.

(ii) Budget Allocation and Tracking:
- Allow users to allocate budget amounts to each funding phase, providing a clear overview of planned expenditures.
- Implement tracking mechanisms to monitor the utilization of allocated budgets against planned installments.

(iii) Demand Raise Workflow:
- Users initiate a demand raise workflow when a project reaches a predefined milestone or phase requiring fund disbursement.
- Attach necessary documentation and justifications to support the demand for funds.

(iv) Approval Workflow:
- Define an approval process involving relevant stakeholders, committee members, or administrative authorities.
- Ensure transparency and accountability in the approval workflow, with notifications for pending approvals.

(v) Sanction Order Generation:
- Automatically generate sanction orders upon approval, detailing approved fund amounts and corresponding payment schedules.
- Integrate options for digital signatures and secure storage of sanction orders.

(vi) Payment Receipt Confirmation:
- Users confirm the receipt of fund installments through a dedicated interface, providing acknowledgment of payment.
- Automated notifications and reminders for pending or confirmed payments.

(vii) Utilization Certificate Submission:
- Integrate a submission system for utilization certificates, requiring users to detail how allocated funds were utilized for each installment.
- Enable attachment of supporting documents to validate fund utilization.

(viii) Periodic Progress Reporting:
- Users submit periodic progress reports to provide insights into project developments, justifying the need for subsequent fund installments.

- Automated notification system for progress report submission deadlines.

(ix) Extension Requests:

- Users can submit requests for project extensions when faced with valid circumstances.
- Define a workflow for the approval or rejection of extension requests, maintaining control over project timelines.

(x) Final Reporting and Closure:

- Facilitate the submission of a final project report upon completion, summarizing outcomes and expenditure.
- Integrate closure workflows to ensure all outstanding activities are completed before officially closing the project.

(xi) Audit Trail for Payments:

- Maintain a comprehensive audit trail for all payment-related activities, capturing details such as date, time, user actions, and system responses.
- Enhance transparency and facilitate auditing processes.

3.13. Referee Management Module

(i) Master List Creation:

- Enable administrators to create and maintain a master list of potential referees.
- Capture referee details, including expertise, availability, and previous involvement.

(ii) Referee Allocation Workflow:

- Implement a workflow for the allocation of referees to specific project proposals.
- Consider criteria such as expertise match and workload balance in the allocation process.

(iii) Referee Assignment Notifications:

- Notify referees upon their assignment to review a particular project proposal.
- Include details such as project title, submission deadline, and access to relevant documentation.

(iv) Referee Comments Submission:

- Allow referees to submit comments and evaluations on assigned project proposals.
- Include structured fields for qualitative and quantitative feedback.

(v) Applicant Response to Referee Comments:

- Facilitate a process for applicants to respond to referee comments, providing justifications or making revisions to their proposals.
- Ensure transparent communication between applicants and referees.

(vi) Referee Justification Review:

- Include a mechanism for the committee or administrative staff to review referee comments and justifications provided by applicants.
- Support decision-making processes based on referee feedback.

(vii) Referee Workload Monitoring:

- Implement tools for monitoring and managing the workload of referees.
- Avoid overburdening referees by considering their current assignments and availability.

(viii) Referee Performance Analytics:

- Provide analytics on referee performance, considering factors such as the accuracy of assessments, timeliness, and consistency.
- Support continuous improvement in the referee selection process.

(ix) Referee Database Maintenance:
- Enable administrators to update and maintain the referee database, including adding new referees or removing inactive ones.
- Ensure the accuracy and relevance of referee information.

(x) Referee Recognition:
- Implement a system to recognize their valuable contributions.
- Consider acknowledging referees with high-quality reviews, timely submissions, or consistent participation.

(xi) Automated Referee Reminders:
- Set up automated reminders for referees regarding upcoming deadlines for proposal reviews.
- Enhance communication and ensure timely feedback.

(xii) Referee Training Resources:
- Provide training resources and guidelines for referees, ensuring they understand the evaluation criteria and the overall review process.
- Support referees in providing meaningful and constructive feedback.

(xiii) Audit Trail for Referee Activities:
- Maintain a detailed audit trail for all referee-related activities, capturing actions such as assignment, comments submission, and justification reviews.
- Enhance transparency and accountability in the referee management process.

3.14. Administrative Module

(i) System Configuration and Customization:
- Centralized administration for configuring and customizing system settings.
- Options for tailoring the system to organizational requirements and evolving project needs.

(ii) Audit Trail and Activity Logs:
- Robust audit trail capabilities, capturing detailed logs of user activities and system changes.
- Support for compliance, security monitoring, and accountability.

(iii) Role-Based Access Control (RBAC) Management:
- Tools for defining, modifying, and managing roles within the system.
- Granular control over access permissions and entitlements based on user roles.

(iv) Module and Functionality Permissions:
- Fine-tuned control over access to specific modules and functionalities within the project management system.
- Ensure administrators can tailor access based on organizational structure and requirements.

(v) System Notifications and Announcements:
- Administration tools for sending system-wide notifications and announcements to users.
- Ensure effective communication and dissemination of important information.

(vi) Security Configuration and Monitoring:
- Tools for configuring and monitoring system security settings.
- Integration of security measures such as encryption, firewalls, and intrusion detection systems.

(vii) User Training and Support Resources:
- Administration of training resources and support materials for user education.
- Centralized access to guides, manuals, and FAQs to assist users and address queries.

(viii) System Health Monitoring:

- Implementation of tools to monitor the overall health and performance of the project management system.
- Real-time alerts and notifications for administrators regarding system issues.

(ix) Module Integration Management:

- Oversight and control over the integration of different modules within the project management system.
- Ensure seamless communication and data flow between interconnected modules.

(x) User Data Management:

- Tools for managing and maintaining user data, ensuring accuracy and compliance with privacy regulations.
- Options for data cleanup and archiving as needed.

(xi) System Updates and Patch Management:

- Tools for administrators to manage system updates, patches, and version control.
- Ensure the project management system remains up-to-date with the latest features and security fixes.

(xii) Administrative Dashboard:

- Centralized dashboard providing administrators with an overview of system activities, user engagement, and key metrics.
- Customizable widgets for quick access to relevant information.

3.15. Notification System

(i) Workflow Milestone Notifications:

- Automatic notifications at each workflow milestone, keeping stakeholders informed of project progression.
- Provide details on the current stage, upcoming steps, and required actions.

(ii) Proposal Submission Reminders:

- Automated reminders for users to submit preproposals and detailed proposals based on deadlines.
- Include links for convenient access to submission interfaces.

(iii) Referee Assignment Alerts:

- Notifications to referees upon assignment to review specific project proposals.
- Include project details and submission deadlines to facilitate timely reviews.

(iv) Committee Review Invitations:

- Automatic invitations to committee members for project reviews.
- Include relevant documentation and meeting details.

3.16. Document Management:

(i) Centralized Document Repository:

- Establish a centralized repository for storing all project-related documents.
- Facilitate easy access and retrieval of documents for authorized users.

(ii) Version Control:

- Implement version control mechanisms to manage document versions over time.
- Track changes and updates to ensure users access the latest information.

(iii) Document Upload and Submission:

- Provide users with tools to upload and submit project-related documents.
- Ensure compatibility with various document formats (PDF, Word, etc.).

(iv) Document Categorization and Tagging:

- Allow users to categorize and tag documents for efficient organization.
- Enhance search ability and ease of navigation within the document repository.

(v) Access Control and Permissions:

- Define role-based access controls to regulate who can view, edit, or delete specific documents.
- Ensure document confidentiality and compliance with privacy requirements.

(vi) Document Metadata Management:

- Capture and manage metadata associated with each document, including authorship, creation date, and relevance to specific projects.
- Enhance document organization and retrieval.

(vii) Document Search and Retrieval:

- Implement robust search functionalities, enabling users to quickly locate specific documents.
- Include filters based on categories, tags, or metadata.

(viii) Document Viewing and Editing:

- Provide a secure document viewing interface within the system.
- Allow authorized users to edit documents directly within the platform if needed.

(ix) Document Collaboration Tools:

- Integrate collaborative tools to facilitate real-time editing and commenting on documents.
- Enhance communication and collaboration among project team members.

(x) Document Approval Workflows:

- Implement workflows for document approval, involving relevant stakeholders or committee members.
- Ensure a structured and traceable process for approving critical documents.

(xi) Document Download and Sharing:

- Enable users to download and share documents securely.
- Implement options for controlled sharing to external stakeholders if necessary.

(xii) Document Expiry and Archiving:

- Implement features for setting document expiration dates.
- Automatically archive or notify users about documents reaching the end of their validity.

(xiii) Document History and Audit Trail:

- Maintain a detailed history and audit trail for each document, recording changes, views, and downloads.
- Support compliance, accountability, and transparency.

(xiv) Integration with External Document Repositories:

- Allow integration with external document repositories (e.g., Google Drive, SharePoint) if applicable.
- Facilitate seamless data exchange with existing document management systems.

(xv) Document Accessibility Reports:

- Generate reports on document accessibility, tracking which users accessed specific documents and when.
- Support auditing and compliance requirements.

3.17. Non-Functional Requirements

(xvi) Scalability:

- Design the system to scale horizontally or vertically to accommodate increasing user loads.
- Ensure smooth performance even during periods of high demand.

(xvii) Performance Optimization:

- Regularly optimize system performance through code reviews, database tuning, and caching strategies.
- Monitor and address performance bottlenecks proactively.

(xviii) Security Compliance:
- Adhere to industry-standard security practices and compliance requirements.
- Regularly conduct security audits and vulnerability assessments.

(xix) Data Encryption:
- Implement encryption mechanisms for data at rest and data in transit.
- Ensure the confidentiality and integrity of sensitive information.

(xx) Hosting Infrastructure:
- Specify hosting requirements, including server specifications, network configurations, and data center locations that align with security and performance standards.

(xxi) Archival Policies:
- Define policies for the archival of historical data, ensuring compliance with legal and regulatory requirements.
- Establish criteria for determining which data to archive and for how long.

(xxii) Data Backup and Recovery:
- Implement automated and regular data backup procedures.
- Define recovery time objectives (RTO) and recovery point objectives (RPO) for different types of data.

(xxiii) CERT-IN Certification:
- Obtain CERT-IN (Computer Emergency Response Team India) certification to demonstrate adherence to cybersecurity standards.
- Implement recommended security controls and practices.

(xxiv) STQC Certification:
- Seek STQC (Standardisation Testing and Quality Certification) certification for compliance with quality and security standards.
- Align with STQC guidelines for software testing and certification.

(xxv) Compliance with Privacy Regulations:
- Ensure compliance with data protection regulations such as GDPR or local privacy laws.
- Implement features for data anonymization and user consent management.

(xxvi) Audit Trail and Logging:
- Maintain detailed audit trails for user activities, system events, and security-related incidents.
- Support forensic analysis and compliance audits.

(xxvii) User Training on Security Practices:
- Provide ongoing training and awareness programs for users regarding security best practices.
- Foster a culture of cybersecurity awareness and responsibility.

(xxviii) Regular Security Updates and Patching:
- Implement a process for regular security updates and patch management.
- Ensure the timely application of security patches to mitigate vulnerabilities.

(xxix) Incident Response Plan:
- Develop and document an incident response plan to address security incidents promptly.
- Define roles, responsibilities, and communication protocols during security incidents.

3.18. Performance and Scalability

(i) Load Balancing:

- Implement load balancing mechanisms to distribute incoming traffic across multiple servers.
- Ensure optimal resource utilization and prevent server overloads.

(ii) Caching Strategies:

- Utilize caching strategies for frequently accessed data to reduce database queries and enhance response times.
- Implement both server-side and client-side caching where applicable.

(iii) Database Optimization:

- Regularly optimize database queries, indexes, and schema to improve overall system performance.
- Conduct performance tuning based on usage patterns and data growth.

(iv) Auto-Scaling Policies:

- Define auto-scaling policies to automate the adjustment of resources based on predefined criteria.
- Ensure dynamic scaling to handle fluctuations in demand seamlessly.

3.19. Integration Capabilities:

(i) API-Based Integration:

- Provide robust APIs for seamless integration with third-party applications and services.
- Ensure compatibility with industry-standard protocols (REST, GraphQL) for data exchange.

(ii) Data Import/Export Functionality:

- Include tools for easy data import and export in common formats (CSV, Excel).
- Facilitate data migration and interoperability with external databases.

(iii) Email Notification Integration:

- Enable seamless integration with email systems for project notifications and communication.
- Ensure users can receive and respond to project updates directly from their email.

3.20. Data Security and Privacy

(i) End-to-End Encryption:

- Implement strong encryption protocols to secure data during transmission and storage.

(ii) Role-Based Access Controls (RBAC):

- Enforce role-specific access permissions to ensure data is only accessible by authorized users.

(iii) Regular Security Audits:

- Conduct routine security audits to identify and rectify potential vulnerabilities.

(iv) Data Anonymization:

- Anonymize personally identifiable information (PII) to protect user privacy.

(v) User Consent Management:

- Provide mechanisms for users to grant explicit consent for data processing.

(vi) Privacy Impact Assessment:

- Conduct assessments to evaluate and address potential privacy risks in new features or changes.

3.21. Maintenance and Upgrades

(i) Regular Software Updates:

- Schedule routine software updates to address bugs, security vulnerabilities, and enhance system performance.

(ii) Automated Patch Management:

- Implement automated processes for timely application of software patches and updates.

(iii) User Communication:

- Communicate planned maintenance schedules to users in advance to manage expectations and minimize disruption.

(iv) Rollback Procedures:

- Establish procedures for quick system version rollback in case of unexpected issues post-upgrade.

(v) Backup and Restore Mechanisms:

- Implement robust backup and restore mechanisms to safeguard critical data during maintenance or upgrades.

(vi) User Training for New Features:

- Provide user training and documentation for any new features introduced with system upgrades.

Conditions:

1. The Bidder should provide onsite skill support for the entire warranty period of 3 years.
2. The bidder has to carry out the security audit and required security certificates to be provided to RGSTC for the entire warranty period of 3 years.
3. The Bidder shall be liable for any up-gradation for maintenance without any extra cost during warranty period.
4. **The Bidder should supply all required software and hardware, if any and the bidder should be able to integrate and host the portal on the State Data Centre Servers as required by RGSTC. Part bid will not be entertained.**

Prequalification Criteria: -

a. Interested bidder should have past experience in doing similar kinds of projects.

b. The company/ organization should have: Experience in Design, Implementation & Maintenance and hosting of Core, Access and Distribution levels Networks with multi-site connectivity's. Experience in implementation and Disaster Recovery and Business Continuity in Information Technology.

c. Should have strong experience implementation and development of such systems.

d. Should have successfully completed at least single similar project during last two years in Government sector.

e. ISO Certified company/Organization will be Preferred.

Selection Process: The selection process will consist of evaluating vendor's responses, selecting vendors for demonstrations, selection on the basis of demo and commercial viability of the vendor.

Technical Committee of RGSTC will scrutinize the technical bids and demo of the intended tenderers, capabilities and skills of the tenderers and open the financial bids of only the short-listed tenderers who are found technically qualified (the minimum criteria to technically qualify the bidders will be decided by the Technical Committee of RGSTC).

Work Order will be issued by RGSTC to the Successful bidder and the Successful bidder shall, within five working days of the receipt of the work order sign and return the duplicate copy of the work order in acknowledgement thereof. Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event RGSTC may select the L2 bidder.

Ongoing Support: As the RGSTC comes to rely on this service for transfer of confidential information, it is imperative the service be highly available and should be secure. Ongoing vendor support is seen as a key component of a quality solution. Details should be provided on the support agreements available with bidder, including cost, response times, call logging procedures, escalation, support structure & any other relevant information, etc.

Training: An onsite training program should be included as part of the proposal, detailing the training courses to attend at no extra cost. The training program should be directed at two levels, one for the administration of the product and the other for the technical support of the product.

Solution Expectations: All modules as expected in the tender are mandatory to be developed **within 3 months** of award of contract and the bidder should be able to host the portal on State Data Centre servers in consultations with RGSTC. The Selected Bidder shall accomplish the scope of work under this Agreement as per the Timelines and as per the Service Level Agreements. If the Selected Bidder fails to achieve the Timelines due to reasons attributable to it, or if it fails to achieve the Service Levels (in the SLAs) for any reason whatsoever, the Systems Integrator shall be liable to pay penalty as decided by RGSTC.

Performance: Recommended software configurations should be provided.

Cost effectiveness The PMS portal has to be cost effective. Bidder has to take care of the Infrastructure for the entire period of warranty.

Accountability: Bidder has to take the accountability of the safe keeping of the Institutes database and the PMS infrastructure from Cyber threats. Third party security Certificate should be provided as per Government norms.

Scalability: Details on the scalability of the proposed solution should be included.

Compliance with existing infrastructure: The PMS Portal must integrate with both the current client environment, and the current server environment.

Fault Tolerance: It is imperative the PMS Portal solution has a high degree of fault tolerance. All single points of failure of the solution must be clearly indicated and where possible be removed.

Upgradability: The system should be upgraded to ensure that performance does not degrade as load increases, and to make use of the latest features. PMS Portal often requires significant customisation as per the site needs. Details must be provided on how the product manages upgrades and how it retains all site specific customisation.

Disclaimer:

The Bidder should attach a self-declaration stating that the bidder organization is not banned / blacklisted / debarred from working with any PSU / State Govt in India or any other Government Organization.

Submission of Bids

1. The interested bidders should submit their Commercial and Financial Bids in separate sealed envelopes at Rajiv Gandhi Science and Technology Commission, 3rd Floor, Apeejay House, Dinshaw Vacha Road, Near K. C. College, Churchgate, Mumbai 400020
2. Only technically qualified bids would be considered for price comparison.
3. The technical bid shall contain the technical solution as per the requirement.
4. The bid should be submitted as specified in the tender document.

5. The capabilities, operating characteristics and other technical details of the software and hardware, if any should be furnished together with product brochures, literature, etc. in the technical bid.
6. Technical bid should contain all relevant technical details; technical specification, delivery period, guarantee period, validity, Support and Services etc.
7. Commercial bid should be inclusive of taxes and other charges.

General Conditions:

1. There should not be multiple quotes for an item/ software. Only one and best product that meets the technical specifications for an item/software should be quoted.
2. Incomplete and/or conditional bid or bid not confirming to the terms and conditions would be rejected.
3. Signed copy of the tender document should be enclosed with tender document as a token of acceptance for the terms and conditions specified in the tender.
4. The bidder should enclose PAN, GST details as well as list of clients for whom the bidder has developed similar solutions in the technical bid envelope. The bidder should also furnish the organisation details such as overall turnover in the last 3 years and years of experience in software development.
5. A bid submitted with false information will not only be rejected but the Bidder may also be debarred from participation in future tendering process.
6. Canvassing in any form not only invites disqualification in this tender but also debar the Bidder participation in the future tendering processes too.
7. If necessary, the Bidder may be required to give presentation/ demonstration on the systems offered as well as arrange site visit, where Bidder has installed and integrated similar solution.
8. The bidder should submit a list of their clients where similar systems have been developed by the bidder.
9. The bidder should also furnish details their operational base and offices in Maharashtra, particularly in Mumbai.
10. RGSTC reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised price bids from the bidders with regard to such changes.
11. The RGSTC reserves its right to negotiate with the successful bidder.
12. The bidder shall submit a performance Bank guarantee of 3% of the order value for release of the payment. The bank guarantee shall be kept valid for the entire period of warranty and the guarantee should have additional claim period of three months after the expiry of the guarantee.
13. All dispute or differences whatsoever arising between the selected bidder and the Institute out of or in relation to the installation, meaning and operation or effect of the contract, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration of Mumbai Jurisdiction.
14. Bidder should have their support office in Mumbai.
15. No extra payment shall be made on any account including for visits to office of RGSTC.

- **List of Certificates/ Signed and stamped Documents to be submitted along with Technical Bid:**
    - GST registration Certificate
    - PAN Card copy
    - Company/Firm registration Certificate
    - 3 Years turnover Certificate
    - Work experience: Work orders or Certificates from the clients

- Undertaking from the Vendor for not being blacklisted by GoM
- Signed and stamped Company profile mentioning year of establishment, Staff, Company locations etc.
- ISO Certifications, if any
- Any other document, if any