SECTOR SKILL COUNCIL

एक कदम आत्मनिर्भरता की ओर

# Development of

# Labor Market Information System (LMIS)

# For

# Instrumentation, Automation, Surveillance & Communication Sector Reference # IASC SSC/RFP/02

**Issued By**

Instrumentation, Automation, Surveillance & Communication Sector

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**ADMINISTRATIVE DETAILS**

**Confidentiality**

All deliverables will be the sole property of Instrumentation Automation Surveillance& Communication Sector Skill Council (IASC SSC).
The confidentiality of all deliverables will be maintained by the consultant concerned (selected bidder).

**RFP Procedure**

Send a response by hard copy in a sealed envelope to the following address.

Chairman
Instrumentation, Automation, Surveillance& Communication Sector Skill Council
Office No- 324, Third Floor, U.S. Complex,
Opposite Apollo Hospital, New Delhi- 110076
Email: ceo@iascsectorskillcouncil.in

For Clarifications, please contact 011-45621950
email manager.operations@iascsectorskillcouncil.in

**Critical Information**

Biding agencies are advised to study this RFP document carefully before submitting their proposals. Submission of a proposal in response to this notice shaII be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

**Contents of RFP**

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the RFP. Failure to comply with these documents will be at the bidder's risk.

**Abbreviations:**

| | |
|---|---|
| SSC | Sector Skill Council |
| IASC SSC | Instrumentation, Automation, Surveillance & Communication Sector Skill Council |
| NOS | National Occupational Standards |
| PPP | Public Private Partnership |
| RFP | Request for Proposal |
| SLA | Service Level Agreement |
| LMIS | Labor Market Information System |

**Definitions**

SSC: A Sector Skills Council (SSC) is a national partnership organization that brings together academia, industries of the sector, labor and the government to address human resource gaps in the sector SSCs are responsible for fulfilling the industry sector's talent needs in terms of quality and quantity.

**GENERAL INFORMATION**

Instrumentation, Automation, Surveillance & Communication Sector Skill Council (IASC SSC) is a company incorporated under Section 8 of the Companies Act 2013. It is promoted by the industry with support from National Skill Development Corporation (NSDC).

IASC SSC invites IT companies to submit proposals for "Development of Labor Market Information System (LMIS) — for Instrumentation, Automation, Surveillance & Communication Sector in India." This Request for Proposal (RFP) contains details of scope, eligibility for participation, evaluation methodology, project timelines, terms& conditions and other relevant details.

## Introduction

**Instrumentation, Automation, Surveillance & Communication Sector Skill Council**

Instrumentation, Automation, Surveillance & Communication Sector Skill Council (IASC SSC) is a not-for-profit organization, registered under Section 8 of the Companies Act 2013. The council has been promoted by industry. The key objective of IASC SSC is to create a robust and vibrant eco-system for quality education and skill development in the Instrumentation, Automation, Surveillance & Communication Sector space in the country, covering the entire spectrum of activities from inputs to paint application.

The mandate for IASC SSC is:

- To carry out a functional and occupational mapping and to develop a catalogue of industry occupations/job roles in the Instrumentation Automation Surveillance& Communication Sector.
- To study the skill gap in the various occupations/job roles in the Instrumentation, Automation, Surveillance & Communication Sector, by mapping:
    - Current human resources/ skill situation.
    - Changing trends and their impact on the industry workforce.
    - Demand dynamics for unskilled, semi-skilled and skilled workers.
    - Current and future skill/training needs.
- To create a catalogue of skills and to develop& set National Occupational Standards
- To develop and put in place:
    - Training Module
    - Assessment & Certification Mechanism
- To establish and maintain effective Labor Market Information Systems (LMIS)

**Background of LMIS**

The labor market information is currently derived from a few different sources, including surveys, administrative data and private sector sources - which may not be synchronized, current, complete and integrated. The information generated primarily caters to the needs of a few stakeholders who are involved in developing this information. Hence, it is required to put an LMIS in place which considers the concerns of all stakeholders, as articulated in the NSDC Concept Paper on LMIS.

NSDC has conceptualized a comprehensive LMIS system (Concept paper on LMIS — An Indian Perspective, Jul 2011) encompassing the various government agencies, the Sector Skill Councils, the industry, the Training and Assessment agencies, the workers and other agencies. This is a futuristic, multitier system, as shown in Figure 1, in which each SSC would develop its own LMIS and integrate with the national LMIS for two way exchange of information and statistics.

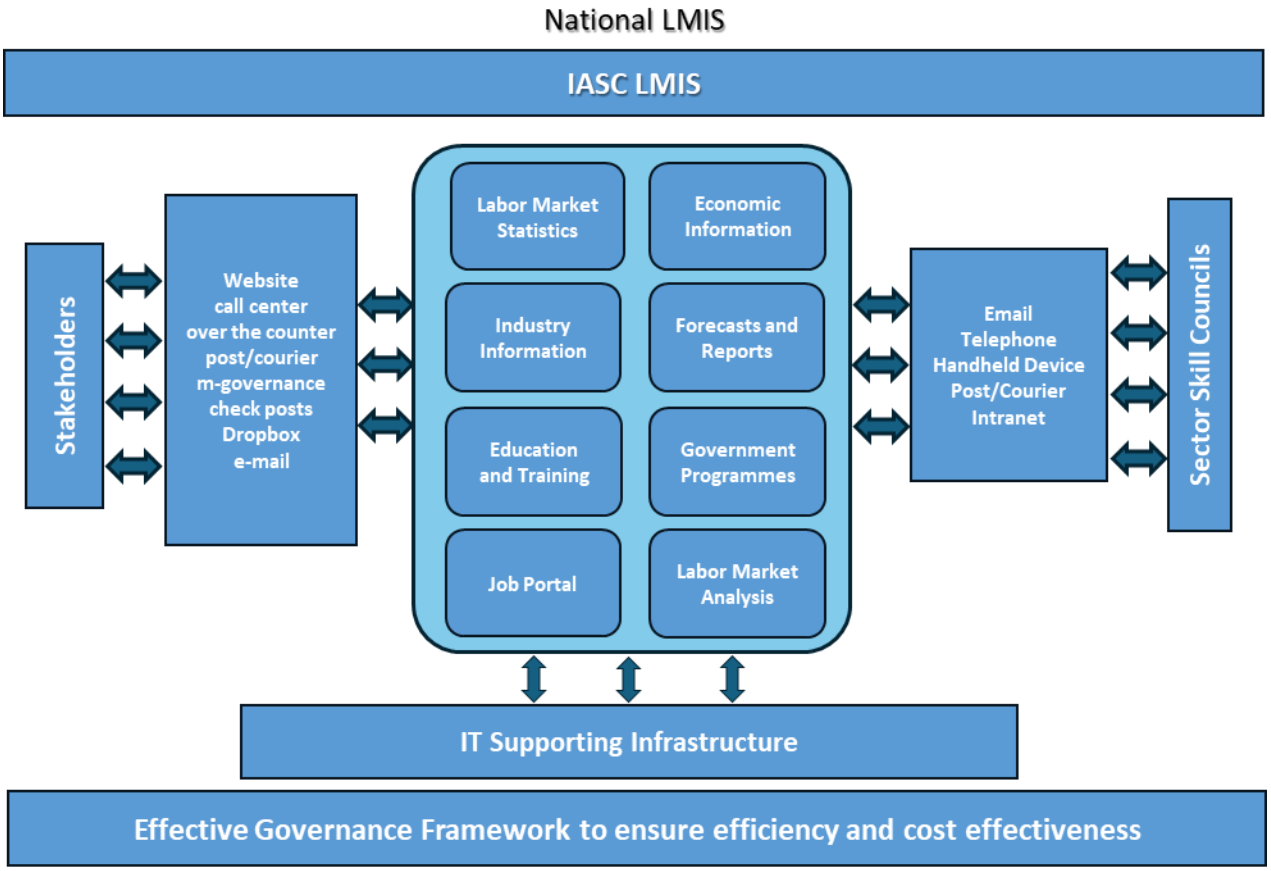


Figure 1 LMIS Architecture

**Objectives of IASC-LMIS**

The purpose of IASC-LMIS is to facilitate various stakeholders to satisfy their need of seeking and providing helpful information for developing an integrated view of the labor market in the Instrumentation, Automation, Surveillance and Communication sectors. With a view to support the intent of providing a unified view across all users -in the sectors, IASC -SSC has envisaged initially building a web-based system that supports efficient interaction among the following user groups through customized views (called

'Portals'). This will generate the primary data that will in future enable deriving useful trends and statistics meaningful for the LMIS. The user views are:

1. **Jobseeker Portal:**
   a. Enable the job seekers to register on the portal, create profile and update, to see job openings posted by employers and apply for these.
   b. Seeing the demand for various job roles in the industry sectors and sub sectors, at different locations.
   c. To learn about job roles that map to their qualifications, experience, skill sets and aspirations.
   d. To find skill sets that are needed for their desired job roles.
   e. To find vocational training and certification programs suiting their job needs.
   f. To discover various government schemes and programs related to skill development.
   g. Also accessible via mobile 'Apps'.
   h. FAQs, query, industry news and events.

2. **Employer Portal:**
   a. Enable the employers to register on the portal, create profile and update, post job openings, training and apprenticeship opportunities. Employers will align job postings with Qualification Packs (QP) and National Occupational Standards (NOS) where applicable. The QPs and NOSs and Job Roles of the sector are published on the IASC website.
   b. To see job seekers available by job roles, skill sets, certifications, locations and other parameters.
   c. Provide data on periodic and event basis, about their workforce, skills, compensation, demand (current and future), attrition and other parameters. This is crucial data that helps to create an industry view of supply and demand patterns and trends and helps the planners at different levels to make realistic programs.
   d. Provide information about current and upcoming training programs, certification programs, apprenticeships, events, job fairs and other information of interest for the job seekers and Gaining partners.

3. **Public Portal:**
   a. Effectively disseminate relevant and current information to all citizens, businesses, education, governmental officials and other users.
   b. Act as resources for the public, businesses, education, and intermediaries for more effective job creation and employment, education, workplace, and economic development, planning and decision making.
   c. Publish relevant reports, FAQs, industry news and events.

4. **Partner Portal:**
   a. Provide visibility to Training Partners and Assessors involved in skill development and enable them to register, create and update profiles, post information about their programs, events and certification results.
   b. Provide an interactive platform for the job seekers and training providers to get clarifications about different aspects of skill development.
   c. Provide Skill Assessment Tests and Counseling.
   d. Provide data and forecasts about skill requirements and skilling activities in various sub sectors and geographies and inform the public about how they are fulfilling these.
   e. Intermediate workers, including labor market analysts, and co-career facilitators can enroll to support customers' use of labor market information. Many counselors and career facilitators…?

**Technical Considerations of LMIS:**

- The IASC-LMIS will be an online, interactive, web-based system, with support for mobile devices. Multiple channels of information collection and dissemination will be included such as SMS, Mobile Apps and e-mail to provide a highly interactive platform for communication among the stakeholders. Subscription based notifications via devices and channels will be effectively used to reduce the response time and provide 'push' mechanism.

- A role-based access control system will be implemented. The necessary roles and privileges will be defined at detailed requirements stage.
- Content Management System (CMS) will be provided that allows authorized users to create, manage, and modify website content without needing specialized technical knowledge (like coding) and help from application developer. The form of the content will be finalized at the time of detailed requirements gathering.
- Content format may be different for each stakeholder, and content management shall be flexible to enable this.
- An administrator role with required privileges shall be created to view and control all privileges and activities on LMIS portals.
- IASC SSC will provide information for registration of different categories of users/stakeholders on the LMIS portal. This requirement may be updated if need arises and it should be possible to do this by configuration changes, without involving code changes.
- IASC SSC will provide details of the different schemes - such as Government and Non-Government to upload on LMIS portal via the CMS.
- Provision will be made for verification of each document uploaded by each stakeholder on LMIS portal. The method of verification will be defined at detailed requirements stage.
- Provision for tagging of 'Verified Employment' made through the LMIS portal. This will enable tracking of actual placements facilitated by the LMIS portal. The mechanism of verification shall be finalized at detailed requirements stage.
- The IASC-LMIS will ensure a user centric design, with easy and intuitive interfaces and system help features. FAQs for different stakeholders and site search will be provided.
- The IASC-LMIS will be designed for deployment of modern computing hardware, software and networking infrastructure and provide for efficient scalability.
- The IASC-LMIS will support user data privacy and security and use encryption where necessary.
- The IASC-LMIS will be designed with adequate security at network, server, application and data levels. It will support role-based authentication and authorization. It will include consideration for virus scanning, malware detection, intrusion detection and protection.
- The IASC-LMIS will be designed to avoid duplicate data and do validation and filtering where appropriate.
- The IASC-LMIS will support extensions to pull data from other public/private sources and integrate it in the system.
- The IASC-LMIS will support performing Analytics on the data available in the system and generate reports, both standard and custom.
- The IASC-LMIS will provide interfaces for providing and accepting data and reports - details will be finalized at detailed requirements stage.
- The IASC-LMIS will provide information about the IASC SSC, the industry sector, government skills programs and events for which it will pull data from the appropriate sources and user links.
- The IASC-LMIS will have support for role-based content generation, editing and upload for ongoing enrichment and maintenance of the web site.
- The IASC-LMIS will have dashboards for efficient remote operation, monitoring and troubleshooting for various system user roles.
- The IASC-LMIS system will have provision for data backup, recovery and disaster management.
- A flexible 'Search' facility will be provided to suit the needs of the user categories – with context-based filters.
- The estimated number of users is:
    a. Registered Job Seekers – 1,00,000 by the end of 1st year. Reaching 10,00,000 in 5 years.
    b. Registered Employers: 1,000
    c. Registered Partners: 1,000

d. IASC Content Editors: 5
e. Employer Content Editors: One per partner
f. Partner Content Editors: One per employer

- **Concurrency**: Job seekers are expected to be the heaviest users of the portal. Approximately 100 concurrent users need to be considered in the first year. For the other categories, assume 5% of the registered users are concurrent.
- **Response times** (typical):
  a. Page load: Better than 2 sec
  b. Page Refresh: 1sec
  c. Search: 2-3 sec
  d. Download: 3-5 sec
  e. Upload: 2-3 sec
- **Availability**: 99.5% or better
- The IASC-LMIS shall be compliant with current Cyber Security norms and shall be free of any malware, spyware and tracking software. Further, it shall be free from any copyright infringement or software license requirements.

**Project Deliverables and Timelines:**

| S. No. | Phase | Deliverables | Timelines for completion |
|---|---|---|---|
| 1 | System Requirement Specifications and High Leve1 Design | SRS document, Use cases, HLL design, UAT test cases | 2 Weeks |
| 2 | Detailed Module Level design | Detailed design with data models, GUI Design, Logical and Physical Architecture, Deployment architecture | 6th Week |
| 3 | Implementation, Integration, functional and Performance Testing | Source Code, executable modules, scripts and build, Test reports - Unit test, Integration test, System test, performance test | 10th Week |
| 4 | User Acceptance Testing | User Acceptance Test Report | 11th Week |
| 5 | Documentation and Training of users | Complete documents covering specifications, design, implementation, deployment, configuration and test. Content generation, update, Data Feeds, Data backup, Archival, Restore, Disaster Management, System Administration | 13th Week |
| 6 | Technical Support for a period of one year from User Acceptance. | Rectify any issues relating to functionality, performance or usability. | One year from Acceptance Test |

**Note:**

The review meeting with IASC SSC will be held within 2 weeks of the start of the project and every two weeks in the following weeks/as and when required. Priority for development of modules will be decided during the meeting for presentation Final LMIS will be validated by the team of experts.

**PROJECT METHODOLOGY**

**Project Management and Progress Reporting**

The methodologies to be used must follow best management practice that will ensure that schedules, scope and costs are strictly adhered to and include a methodology to ensure that IASC SSC is informed on an ongoing basis regarding project slippage, progress/performance reporting, change requests, and potential risks and issues.

**INSTRUCTIONS TO THE BIDDERS**

**Required Qualifications Competencies and Eligibility of the Bidder**

- Any legal entity duly incorporated under law can participate in the bidding process.
- Permanent Account Number (PAN) and Service Tax Number of Bidder.
- The bidder should be ISO 9001 certified company.
- The bidder should have a minimum average turnover of Rs 100 lac in the last three years.
- The bidder should have successfully executed one single order of a minimum of 20 lacs.

**Completeness of Response**

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid 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 documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its proposal.

**Proposal Preparation Costs**

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meeting s/discussions/presentations, preparation of proposal, in providing any additional information required by IASC SSC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. IASC SSC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

This RFP does not commit to IASC SSC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of the award or for preparing this bid. All materials submitted by the bidder become the property of IASC SSC and may be returned completely at its sole discretion.

**Signing of Communication to the IASC SSC**

All the communication to IASC SSC including the proposal and the bid documents shall be initialled on each page by the authorized representative of the bidder and authority letter/power of attorney should be attached with the bid.

**Bidders' inquiries and IASC SSC's responses**

All enquiries/clarifications from the bidders related to this RFP must be directed in writing exclusively to the contact person notified in this RFP document.

The preferred mode of delivering written questions to the contact person would be through post or email. Telephone calls will not be accepted. In no event will IASC SSC be responsible for ensuring that bidders' inquiries have been received by IASC SSC.

After distribution of the RFP, the contact person notified by IASC SSC will begin accepting written questions from the bidders. IASC SSC will Endeavour to provide a full, complete, accurate, and timely response to all questions. However, IASC SSC makes no representation or warranty as to the completeness or accuracy of any response, nor does IASC SSC undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

**Submission of Responses to IASC SSC**

- The bidders should submit their responses as per details given in this document in 1 printed copy of each duly initialed on each page and on a non-rewritable CD/Pen drive as a single file in PDF format media in a separate sealed envelope.
- The Bid shall be in two parts consisting of:
    a. Technical Proposal
    b. Financial Bid

- The CD/ DVD/Pen drive must be duly signed using a permanent Pen/Marker and should bear the name of the bidder. The original proposal shall be prepared/ printed in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the bidder itself.
- Any corrections must be initialed by the person (or person) who sign(s) the proposals.
- All pages of the proposal must be sequentially numbered and shall be initialed by the Authorized Representative of the bidder.
- The technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the Financial Bid.
- All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexure to the Proposal/response. Information, which the Bidder considers proprietary, if any, should be clearly marked
  "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

**Proposal submission Format**

The entire proposal shall be strictly as per the format specified in this RFP and any deviation from the formats shall be rejected.

**Venue and Deadline for submission**

- Proposals must be received at the address specified below by 15th June 2025 by the authorized representative mentioned in the document.
- Any proposal received by IASC SSC after the above deadline sha II be rejected and returned unopened to the bidder.
- The bids submitted by fax/e-mail etc. shall not be considered.
- No correspondence will be entertained on this matter.
- IASC SSC shall not be responsible for any postal delay or non-receipt/non-delivery of the documents. No further correspondence on the subject will be entertained.
- IASC SSC reserves the right to modify and amend any of the above-stipulated conditions/criterion depending upon project priorities vis-a-vis urgent commitments.

**Address for bid submission**:

The CEO
Instrumentation, Automation, Surveillance & Communication Sector Skill Council
Office No- 324, Third Floor, U.S. Complex,
Opposite Apollo Hospital, New Delhi- 110076
Email: ceo@iascsectorskillcouncil.in

**RIGHTS OF IASC SSC**

**Amendment of IASC SSC Document**

At any time prior to the last date for receipt of bids, IASC SSC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment.

The amendment will be intimated to all proposers who confirm their intention to participate by email.

In order to afford prospective bidders a reasonable time in which to take the amendment into account in preparing their bids, IASC SSC may, at its discretion, extend the last date for the receipt of bids.

The bidders are allowed to resubmit their bid -if required, after such amendments.

**Supplemental information to the RFP**

If IASC SSC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

**IASC SSC's right to modify submission deadline**

IASC SSC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum through email to all confirmed proposers, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

**IASC SSC's right to terminate the process**

IASC SSC may terminate the RFP process at any time without assigning any reason. IASC SSC makes no commitments, expresses or implied that this process will result in a business transaction with anyone. This RFP does not constitute an offer by IASC SSC. The bidder's participation in this process may not result in IASC SSC shortlisting the bidder and awarding the contract.

**IASC SSC's Rights to accept/Reject any or all Proposals**

IASC SSC reserves the right to accept or reject any proposal, and to annul the short-listing process and reject all responses at any time without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for IASC SSC's action.

**Short listing Criteria**

IASC SSC will shortlist bidding organizations that meet the short-listing criteria mentioned in the RFP

Any attempt by a bidder to influence its bid evaluation process may result in the rejection of the bidder's bid.

**GENERAL INSTRUCTIONS FOR PROPOSAL SUBMISSION**

**Mandatory Proposal Requirements**

All proposals submitted must meet the following mandatory requirements to be considered and suitable for further evaluation

- Completed Form II detailing Proposer's Profile (Ref. Annexure)
- Permanent Account Number (PAN) and Service Tax Account Number of proposer/each consortium member (in case of consortium) should be available from Income Tax authorities.
- The bidder's legal name and any other name under which it carries on business as well as its business number, and whether the bidder is an individual or incorporated entity.
- The bidder's contact information includes address, telephone and fax numbers, and email address.

**Proposal Content Guidelines**

To facilitate the evaluation by the IASC SSC evaluation committee and to ensure each proposal receives full consideration, proposals should be accompanied by the documents listed below. The proposals may be organized in a format at the discretion of the proposer:

**Proposal Submission Letter along with the following-**

- Table of Contents
- Executive Summary
- Vendor Profile — Use Form II
- The Proposer needs to follow the terms and conditions envisaged in the RFP and should submit an undertaking to the said effect as per the format in Form l.

“We certify that all statements made with regard to the education and the experience of individuals proposed for completing the subject work are accurate and factual, and we are aware that IASC SSC reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared nonresponsive or in other action which IASC SSC may consider appropriate."

**Technical Proposal which includes Format II to be completely filled in detail**

- A Descriptive Note on the Project & Deliverables
- Approach Paper with details on methodology
- Details of Prior Experience regarding software development
- Company Profile, including date of establishment
- Profit and loss statement for the last three years (Audited)

The proposal should effectively communicate the proposed solution in the Approach Paper and be presented in the specified formats for IASC SSC to assess alternatives.

**Financial Proposal needs to be filled in form III provided at the end of the document.**

**Language of the proposal**

The proposals prepared by the bidder and all correspondence and documents relating to the proposal exchanged by the bidder shall be written in English.

**Proposal currencies**

All prices shall be quoted in Indian Rupees (INR).

**Period of validity of proposals**

Proposals shall remain valid for 60 (Sixty days) days after the date of proposal submission prescribed by IASC SSC, pursuant to the deadline clause. A proposal valid for a shorter period may be rejected by IASC SSC on the grounds that it is non-responsive. In exceptional circumstances, IASC SSC may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A bidder granting the request will not be required nor permitted to modify its proposal.

**Format, signing and submission of proposals**

The bidder shall prepare the proposal as defined. Each page of the proposal must be initialled by the person authorized to sign the document and the proposal must be submitted strictly as per the timeline defined.

**Sealing and marking of proposals**

The bidder shall seal the proposal in one outer and two inner envelopes, as detailed below. The outer envelope shall be addressed to:

CEO
Instrumentation, Automation, Surveillance & Communication Sector Skill Council
Office No- 324, Third Floor, U.S. Complex,
Opposite Apollo Hospital, New Delhi- 110076
Email: ceo@iascsectorskillcouncil.in

Marked clearly “Proposal for Development of Labor Market Information System for Instrumentation, Automation, Surveillance& Communication Sector”

**Reference Numbers:**

a) Both inner envelopes shall indicate the name and address of the bidder.
b) The first inner envelope shall contain technical information with 1 hard copy and one soft copy.
c) The hard copy of the financial proposal should be separately sealed. Envelopes, clearly marked as "Response to RFP for Development of LMIS for Instrumentation, Automation, Surveillance & Communication Sector”
d) The outer envelope shall indicate the name and address of the bidder to enable the proposal to be returned unopened in case it is declared "late." Both the interior and the outer envelopes shall be addressed to IASC SSC at the address specified in this section.

**Deadline for Submission of Proposals**

Proposals must be received by the IASC SSC at the address specified no later than 15$^{th}$ June 2025. IASC SSC may, at its own discretion, extend this deadline for the submission of proposals by amending the RFP in accordance with clause amendments of RFP, in which case all rights and obligations of the IASC SSC and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

**Late Proposals**

Any proposal received by IASC SSC after the deadline for submission of proposals, pursuant to clause Deadline for the Submission of Proposals will be rejected.

**Modification and withdrawal of Proposals**

The bidder may withdraw its proposal after the proposal's submission, provided that written notice of the withdrawal is received by IASC SSC prior to the deadline prescribed for submission of proposals.

The bidder's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by mail but followed by a signed confirmation copy.

No Proposal may be modified after the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the bidder on the Proposal Submission Form.

**Payment Terms and Conditions**

The agreement signed with the successful bidder will be a fixed price agreement.

Payments shall be made within 15 days by IASC SSC after submission of the invoice by the bidder and upon verification and certification by the concerned official. IASC SSC Advisory Committee shall certify corresponding milestones agreed and achieved. Payments shall be made in Indian Rupees/INR. It is proposed to enter a deliverables-based payment contract with the bidder selected to conduct this exercise (the Contractor) as under:

| S. No. | Milestone | Percentage Payment (100%) |
|---|---|---|
| 1 | Mobilization | 10% |
| 2 | SRS Specification and High-Level Design for LMIS | 10% |
| 3 | Detailed Modular Design for LMIS | 10% |
| 4 | Implementation, User Acceptance and Performance Testing of LMIS | 50% |
| 5 | Documentation and Training of Users for LMIS | 10% |
| 6 | Technical support for one year | 10% |

**PROPOSAL OPENING AND EVALUATION**

IASC SSC has constituted a Committee on LMIS to open and evaluate the responses of the bidders to the RFP. BIDS will be opened on 1st May 2025 in the presence of bidders who wish to be present.

**Presentation by Bidders & Opening of the Bid**

Bidders may be required to make a presentation to the IASC SSC.

**Evaluation Process**

- The IASC SSC shall evaluate the responses to the RFP and all supporting documents /documentary evidence. Inability to submit requisite supporting documents/ documentary evidence may lead to rejection of bid.
- The decision of the IASC SSC in the evaluation of responses to the Expression of Interest sha II be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- Each of the bidders needs to comply with the short listing/pre-qualification criteria as defined in the RFP to qualify for subsequent submission of proposal to the RFP for selection of the Bidding Agency.
- Each of the responses shall be evaluated to validate compliance of the bidders according to the following criteria as per format and supporting documents mentioned against each clause.

**Clarification of proposals**

To assist in the examination, evaluation and comparison of proposals, IASC SSC may at its discretion ask the bidder for clarification seek information on the proposal.

IASC SSC will examine the proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Arithmetical errors in the proposal will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the bidder does not accept the correction of errors, its proposal will be rejected.

Prior to the detailed evaluation, IASC SSC will determine the substantial responsiveness of each proposal to the Request for Proposals (RFP). For purposes of these clauses, a substantially responsive proposal is one which conforms to all the terms and conditions of the RFP without material deviations. IASC SSC's determination of a proposal's responsiveness is based on the contents of the proposal itself without recourse to extrinsic evidence.

A proposal determined as not substantially responsive will be rejected by IASC SSC and may not subsequently be made responsive by the bidder by correction of the non-conformity.

**Evaluation and comparison of proposals**

**Evaluation of Bid**

A single Evaluation Criteria will be adopted in evaluating the bids, with evaluation of the technical proposal. The Technical proposal will be evaluated based on the bidder's experience in Software Development, prior experience of related work, company profile, management profile etc. The following is the point-based system utilized for the evaluation-

| S. No. | Evaluation Criteria/Definition | | Point |
|---|---|---|---|
| 1 | **Profile of the Bidder Executing the Project** | | 20 |
| | 1.1 Minimum3 years relevant experience in interactive, web based software development supporting large user base of several Lakhs.<br>3-5 years - 8 marks<br>6-8 years- 15 marks<br>Above 8 years- 20 marks | 20 | |
| 2 | **Approach and Methodology of execution of Project** | 10 | 30 |
| | 2.1 Overall understanding of the LMIS project and ability to meet the project objectives, with detailed write-up | | |
| | 2.2 Approach and Methodology of Execution (Description of the methodology to be adopted to execute the project. This includes approach, processes, research, data sources and services, key activities, work plan with timelines, reporting and control mechanism to manage the project.) | 10 | |
| | 2.3 Timelines for Execution and Resource Plan (Capac by to achieve milestones and complete the project timelines as defined in the RFP). Detailed writing up including time charts and resources, etc. | 10 | |
| 3 | **Technical criteria** | 15 | 50 |
| | 3.1 **Web Application Development**: Experience of developing online, interactive, web-based system, supporting multiple devices and channels- such as desktop, laptop, tablet, mobile and smart phones, browser, SMS, Mobile Apps, e-mail. Subscription based notifications to provide 'push' mechanism. User centric design, easy and intuitive interfaces. Help, FAQs and site search. Content generation, editing and uploading on the web site. | | |
| | 3.2 **Infrastructure**: Deployment of modern computing hardware, software and networking infrastructure. Efficient scalability using Data Center/Cloud. Performance monitoring, scaling, availability. | 5 | |
| | 3.3 **Data Management:** Data Modeling, Implementation of large databases, Performance tag. Avoiding data duplication, validation and filtering. Ensuring system consistency. Data privacy, security, encryption. Data interfaces for public/private sources, Data integration. Data and reports as a service. | 15 | |
| | 3.4 **Security**: Implementing security at network, server, application and data level. Support for role-based authentication and authorization using user registry. Virus scanning, malware detection, intrusion detection and protection. | 5 | |
| | 3.5 **Analytics**: Data analyses, Statistics, Report generation - standard, custom. | 5 | |
| | 3.6 **Management**: Dashboards for remote operation, monitoring and troubleshooting. Data backup, recovery, archiving, storage management. Disaster management/Business continuity | 5 | |
| **Total** | | | 100 |

The Minimum qualifying marks are 60.

**AWARD OF CONTRACT**

**Criteria for award of contract**

IASC SSC reserves the right to accept or reject any proposal, and to annual the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder(s) of the grounds for IASC SSC's action. Prior to the expiration of the period of proposal validity, IASC SSC will award the contract to the qualified bidder whose Proposal after being evaluated is the most responsive to the needs of the organization and activity concerned.

IASC SSC's right to vary requirements at time of award. IASC SSC reserves the right at the time of the award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

**Service Level Agreements (SLA's)**

The Contract would clearly mention the Service Levels Agreement for all milestones with defined tasks and timelines.

A review meeting with IASC SSC will be held within 2 weeks of the start of the project and every two weeks in the following weeks or as and when required.

The Final deliverables will be validated by the IASC SSC National Committee & Governing Council of IASC SSC.

Bidders are required to provide Technical Support for a period of One Year from the date of the successful Acceptance Test to rectify any functional, performance or usability issues noticed. IASC SSC will intimate the issue with the bidder’s technical support team in writing, providing details of the issue. The bidder shall rectify the issue to the satisfaction of the user within a reasonable period of time, depending on complexity, not exceeding One Week in any case.

**Service Level Default**

The selected Bidder's performance to Service Levels will be assessed as per the agreed Service Level Agreements (SLAs). Default will occur if the selected bidder fails to meet the target service levels, as measured monthly, for a particular service level.

**Penalty computation**

All delays and failures to adhere to the SLAs will attract a financial penalty. This will be mutually decided by the selected bidder and IASC SSC while signing the agreement.

**Signing of the contract**

“Within 3 days of receipt of the Contract the successful bidder shall sign and date the Contract and return it to the purchaser. The IASC SSC reserves the right to:

- Reject any or all proposals received.
- Enter negotiations with one or more applicants on any aspects of the proposal including the quoted prices.
- Accept any proposal in whole or in part
- Award or negotiate one or more consultancy agreements
- Verify any or all information provided in the proposal

The selected vendor will be notified by IASC SSC. As noted earlier in this document, this date is subject to change at the sole discretion of the IASC SSC. The signing of an agreement between IASC SSC and the vendor is subject to the approval of the IASC SSC's Governing Body.

**Contract Finalization**

The contract to be entered into will be finalized mutually between the selected vendor and IASC SSC and will contain standard terms and conditions. Should, in the opinion of the IASC SSC, it appears that a contract will not be finalized with the selected vendor within three (3) days, negotiations submitting responsive proposals may be undertaken.

**Order of Precedence**

IASC SSC, being the Major Stakeholder, the assigned employees access monitoring & analytic information and generate reports and maintain data on the following-

- Manage Proposal details
- Fund Approval
- Fund Disbursement
- Compliance tracking and monitoring
- View scanned reports and documents
- Generate Reports
- Ad-hoc querying

**FORCE MAJEURE: OTHER CHANGES INCONDPIONS**

Force majeure, as used in this Article, means acts of Nature, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force, which are beyond the control of the Parties.

In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full details in writing to IASC SSC, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify IASC SSC of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, IASC SSC shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, IASC SSC shall have the right to suspend or terminate this Contract as mentioned below.

**Termination**

IASC SSC may terminate this Contract for cause, in whole or in part, upon 15 days' notice, in writing. The initiation of arbitral proceedings in accordance with para given below on "Settlement of Disputes" below shall not be deemed a termination of this Contract.

IASC SSC reserves the right to terminate without ca use this Contract at any time upon 15 days prior written notice to the Contractor, in which case IASC SSC shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination. In such a case, the contractor will have to pay the entire amount dispersed by IASC SSC within 15 days of receiving the notice.

Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, IASC SSC may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform IASC SSC of the occurrence of any of the above events.

**Settlement of disputes**

**Amicable Settlement**

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the IASC SSC's Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

**Arbitration**

Unless any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the IASC SSC's Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration rendered because of such arbitration as the final adjudication of any such controversy, claim or dispute.

**Observance of Law**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

**Authority to Modify**

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against IASC SSC unless provided by an amendment to this Contract signed by the authorized official of IASC SSC.

**Reporting**

The consultants shall operate from their own offices and based at the focus district for the purposes of the related field works this task. However, he/she will attend briefing meetings at IASC SSC.

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## FORM I Proposal Submission Letter

**(RFP for Developing Labor Market Information System (LMIS) for Instrumentation, Automation, Surveillance & Communication Sector)**

(to be on the proposer's letterhead)

To: CEO Date:

Instrumentation, Automation, Surveillance & Communication Sector Skill Council
Office No- 324, Third Floor, U.S. Complex,
Opposite Apollo Hospital, New Delhi- 110076

Dear Sir,

We, the undersigned, as Proposer, having examined the complete RFP document do hereby offer to Develop Labor Market Information System (LMIS) for Instrumentation, Automation, Surveillance & Communication Sector by IASC SSC in full conformity of your requirements as elaborated in RFP for the amounts mentioned by us in the financial bid or such other sums as may be agreed to between us.

We hereby agree toa II the terms and conditions stipulated in the RFP and submit herewith our proposal for the said Project.

Yours faithfully,

(Authorized Signatory)

In the capacity of Duly authorized to sign the proposal for and on behalf of Principal Proposer.

## FORM IA Technical Bid

(to be on the proposer's letterhead)

To: CEO Date:

Instrumentation, Automation, Surveillance & Communication Sector Skill Council
Office No- 324, Third Floor, U.S. Complex,
Opposite Apollo Hospital, New Delhi- 110076

Dear Sir

Sub: **Your RFP for "Developing Labor Market Information System (LMIS) for Instrumentation, Automation, Surveillance & Communication Sector."**

With reference to the above RFP, having examined and understood the instructions, terms and conditions, we hereby enclose our offer. We also hereunder submit the following information required under the RFP:

- A Descriptive Note on the Project & Deliverables
- Approach Paper with details on methodology
- Details of Prior Experience regarding software development
- Company Profile, including date of establishment
- Profit and loss statement for the last three years (Audited)

We certify that all statements made regarding this RFP are correct and we are aware that the EASC SSC reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-responsive. We understand that IASC SSC is not bound to accept the lowest offer and that IASC SSC has the right to reject the offer without assigning any reasons whatsoever.

Yours faithfully,

Authorized Signatory of Proposer (Name & Designation, seal of the firm)

## FORM II Proposer's Profile

(to be on Proposer's letterhead)

To: CEO Date:

Instrumentation, Automation, Surveillance & Communication Sector Skill Council
Office No- 324, Third Floor, U.S. Complex,
Opposite Apollo Hospital, New Delhi- 110076

Dear Sir,

Sub: **Your RFP for "Empanelment for Developing Labor Market Information System (LMIS)" in Instrumentation, Automation, Surveillance & Communication Sector in India.**

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer. We also here under submit the required information:

| **IASC SSC's requirements** | **Proposer response** |
|---|---|
| Year of establishment of the Company | Mention date of establishment and enclose proof |
| Names and background of main h. | Give details |
| Nature of business | Specify |
| Net Worth as of the last financial Year (specify year) | Mention figures in Rs. in lac and enclose supporting audited financial statements |
| Profits for the last 3 Financial Year for the bidder organization | |
| Turnover for the last 3 Financial Years | |

We understand that IASC SSC is not bound to accept the offer and that IASC SSC has the right to reject the offer without assigning any reasons whatsoever.

Yours faithfully,

Authorized Signatory of BIDDER (Name & Designation, seal of the firm)

## FORM III-Financial Bid

(to be on Proposer's letterhead)

To: CEO Date:

Instrumentation, Automation, Surveillance & Communication Sector Skill Council
Office No- 324, Third Floor, U.S. Complex,
Opposite Apollo Hospital, New Delhi- 110076

Dear Sir,

Sub: **Your RFP for "Empanelment for Developing Labor Market Information System (LMIS)" in Instrumentation, Automation, Surveillance & Communication Sector in India.**

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer. We also hereunder submit the required information:

The cost of the development of LMIS (inclusive of tax) would be Rs. _____.

The payment terms would be

| S. No. | Milestone | Percentage Payment (100%) |
|---|---|---|
| 1 | Mobilization | 10% |
| 2 | SRS Specification and High-Level Design for LMIS | 10% |
| 3 | Detailed Modular Design for LMIS | 10% |
| 4 | Implementation, User Acceptance and Performance Testing of LMIS | 50% |
| 5 | Documentation and Training of Users for LMIS | 10% |
| 6 | Technical support for one year | 10% |

We understand that IASC SSC is not bound to accept the offer and that IASC SSC has the right to reject the offer without assigning any reasons whatsoever.

Yours faithfully,

Authorized Signatory of BIDDER (Name & Designation, seal of the firm)