



Request for proposal (RFP) for Selection of an agency as System Integrator for Training Unit of CBSE

Ref No.: CBSE/TrainingUnit/SI/2025

<https://www.cbse.gov.in>

Central Board of Secondary Education
Integrated Office Sector-23
Dwarka, New Delhi-110077

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ABBREVIATIONS & DEFINITIONS

Term	Definition
Agreement or Contract	Refers to the formal contract signed between CBSE and the selected System Integrator (SI) pursuant to this RFP.
Applicant / Bidder	Any entity that submits a proposal in response to this RFP.
Authority / Client	Central Board of Secondary Education (CBSE), the procuring entity issuing this RFP.
Authorized Signatory	The person authorized by the bidder through a Power of Attorney to sign, execute and commit to the obligations under this RFP and subsequent contract.
CBSE	Central Board of Secondary Education, an autonomous organization under the Ministry of Education, Government of India.
Contract Value	The total price quoted by the successful bidder and accepted by CBSE, including all taxes and duties, as per the terms of the contract.
Day	Calendar day unless specified as "Business Day," which means Monday to Friday excluding CBSE-declared holidays.
Deliverables	All outputs, documents, reports, software, and services to be provided by the SI as per the Scope of Work and Project Deliverables & Timelines section of this RFP.
EMD	Earnest Money Deposit, as defined in the Data Sheet, to be submitted by bidders as bid security in accordance with GFR 2017 and DoE guidelines.
GFR	General Financial Rules, 2017 issued by the Department of Expenditure, Ministry of Finance, Government of India.
AI	Artificial Intelligence
API	Application Programming Interface
AWES	Army Welfare Education Society
BRD	Business Requirement Document
CA	Chartered Accountant
CBSE	Central Board of Secondary Education
CMC	Contract Monitoring Committee
CMS	Content Management System
COE	Centre of Excellence
COTS	Commercial Off-The-Shelf
CPD	Continuous Professional Development
CSAT	Customer Satisfaction Score
CSP	Cloud service provider
DB	Database
DC	Data Center
DR	Disaster Recovery
DDO	Drawing and Disbursing Officer
EA	Enterprise application
EMD	Earnest Money Deposit
EQI	Educational Quality Improvement
ERP	Enterprise Resource Planning
FAQs	Frequently Asked Questions
GB	Gigabyte
Geo	Geography
GFR	General Financial Rules
GIGW	Guidelines for Indian Government Websites
GIS	Geographic Information System
GoI	Government of India
HQ	Headquarters

Term	Downloaded from SkillCouncils.com Definition
IDP/SSO	Identity Provider / Single Sign
ILT	Instructor Led Training
INR	Indian Rupee
IT	Information Technology
KPIs	Key Performance Indicators
KVS	Kendriya Vidyalaya Sangathan
LMS	Learning Management System
LoI	Letter of Intent
MeitY	Ministry of Electronics and Information Technology
ML	Machine Learning
NCERT	National Council of Educational Research and Training
NEP	National Education Policy
NLP	Natural Language Processing
NVS	Navodaya Vidyalaya Samiti
OTP	One time password
PMU	Project Management Unit
PGTs	Post Graduate Teachers
PRTs	Primary Teachers
PRP	Prospective resource person
QCBS	Quality and Cost-Based Selection
QR code	Quick Response code
RFP	Request for Proposal
SARAS	School Affiliation Re-Engineered Automation System
SI	System Integrator
SLA	Service Level Agreement
SMS	Short Message Service
SMTP	Simple Mail Transfer Protocol
TA/DA	Travelling Allowance / Dearness Allowance
TIFS	Training Intervention Framework & Solutions
TNA	Training Needs Analysis
ToT	Training of teachers
TGTs	Trained Graduate Teachers
UTR	Unified Threat Response
VD	Venue Director
WCAG	Web Content Accessibility Guidelines

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1. Invitation for Proposal **Downloaded from SkillCouncils.com**

1.1 RFP Notice

The Central Board of Secondary Education (CBSE), an autonomous organization under Ministry of Education, Government of India is working towards enhancing the quality of education through capacity building of teachers. The Board has a Training Division, functions of which include determining training needs of the teachers, catering to the needs, and monitoring the progress.

The requirement under this RFP is to select an agency as **System Integrator (SI)** for Training Unit of CBSE as defined in the Scope of Work.

The duration of the contract resulting from this public procurement process will be for **six years, comprising of an initial development phase of 8 months, followed by a 4-month hyper care phase, and subsequently a five-year period dedicated to operations and maintenance.**

CBSE reserves the right to extend the contract term by a maximum of 1 additional year on the same terms and conditions, if required. During the extension(s), the fee will be revised upwards by 10% of the current bid amount (resource cost) for the selected agency.

The RFP include the followings:

- Section 01 - Invitation for Proposal
- Section 02 - Background Information & Project Profile
- Section 03 - Scope of Work
- Section 04 - Envisaged Outcome
- Section 05 - Personnel Specifications
- Section 06 - Qualification & Experience Criteria of Resources
- Section 07 - Project Deliverables & Timeline
- Section 08 - Pre-Qualification/Eligibility criteria
- Section 09 - Technical Evaluation Model
- Section 10 - Payment Schedule and Penalty Clauses
- Section 11 - Bidding Process
- Section 12 - Procedure for Submission of Bids
- Section 13 - General Terms and Conditions
- Section 14 - Exit management.
- Section 15 - Annexure A: Forms and Template for Bid Response

Interested firms/ companies may download the RFP document from the e- Procurement website <https://eprocure.gov.in>

CBSE reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.

S.N.	Information	Details
Name of the Purchaser and Bid Inviting Authority		Central Board of Secondary Education
1	Earnest Money Deposit (EMD) - (Refundable)	In figures INR 60,00,000/- In words - Rupees Sixty Lacs only in favor of "Secretary, CBSE" (Payable at New Delhi)
2	Date of Publishing	27.10.2025
3	Bid Document Download Start Date	27.10.2025
4	Clarification start date	27.10.2025
5	Clarification End date	03.11.2025
6	Email id for clarification	services@cbse-digital-education.in
7	Pre-bid meeting	06.11.2025 Venue: 4th floor, Conference Hall, CBSE, Integrated Office, Sector 23, Dwarka, New Delhi 110077
8	Online bid submission Start Date	10.11.2025
9	Last date and time for submission of physical original copy of EMD	19.11.2025 by 5:30 PM Address: 207, Second floor, Training unit Nodal Officer TIFS CBSE, Integrated Office, Sector 23, Dwarka, New Delhi 110077
10	Last date and time for submission of proposals (Technical /Financial) (Online)	19.11.2025 by 4 PM
11	Opening of technical proposal	21.11.2025 Venue: CBSE, Dwarka office, New Delhi
12	Contact Person for queries	Ms. Shweta Swapnil Moon Nodal Officer TIFS CBSE, Integrated Office, Sector 23, Dwarka, New Delhi 110077 Email: services@cbse-digital-education.in
13	Date for Technical Presentation by Bidders	To be communicated later to the Bidders who qualify the Pre-Qualification Stage of evaluation
13	Opening of Financial Bids	Will be announced later
14	Bid validity	180 days, from date of submission
15	Bid Selection Method	Quality and Cost Based Selection (QCBS) with 70% weightage on Technical and 30% on Financial
16	Availability of RFP Documents	https://eprocure.gov.in (CPPP Portal)

2.1 About CBSE

The Central Board of Secondary Education (CBSE) is a premier national education board in India committed to providing quality and holistic school education. With a vision to foster excellence and global leadership among learners, CBSE serves over 30,000 schools in India and 257 schools across 25 countries, including Kendriya Vidyalayas, Government/Aided, Independent, Jawahar Navodaya, and Central Tibetan Schools. The Board emphasizes innovative teaching methodologies, examination reforms, skill-based learning, and continuous professional development for educators.

CBSE has decentralized its operations through 18 Regional Offices and Centres of Excellence across India and abroad to ensure responsive administration and effective execution of academic and examination functions. The Board affiliates a diverse range of schools including independent institutions, government-run schools, Kendriya Vidyalayas (KVS), Jawahar Navodaya Vidyalayas (NVS), Eklavya Model Residential Schools, and those operating under Aided or Public-Private Partnership (PPP) modes. CBSE follows the NCERT curriculum and conducts national-level board examinations for Classes 10 and 12. Additionally, affiliated schools administer year-end examinations for Classes 9 and 11, aligned with the board's format, ensuring consistency and academic rigor across all levels.

CBSE is entrusted with the responsibility of supporting educational institutions more effectively and addressing the evolving learning needs of students. In alignment with the National Education Policy (NEP) 2020 emphasizes competency-based education, making capacity building of teachers a key priority. Paragraphs 5.15 and 5.16 of the NEP 2020 recommend a mandatory 50 hours of Continuous Professional Development (CPD) annually for every teacher and head teacher. Given the scale of nearly 30,000 affiliated schools, this requirement necessitates a robust training system within CBSE to support approximately 15 lakhs teachers with high quality contents. To meet this need, CBSE has established a dedicated Training Division that oversees teacher training activities through 18 Centres of Excellence across India, one Centre of Excellence in Dubai, and an Advanced Centre for Continuous Professional Development (ACCPD) located in Raebareli, Uttar Pradesh.

Currently, the Board through its training division offers a mix of offline and online training programs as per the requests received from the affiliated schools. The Board engages the resource persons from its pool of experts and uses its internally developed Capacity Building Program (CBP) manuals to conduct these training sessions. To meet the annual training targets actively, a comprehensive training system is considered essential. This system should manage the entire training lifecycle, including identification of training needs, curriculum design, development of content, delivery of training and monitoring and evaluation to assess the impact of the training initiatives.

The Board aims to strengthen its training division by introducing a robust and integrated system titled, "Training Intervention Framework & Solutions (TIFS)" to manage the entire lifecycle of training activities as outlined above. Further, the Board desires to put in place a structured framework or policy to facilitate the development and procurement of high-quality content and modules, tailored to various training requirements.

2.2 About TIFS

The Board strives to achieve academic excellence by empowering its teachers through regular training in academic subjects, enrichment sessions including generic topics. Schools offer different subjects which are taught by teachers at various levels. The Board is striving to support 15 Lakhs teachers, including Primary Teachers (PRTs), Trained Graduate Teachers (TGTs), Post Graduate Teachers (PGTs), Vice Principals, Principals, Coordinators, Counselors, Librarians, and others. The Examination result data provides valuable insights to identify school-wise, subject-wise, region-wise training needs, which inform the development of annual and monthly training plans for schools and individual teachers. With a focus on competency-based education, the Board is committed to reaching as many teachers as practically possible. To support this goal, CBSE has conceptualized the TIFS - a robust training intervention framework to foster continuous learning, address learning gaps, and leverage available learning resources.

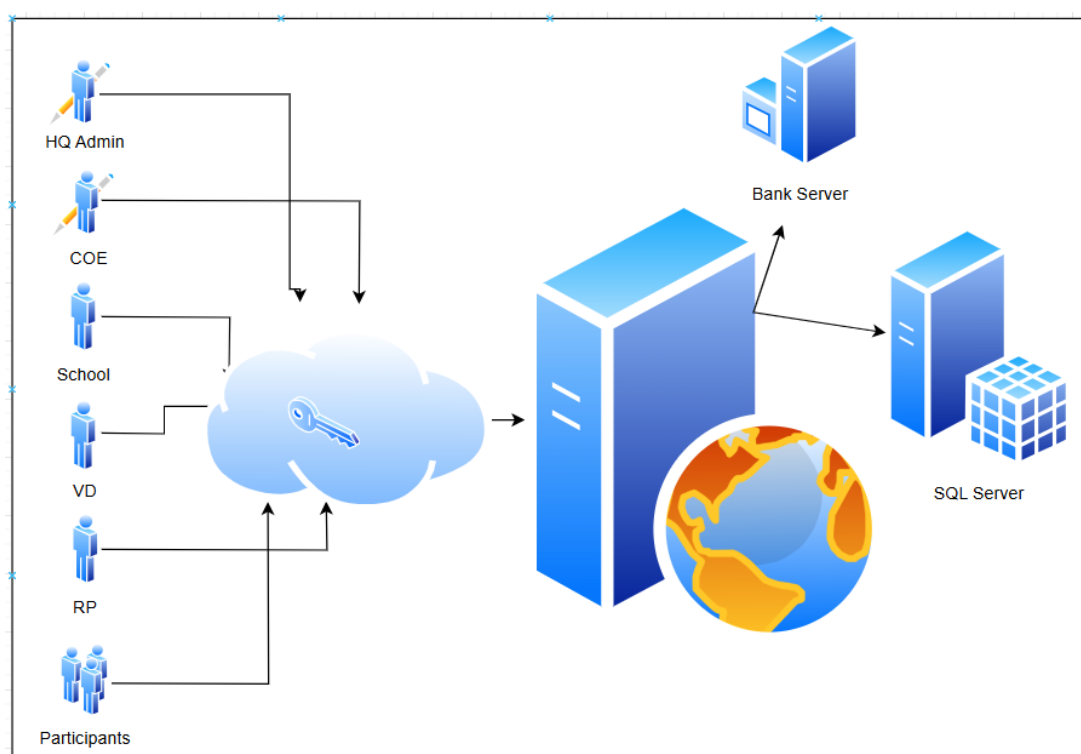
In this context, CBSE has onboarded Project Management Unit (PMU) services to define, develop, and implement a scalable process for TIFS. Based on survey data insights, stakeholder consultations, field-level

interactions, and analysis of the current system, a pressing need has emerged for a unified digital infrastructure to streamline CBSE's teacher training ecosystem. The envisioned system will:

- Support the entire training lifecycle—from identifying training needs to measuring impact.
- Enable robust management of training interventions across CBSE Ecosystem
- Facilitate content operations, including development, procurement, and dissemination, through a structured and policy-driven approach.
- Enhance user experience with intuitive design and accessibility.
- Incorporate built-in data analytics and reporting capabilities to support evidence-based decision-making.
- Ensure scalability and improved performance, with expanded functionalities to meet evolving educational and administrative requirements.

2.3 Overview of Existing Portal

The existing portal provides functionalities like scheduling of training, registration for training from participants, payment mechanism, attendance of participants, assessment, and certificate generation. The portal is built on a monolithic architecture designed to support core functionalities such as training management, user registration, feedback collection, and reporting. The system comprises distinct layers for presentation, application logic, and data storage, each playing a critical role in ensuring operational continuity and user access. Currently, the portal has approximately 12 lakh active users. The system is hosted on a centralized Data Center (DC) server, which handles all live operations, user interactions, and data processing. This server ensures high availability and performance for the CBSE Training Portal. The below figure outlines the structural components, deployment setup, and interconnections that define the current architecture of the portal.



2.3.1 Server and current database stack details

The system is hosted on a centralized Data Center (DC) server, which handles all live operations, user interactions, and data processing. Below table describe the current database stack details

S. No.	Element	Values
1	Database Version	SQL SERVER 2014
2	No. of DB Nodes	2 (1 App + 1 DB) or more depending on

S. No.	Element	Values
		high availability setup
3	Real Time Application Cluster (RAC)	Not applicable
4	Current Data Size in DB	22 GB
5	Total number of tables	50
6	Types of data	Structured

2.3.2 Requirement of System Integrator (SI)

Based on the observations and requirements outlined above, CBSE intends to invite and select an agency to serve as the System Integrator (SI), who will play a critical role in the design, development, and deployment of IT initiatives for the CBSE Training Platform. Clearly defining the project scope is essential to ensure alignment with both current and future training needs, thereby enabling the implementation of streamlined, transparent, and secure processes.

2.3.3 Objective

Engage a System Integrator to design, develop, configure, integrate, test, secure, host, operate and maintain the CBSE TIFS platform (web and mobile), ensuring scalability, accessibility, interoperability, and compliance with applicable standards.

3. Scope of Work

The System Integrator will be responsible for maintaining, upgrading, and supporting the TIFS platform. The tasks listed in this section are not exhaustive. The selected bidder may also need to carry out other related activities to meet the goals of this RFP. The scope of work is divided into the below sections. **These outline the minimum requirements but are not limited to the project scope described.**

3.1 Functional requirement

The proposed TIFS portal shall deliver a comprehensive suite of functional capabilities tailored to CBSE requirements. It must enable role-based access for diverse stakeholders including Teachers, Resource Persons, Venue Directors, Drawing and Disbursing Officers (DDOs), Center of Excellence (CoE) staff, and Headquarter Admins. Core functionalities include user profile management, training lifecycle workflows, attendance tracking, feedback capture, claim submission and approval, grievance handling, content access and library, all integrated within a unified, modular interface.

Key features of modules have been highlighted below:

- Training Modules will enable automated calendar, registration, QR/GPS-based attendance, and feedback collection with sentiment tagging.
- Claim Workflows will feature auto-filled forms, revision logic, UTR tracking, and multi-level approval mechanisms.
- Grievance Redressal will be handled via a ticketing system with escalation logic, real-time status updates, and feedback loops.
- Community Engagement will be supported through post and poll creation, moderation tools, and AI-assisted content validation.
- Digital Library will offer search and download capabilities along with gap logging to identify content needs.

Administrative functions shall include master data management, notification configuration, audit dashboard access, and report generation. Super Admins must be able to manage roles, update master tables, and monitor system-wide metrics. All modules shall interoperate seamlessly, enabling real-time data flow and actionable insights. Reports must be customizable and exportable in multiple formats (PDF, XLSX), with sharing options based on user access rights. These functional capabilities form the operational backbone of the proposed solution, ensuring usability, accountability, and scalability across all deployment phases.

The system supports hierarchical tagging, nomination workflows, and verification mechanisms across CBSE affiliated schools. Training delivery will be coordinated through COEs, venue-level, and district-level roles, with centralized oversight to ensure consistency and quality. Regional scheduling and program execution are managed by designated role within the CoEs. Financial operations are governed by approval and audit-support roles, ensuring transparency and accountability. A top-tier administrative role ensures full-system

access for governance, configuration, and compliance monitoring across all modules within the training ecosystem.

The Functional Requirements Specification (FRS) outlined in this document is indicative and subject to revision based on feedback and inputs provided by CBSE officials during the course of the project. The System Integrator (SI) shall accommodate such changes as part of the scope refinement process, in alignment with CBSE's evolving requirements. At all times, the SI must maintain a minimum FRS compliance level of 70%.

Tentative list of User:

#	Username	Description
1	Teacher	An individual person who will be tagged to an affiliated school.
2	Resource Person (RP)	A RP is an individual responsible for delivering training programs.
3	School (Principle)	The head of the school who nominates teachers and verifies their profile data.
4	Venue Director (VD)	The person responsible for managing the training venue and logistics.
5	Training Headquarter (HQ)	The central leadership team overseeing the entire TIFS ecosystem.
6	Accounts (DDO)	The officer responsible for approving financial transactions.
7	Accounts (DDO) Staff	Supporting personnel who manage claim tickets and audit records.
8	State / UT Nodal Officer / AWES	The person responsible for scheduling training for municipality/government-aided schools funded by the State Government.
9	Centre of Excellence Head (CoE Head)	The individual leading regional level training programs.
10	Centre of Excellence Staff (CoE Staff)	Supporting team members assisting in CoE operations.
11	Super Admin (System Administrator)	The role with the highest-level of access across all centers, regions and modules.

3.1.1 Home Page:

The home page shall serve as the primary landing interface for all users of the CBSE TIFS portal. It will offer intuitive navigation, visual clarity, and direct access to key resources, updates, and support services. Designed for both public and registered users, the module will host a combination of static informational pages, interactive visual components, secure login workflows, and dynamic content feeds.

3.1.1.1 Static Informational Pages

To ensure institutional transparency and user orientation, the system shall include the following publicly accessible pages:

- About CBSE- Introduces CBSE's mission, vision, and educational mandate.
- About CBSE Training Division- Describes the division's role, scope, and initiatives, including:
 - Visual organizational chart
 - Training mandate (goals, regions, key programs)
 - Embedded links to flagship initiatives
- Departments & Contact Details - Lists all functional departments with designated points of contact.
- Office Details - Provides geography-wise representation of HQ and Regional Offices.
- Training Program Guidelines - Outlines eligibility, modalities, and procedural rules.
- Policy Documents - Publishes CBSE training frameworks and operational policies.
- User Manuals of TIFS – for guiding users through updated platform features.
- Library (Knowledge Hub) - Hosts curriculum documents, training videos, and reference materials.

3.1.1.2 Visual & Interactive Components

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To enhance engagement and simplify navigation, the Home Page shall include but not limited to:

Infographic Dashboard - Dynamic dashboard on training metrics such as:

- Number of teachers trained.
- Courses delivered.
- Geographic reach

Centers of Excellence (CoEs) Map - Show all 17 CoEs across India with:

- Interactive pins
- Filters by region and state

Training Lifecycle Diagram - Visually outlines the journey from search to certification, improving clarity for educators.

3.1.1.3 Login & Access Control

Registered users shall access the platform through a secure login section that supports:

- Authentication via User ID, Email or Mobile Number
- CAPTCHA and rate-limiting for security
- Triggered login upon registration action
- Role-based eligibility mapping to restrict access to relevant training programs.

3.1.1.4 Notices, Updates & Support

To ensure timely communication and user empowerment, the Home Page shall include the following features:

- Notice & Govt Orders (GO) Section - Publishes official circulars and mandates.
- Grievance Registration - Allows users to raise and track issues.
- Contact Details Section - Displays key support contact information.
- Support Contact Display - Prominently shows the helpline number and support email ID.
- Chatbot Integration - AI-enabled assistant to help users with login, registration, and navigation.

3.1.1.5 Accessibility & Engagement

The system shall prioritize inclusivity and community-building through:

- Bilingual Support - Full functionality in English and Hindi across all pages and documents.
- Community Section - Enables teachers to share good practices and engage in peer discussions.
- FAQ Section - Searchable and filterable responses to common queries.
- Quick Links Section - Direct access to frequently used features.
- Social Media Handles - Links to CBSE's verified platforms.
- YouTube Channels Section - Promotes official multimedia learning resources.

3.1.1.6 Dynamic Content & Recognition

To keep users informed and inspired, the Home Page shall feature:

- News & Updates navigator - Displays the latest notices, training announcements, and alerts.
- Success Stories Section - Showcases impactful case studies of schools and educators effectively applying learnings of CBSE training.

3.1.1.7 Versioning & Compliance

All key documents and content section shall include:

- Version number
- Last updated timestamp
- (Optional) Change history for audit readiness

3.1.2 User Onboarding on TIFS portal:

The User Onboarding module is designed to facilitate secure, intuitive, and compliant access to the CBSE Training Division platform. It encompasses both first-time login workflows and standard login procedures, ensuring that users can authenticate, create credentials, and access their profiles with minimal friction and maximum security. The module supports OASIS ID-based onboarding, OTP verification, credential creation, and multi-profile handling, while maintaining audit trail integrity throughout.

3.1.2.1. Home Page Integration

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The Home Page shall display a concise system overview, login options, and help links to guide new users through onboarding process.

3.1.2.2. Login Workflow

All users will initiate onboarding process by entering their existing ID along with either their registered mobile number or email address. The system will then:

- Auto-generate CAPTCHA and OTP for verification.
- Send the OTP to the provided contact detail.
- Validate the OTP and confirm linkage between the OASIS ID and the mobile/email.
- In case of failed validation, redirect the user to the input page with an appropriate error message.
- Upon successful OTP verification, prompt the user to create a Login ID and Password.
- Login ID Requirements (must be 6-20 characters long, must begin with a letter, may include alphanumeric characters, underscores, or dots)
- Password Requirements (Minimum 8 characters, at least one uppercase letter, at least one lowercase letter, one digit, one special character from the allowed set)
- The system will validate the uniqueness of the Login ID.
- The system will auto-fetch the user's profile from the backend.
- Users will be able to review and confirm their profile before proceeding.

3.1.2.3 After Login Creation Workflow

Returning users shall log in using their registered Login ID and Password. The system shall:

- Validate credentials against stored records.
- Redirect users to the login page with an appropriate error message in case of failed validation.
- Provide recovery options for forgotten Login ID or Password, subject to mobile/email verification.
- Enforce a maximum of three login attempts before triggering a temporary lockout.
- Upon successful login, the system shall check the multiple profile associations. If multiple profiles exist, users shall be prompted to select their login role (e.g., Teacher, RP).

3.1.3. Teacher's Login:

3.1.3.1. Teacher Dashboard

- Develop an intelligent, interactive calendar that dynamically recommends training sessions based on user role, activity history, and stated preferences. The calendar must support monthly and annual views, smart filters (e.g., topic, mode, eligibility), and color-coded training types to enhance usability and planning efficiency.
- Enable a leaderboard with SLA-based ranking (at school, regional, national levels)
- Display training participation data with CPD hour tracking and SLA alerts.
- Integrate feedback tracking with drill-down views and auto-flagging of issues.
- Link payment status to training records with refund traceability.
- Implement a notification system with countdowns, reminders, and urgency indicators.

3.1.3.2. Profile Management

- Auto-fetch profile, qualification, and experience data from existing CBSE System.
- Enable edit, approval, and escalation workflows with audit trails.
- Support multilingual labels and Aadhaar/mobile/email verification.
- Implement structured forms with dropdowns, document uploads, and version control.
- Trigger alerts for pending approvals and re-submissions.

3.1.3.3. Training Management

- Design calendar with search, filters, and training details.
- Enable registration with OTP, payment gateway, and auto-confirmation.
- Track training history, certificate eligibility, and downloadable materials.
- Ensure certificate generation based on attendance and feedback.
- Embed QR validation and optional security features for certificate.

3.1.3.4. Payment & Refunds **Downloaded from SkillCouncils.com**

- Capture payment metadata and generate receipts for paid/free trainings.
- Integrate CBSE-approved payment gateway with retry logic and alerts.
- Enable refund initiation with reason codes and document upload.
- Maintain transaction logs and notify users via email, SMS and whatsapp.

3.1.3.5. Learning Management System

- Provide attended training view with downloadable content.
- Develop self-learning flow with chapter-wise progress, assessments, and feedback.
- Enforce mandatory assessments and final evaluation logic.
- Auto-generate certificates and CPD credits upon successful completion.
- Maintain compliance logs and audit-ready tracking.

3.1.3.6. Attendance & Feedback

- Implement GPS and QR-based attendance workflows with fallback options.
- Validate location, device, and user eligibility.
- Capture feedback via QR with session mapping and sentiment tagging.
- Enforce feedback submission for certificate generation.

3.1.3.7. Bank Details

- Auto-populate bank info from existing system.
- Allow edits with validation and secure API checks.
- Trigger declaration and audit logs on submission.

3.1.3.8. Reports & Notifications

- Generate feedback, training, payment, and content usage reports (include UTR, SLA metrics, and version history.)
- Develop notice and notification modules with push alerts and actionable triggers.

3.1.4. Resource Person (RP) Login:

3.1.4.1. RP Dashboard

- Develop a real-time, interactive training calendar with filters, color codes, and modal views.
- Enable RP-specific views (mapped programs only) with toggle option between monthly/annual formats.
- Log calendar interactions and training confirmations.
- Display attendance ratios, historical trends, and drill-down analytics.
- Visualize Trainings Planned vs Delivered with SLA metrics.
- Integrate feedback KPIs, sentiment analysis, and auto-award scoring/ranking mechanism.
- Link training materials with version control and timestamp logs.
- Show payment status with alerts for delays and auto-trigger logic.
- Implement a notification system with quick action buttons and calendar synchronization.

3.1.4.2. Training Management

- Allow RPs to mark annual availability via portal or Excel upload.
- Enforce configurable rules such as minimum days per year and consecutive days per month.
- Support draft, edit, and audit trail functionalities for availability entries.
- Enable training rescheduling workflows with accept/reject logic and justification tracking.
- Restrict calendar edits within a configurable window (e.g., 45 days).
- Auto-flag non-compliance and maintain version history.

3.1.4.3. Training Calendar

- Display RP-relevant trainings based on subject, region, and category mapping.
- Provide dynamic filters and pop-up training details.
- Enforce access control with mapped vs read-only view.
- Link pre-read materials with tagging, version control, and uploader ID.

- Send reminders for training material upload deadlines.
- Allow support requests for training logistics (e.g., projector, wheelchair).

3.1.4.4. Training of Trainers (ToTs)/Prospective resource person (PRP) Application

- Notify RPs of new TOT/PRP programs.
- Enable calendar-based selection and registration.
- Manage paid/free program flows with retry logic and instant confirmation.

3.1.4.5. Training History

- Show complete mapped training history with batch-level breakdown.
- Display content used, feedback, attendance, and certificate status.
- Restrict material visibility to batch-linked uploads only.

3.1.4.6. Claim Management

- Autofill the claim proforma with training metadata and bank details.
- Allow revision before invoice generation.
- Auto-generate the invoice and send it for approval with notifications.
- Enable claim revision only if flagged, with justification and document upload.
- Track claim status with UTR, audit logs, and rejection reasons.
- Trigger alerts for pending claims.

3.1.4.7. Reports at RP level

- Generate feedback, training summary, payment, and content usage reports.
- Include region-wise breakdowns, post-training impact, and version history.
- Alert RPs on declining feedback trends or flagged concerns.

3.1.5. Venue Director (VD) Login:

3.1.5.1. VD Dashboard

- Develop real-time training calendar with toggle views (monthly/annual) and interactive filters.
- Log all calendar interactions and enable modal pop-ups for session details.
- Display training status, mode (color-coded), registration metrics, and venue information.
- Show attendance ratios, drilldowns, and batch-wise trends.
- Visualize planned vs delivered trainings including reasons for cancellations and rescheduling.
- Monitor feedback KPIs, perform sentiment analysis, and track venue-specific trends.
- Integrate payment status tracking with alerts for pending/unraised claims.
- Enable quick actions (e.g., approve attendance, submit claims, view feedback) with synchronized notifications.

3.1.5.2. Training Management

- Allow annual availability marking via portal and Excel upload with rule validation.
- Enforce configurable rules for minimum availability and continuity.
- Enable calendar edits with audit logs and approval workflows for rescheduling.
- Auto-flag non-compliance and maintain version history for all calendar actions.

3.1.5.3. Venue Infrastructure

- Provide forms for Civil & IT infrastructure updates with dropdowns, file uploads, and validations.
- Route submissions through approval workflows with status tracking and notifications.
- Auto-fill IT infrastructure fields based on linked civil entries and lock them post-submission.

3.1.5.4. Attendance Management

- Auto-generate session-specific QR codes with geo-fencing and expiry logic.
- Enable mobile-based attendance with fallback option for manual verification.
- Log manual entries with timestamp, reason, and VD ID, and flag them for audit.
- Lock attendance post-session and restrict reopening after final submission.

3.1.5.5. Feedback Management

- Generate QR codes for feedback linked to session metadata.
- Enable mobile-based feedback with authentication and one-time submission.
- Auto-mark attendance post-feedback submission and flag exceptions.
- Timestamp all entries and link them to the participant ID.

3.1.5.6. Claim Management

- Auto-fill claim proforma from completed sessions, with the option to revise before submission.
- Generate the invoice and route it for approval with notifications.
- Track claim status with UTR, workflow stage, and remarks.
- Restrict revisions unless flagged and maintain audit logs along with rejection reasons.
- Enable refund initiation per CBSE protocols.

3.1.5.7. Bank Details

- Allow add/edit of bank details for designated roles with secure API validation.
- Provide dropdowns, declarations, and audit logs for all changes.
- Display venue-linked account holders and allow status updates (Default/Inactive).

3.1.5.8. Reports at VD Level

- Generate feedback, training history, payment, and impact reports.
- Include AI-driven sentiment analysis and venue-specific feedback trends.
- Display alerts for compliance exceptions and pending actions.

3.1.6. School Login:

3.1.6.1. School Dashboard

- Develop real-time training calendar with toggle views (monthly/annual) and interactive filters.
- Log calendar interactions and display session details with color-coded training modes.
- Enable modal pop-ups for training info, registration status, venue, and feedback access.
- Show KPI indicators for CBP hour compliance, training completion percentage, and overdue alerts.
- Display real-time attendance segmented by gender and drill-down to participant-level data.
- Visualize planned vs delivered trainings with tagging for cancellations and reschedules.
- Monitor feedback KPIs and ensure 100% submission tracking.
- Sync the dashboard with teacher profile updates, payment status, and pending approvals.

3.1.6.2. Training Management

- Design calendar with search functionality, filters, and training details (e.g., venue, seats, fees)
- Enable registration with OTP, integrated payment gateway, and confirmation alerts.
- Allow participant shuffling within configurable limits and defined time windows.
- Manage rescheduling workflows with accept/reject logic and notifications.
- Track registration status and enforce identity verification.

3.1.6.3. Training History & Certificates

- Display attended trainings with certificate status and download options.
- Auto-generate certificates upon attendance and feedback completion.
- Support bulk downloads and QR-based validation for authenticity.
- Provide access to training materials post-session.

3.1.6.4. CPD Hour Update

- Allow CPD hour entry with tagging, date validation, and participant mapping.
- Auto-credit CPD hours post-submission and trigger compliance updates.
- Lock entries after declaration and route for approval if applicable.

3.1.6.5. Teacher Profile Management

- Enable review and approval of teacher profile updates with audit trail.
- Flag non-compliance based on CBSE norms and send reminders.

- Allow new profile creation with mandatory field validations.
- Display profile completion status and pending verification fields.

3.1.6.6. Claim Management

- Auto-fill claim proforma for eligible trainings with editable fields.
- Generate invoice and route for approval with notifications.
- Handle claim revisions with justification and audit logging.
- Track claim status with UTR, and workflow stage with rejection reasons.
- Trigger alerts for pending claims and initiate refunds per protocol.

3.1.6.7. Bank Details

- Allow add/edit bank details with secure API validation.
- Enable role-based tagging and status updates (Default/Inactive).
- Require declaration acceptance and revalidation before saving.

3.1.6.8. Reports at School level

- Generate batch-wise training, attendance, feedback, and payment reports.
- Provide compliance summaries and non-compliant participant lists.
- Include UTR details and profile update trackers with pending items.

3.1.7. Drawing and Disbursing Officer/ Drawing and Disbursing Officer-staff login (DDO/ DDO - staff):

3.1.7.1. Dashboard

- Develop a real-time training calendar with interactive and responsive interface.
- Ensure all calendar interactions are logged against user profiles at the national level.
- Provide default monthly view with option to toggle to annual view.
- Include session details such as date, time, delivery mode, title, venue, registration count and status.
- Implement filters for subject, training status, and mode of delivery.
- Use color-coded indicators to differentiate training modes and highlight registration urgency.
- Enable modal or slide-out panels with full training details, participant list, venue, feedback, and certificate access.
- Display payment status summary including pending, approved, failed, and disbursed claims.
- Include session reference, amount, approval date, and disbursement timeline.
- Show month-wise payment summaries and trigger alerts for delays or failures.

3.1.7.2. Claim Management

3.1.7.2.1. Approvals

- Enable Level Two users to review, verify, approve, or reject claims with mandatory comments.
- Auto-validate claims against CBSE financial policies and flag non-compliance.
- Assign unique identifiers to each claim for audit traceability.
- Escalate approvals as per workflow hierarchy.
- Provide filters for claim ID, region, school, claim type, and refund status.

3.1.7.2.2. Transaction Status

- Display status of approved claims including in process, sent for revision, paid, or rejected.
- Show UTR and payment date for paid claims.
- Trigger alerts for claims pending beyond seven calendar days.
- Auto-update status fields based on workflow actions.
- Allow refund initiation in line with CBSE norms.
- Maintain timestamped logs for all approval and rejection events.
- Capture rejection reasons and notify the original requestor.

3.1.7.3. Bank Details

- Enable retrieval of bank account details with associated personal information.
- Filter details dynamically based on user type such as teacher, resource person, CoE, venue director, peon, and user ID.

- Display last modified date for each record to support audit compliance.

3.1.7.4. Reports at DDO/Dy. DDO Level

- Generate consolidated summaries of completed training batches.
- Include participant details such as name, designation, user type, attendance, feedback status, and training fee.
- Provide training-wise payment reports with claimed amount, disbursed amount, and payment status.
- Include key metadata such as CoE name, region, participant contact, training batch ID.
- Link approved claims to disbursement records with UTR and payment date.

3.1.8. State/UT Nodal Officer/AWES Login:

3.1.8.1. Dashboard

- Develop a Training Needs Summary Card showing aggregate counts of submitted, approved, and pending requests.
- Provide a Training Timeline View to track scheduled and conducted sessions over time.
- Develop a Subject/Topic Distribution Chart segmented by dropdown selections and manual entries.
- Implement an Accessibility Compliance Indicator reflecting screen-reader compatibility and keyboard navigation usage.

3.1.8.2. Training Management

3.1.8.2.1. Training Request Interface

- Enable subject/topic selection via standardized dropdown list aligned with CBSE norms.
- Allow manual entry of custom subjects/topics when not available in dropdown.
- Flag all manual entries for review and tagging by the admin team.
- Ensure interface supports keyboard navigation, searchable entries, and screen-reader compatibility.
- Route submitted training requests to designated approvers based on role mapping.
- Display approval status in user profile with timestamps and remarks.
- Store all submitted and approved entries in the TNA machine learning database for future analysis.

3.1.8.3. Reports at State/UT Nodal Officer/AWES level

- Generate an Approval History Report showing approver decisions, timestamps, remarks, and status.
- Provide a Training Completion Report with training title, resource person details, subject/topic, dates, delivery mode, and status (scheduled, conducted, cancelled)

3.1.9. Centre of Excellence Head Login (COE Head):

3.1.9.1. Dashboard

- Display CoE Head profile with role-based access and secure API integration.
- Present KPI summary cards for training, feedback, approvals, and resource status.
- Develop visual analytics for planned vs completed training, attendance, and feedback trends.
- Enable actionable items with approval workflows and real-time alerts.
- Provide calendar views with hover/click interactions and theme personalization.
- Offer quick export of reports in multiple formats.
- Show requests submitted by CoE staff for review.
- Review raised grievances and enable further actions including forwarding option to next level.

3.1.9.2. Training Calendar

- Auto-generate draft calendars using ML based on demand, availability, and historical data.
- Allow CoE Head to approve or reject sessions individually or in bulk.
- Publish only approved sessions to final calendar.
- Maintain version history and change logs for audit purposes.
- Route staff requests for approval with remarks and status tracking.

3.1.9.3. Resource Management (RP/Venue)

- Develop directories for resource persons and venues with availability, feedback, and history.
- Suggest suitable resources based on subject, location, and ratings.

- Allow manual overrides and substitutions in emergencies.
- Alert for double bookings or unavailability.
- Generate usage and performance reports.
- Maintain an audit trails of approvals and changes.

3.1.9.4. Claim Management

- Support multiple claim types, including TA/DA, honorarium, venue rent, and materials.
- Route claims through CoE staff to the CoE Head with document verification and remarks.
- Validate claims against financial limits and CBSE norms.
- Highlight aged claims pending with DDO or users.
- Push all remarks and approvals to next level for final action.

3.1.9.5. Training Feedback

- Collect structured feedback using customizable forms.
- Summarize feedback scores and comments in dashboards.
- Generate trainer-wise performance reports and effectiveness metrics.
- Enable comparative analysis across regions, subjects, and modes.
- Export feedback reports and flag low-performing sessions.
- Maintain historical feedback data for longitudinal review.

3.1.9.6. Content Management

- Provide centralized content interface with metadata filters.
- Allow authorized uploads, edits, and approvals with version control.
- Support multi-level review workflows.
- Display content usage analytics including views, engagement, and feedback.
- Maintain audit trails of all content actions.

3.1.9.7. User Management

- Display pending onboarding requests with full details.
- Enable approval, rejection, or requests for additional information.
- Log all decisions with timestamps and comments.
- Notify stakeholders of decisions via email and system alerts.
- Update user status and maintain an audit trail for compliance.

3.1.9.8. Reports at COE Head level

- Develop centralized dashboards with drill-down capability.
- Generate reports by RP, teacher, venue, and training outcomes (include compliance metrics, approval vs disbursement tracking, and non-compliance lists)
- Support automated scheduling and export in Excel/PDF formats.
- Include visual elements for quick insights and decision-making.

3.1.10. Centre of Excellence staff Login (COE staff):

3.1.10.1. Dashboard

- Develop role-based dashboard showing CoE staff profile, date-time, quick search, and notifications.
- Implement dynamic visualizations comparing planned vs scheduled trainings with filters by date, region, and centre.
- Include feedback analytics with drill-down by session, trainer, and feedback category.
- Display financial approval tracker with pending counts and escalation flags.
- Provide month-wise training planner with filters for subject, trainer, location, and slot availability.
- Show engagement scorecard with login frequency, attendance, and feedback submission rates.
- Map training compliance against CBSE norms with drill-down for audit.
- Enable live notification feed for pending actions and alerts.
- Visualize participation and feedback trends by region, age group, and experience level.
- Flag training with anomalies like missing attendance or low feedback.
- Highlight non-attendance patterns and frequent absentees.

- Track status of requests raised and forwarded to CoE Head.
- Review raised grievance and further actions with forwarding option to next level.

3.1.10.2. Training Calendar and Scheduling

- Auto-generate suggestive calendar using historical data and resource availability.
- Allow staff to edit, update, and approve draft calendar entries.
- Support scheduling of online and offline sessions with trainer availability checks.
- Detect conflicts in manual resource assignments.
- Include approval workflow for calendar changes.
- Maintain version control and audit trail for calendar updates.
- Send automatic notifications for calendar changes.
- Map training topics to CBSE/NEP compliance.
- Assign trainers based on location and center availability.
- Map venues and logistics for offline sessions.
- Enable attendance marking and verification.
- Provide detailed training statistics view.

3.1.10.3. Resource and Venue Management

- Display list of trainers and venues with availability calendars.
- Tag venue types with facility metadata.
- Maintain historical training data for each trainer.
- Track venue usage history and feedback.
- Allow upload of trainer documents and certificates.
- Log all changes to trainer and venue profiles with timestamps.
- Create trainer profiles with expertise and subject mapping.
- Show venue profiles with location, capacity, and availability.
- Map venues to schools, programs, and zones.
- Scrutinize mapped content.

3.1.10.4. Training Feedback

- Capture user remarks and feedback per session.
- View feedback by trainer, date, subject, school, and teacher.
- Add or remove feedback parameters as needed.
- Compare feedback across regions, subjects, trainers, and modes.
- Track budget utilization, claim status, and feedback resolution.
- Flag recurring issues, high-impact suggestions, and trainer improvement areas.
- Identify content relevance gaps and logistics challenges.

3.1.10.5. Approvals and Status Tracking

- Separate financial and non-financial approval workflows.
- Enable drill-down into each request with attachments and history.
- Allow comments and send-back options for discrepancies.
- Track financial approvals through to disbursement.
- Treat CoE staff as first-level approvers.
- Maintain audit trail of all actions with timestamps.
- Filter requests by status, type, and date.
- Notify next approver automatically.
- Flag requests pending beyond threshold for escalation.
- Ensure visibility of comments and decisions to higher-level approvers.
- Support bulk approval or rejection with shared remarks.

3.1.10.6. Reports at CoE staff level

- Generate reports on training sessions conducted by each trainer.
- Compare planned vs scheduled training sessions across regions and schools.

- Summarize feedback per trainer and action taken.
- Trace remarks and escalations across approval levels.
- Schedule report delivery to stakeholders via email.
- Provide insights on low-rated sessions and recurring issues.
- Enable customized report generation.
- Support drill-down into sessions, trainers, and regions.
- Display grievance status with ticket breakdown and metadata.
- Maintain audit trail for grievance actions.

3.1.10.7. User Management

- Provide onboarding form with fields for name, contact, role, location, and jurisdiction.
- Validate mandatory fields and check for duplicates.
- Allow document uploads for ID and qualifications.
- Generate unique request ID and route to CoE Head.
- Notify CoE Head via email and system alert.
- Enable status tracking of onboarding requests.
- Log all onboarding actions for audit purposes.

3.1.11. CBSE Training Head Quarter Login:

3.1.11.1. Dashboard

- Develop a real-time, interactive training calendar with monthly and annual views.
- Log all calendar interactions against user profiles at the national level.
- Display session details including date, time, mode, venue, batch size, and registration count.
- Implement filters for region, subject, registration status, and training mode.
- Use color-coded indicators for training modes and registration urgency.
- Enable modal views displaying full training details, participant list, venue, feedback, and certificates.
- Show school-level training confirmation, attendance, and feedback tracking.
- Present KPIs: total teachers vs trained, attendance and feedback percentages, certificate generation.
- Display training delivery stats by mode and region.
- Generate matrices for CoE and RP-level training coverage and rankings.
- Show real-time attendance for current-day sessions.
- Compare planned vs delivered trainings with visual summaries.
- Display teacher profile update status across TIFS portal.
- Enable drill-down views by CoE, school, and individual teacher.
- Show payment status of claims with bifurcation by paid, pending, rejected.
- Include approval request summaries with audit trails.
- Display grievance ticket status with category-wise breakdown and metadata.
- Provide master filters for region, district, school, subject, and training status.

3.1.11.2. Training Management

- Allow HQ to accept, reject, or modify draft calendars submitted by CoEs.
- Enable direct rescheduling of trainings by HQ without hierarchy approval.
- Auto-check for scheduling conflicts before finalizing changes.
- Export calendar changes and approval logs for audit.
- Provide calendar views with search and filter toolbar for full-year navigation.
- Show training program details including seats, fees, venue, RP, and registration links.
- Display complete training metadata before registration including duration, venue, RP, CoE, and support contacts.

3.1.11.3. Training History

- Provide paginated list of previously attended sessions with full metadata.
- Enable participant-wise drill-down and data export at all levels.

3.1.11.4. User Management

- Display profiles for CoE staff, teachers, RPs, schools, venue directors, grievance handlers, library

managers, and community users.

- Support filtering by region, subject, role, onboarding status, and compliance metrics.
- Enable profile deactivation and role mapping.

3.1.11.5. Claim Management

- Allow HQ to review, verify, approve, or reject claims with mandatory comments.
- Auto-validate claims against CBSE financial norms.
- Assign unique claim IDs for audit traceability.
- Escalate approvals per workflow hierarchy.
- Provide filters for claim ID, region, school, type, and refund status.
- Display transaction status with UTR, payment date, and alerts for delays.
- Auto-update status fields based on workflow actions.

3.1.11.6. Bank Details

- Enable retrieval of bank details with personal information.
- Filter dynamically by user type.
- Display last modified date for audit compliance.

3.1.11.7. Reports at HQ level

- Generate training summaries, RP-wise and batch-wise reports.
- Track venue utilization and training reschedules.
- Consolidate feedback by batch, RP, and venue.
- Analyze sentiment trends and RP performance.
- Report school compliance, exception handling, and training impact.
- Present mobile usage stats and payment tracking.
- List onboarding status to TIFS portal.
- Track approval requests and turnaround time compliance.
- Summarize grievance status with metadata and audit trail.

3.1.12. Super Admin:

3.1.12.1. Dashboard

- Develop an interactive dashboard displaying the total number of registered users with drill-down capability.
- Include filters for active users, user type, jurisdiction, role, onboarding date, and access mode (mobile/web).
- Display upcoming alerts and historical message logs.
- Calculate and show average user access duration.
- Provide detailed audit trails of user and system activities.
- Store logs of failed API responses for diagnostics.

3.1.12.2. Master Table Update

- Restrict master table update access to Super Admin only.
- Allow viewing, adding, deactivating, and restoring entries across all master tables.
- Maintain version history of all changes with timestamp, user ID, action type, and value changes.
- Validate entries to prevent duplicates or invalid data.
- Log every update action for audit compliance.

3.1.12.3. User Management

- Enable creation of new user accounts for CoE and Admin roles.
- Archive or purge deleted user data based on retention policies.
- Support password reset via email or OTP.
- Implement periodic password change prompts.
- Log all login and logout activities.
- Lock accounts after configurable number of failed login attempts.
- Allow role assignment and modification by administrators.

3.1.12.4. Insight DashboardDownloaded from SkillCouncils.com

- Allow users to customize widgets and layout preferences.
- Enable saving and restoring personalized dashboard views.
- Display data using charts, graphs, tables, and maps.
- Support drill-down analysis and filtering by date, region, role, and training program.
- Show KPIs including training count, trainer scores, attendance rates, certification rates, and feedback ratings.
- Trigger threshold-based alerts for low attendance or overdue tasks.
- Integrate data from LMS, ERP, and external APIs.
- Refresh data at configurable intervals with consistency checks.
- Enable export of dashboard views in PDF, Excel, and image formats.
- Support scheduled email reports to stakeholders.
- Enable secure sharing of dashboard links with access control.
- Include interactive elements like hover-to-view, click-to-expand, and tooltips.
- Allow users to annotate or comment on specific charts or metrics.

3.1.13. Grievance:

3.1.13.1. Chatbot and Ticket Submission

- Develop an AI-enabled chatbot interface for logged-in users to raise grievances.
- Ensure chatbot supports selection of grievance type, category, sub-category, subject, description, and file upload (PDF/JPEG/JPG, up to 5 MB).
- Validate mandatory fields before submission and prompt user to review and accept declaration.
- Assign default status “Submitted” to all new tickets.
- Implement duplicate ticket check using subject, category, and user ID.
- Display grievance guidelines and FAQs before submission.

3.1.13.2. Categorization and Routing

- Auto-categorize tickets as Technical or Non-Technical using predefined rules.
- Allow manual override of categorization by grievance unit.
- Route categorized tickets to designated reviewers (COE/ COE staff) or nodal officers.
- Enable admin to reassign or escalate tickets with justification.
- Maintain configurable escalation paths based on grievance type and urgency.

3.1.13.3. Review and Resolution Workflow

- Move tickets to “In Review” stage upon assignment to reviewer.
- Allow reviewer to resolve, request more information, or escalate.
- Log resolution details with remarks, timestamp, and status updates.
- Notify users upon resolution or request for additional input.
- Mark tickets “Pending User Response” if input is awaited.
- Auto-close tickets after configurable inactivity period.
- Escalate tickets breaching SLA timelines to higher authority.
- Define SLA turnaround times per category (e.g., 48 hours for technical, 72 hours for non-technical).

3.1.13.4. Feedback and Closure

- Prompt users to rate resolution (1-5 stars) and optionally comment.
- Store feedback for reporting and quality improvement.
- Mark tickets “Closed” only after feedback or timeout.

3.1.13.5. Audit and Reporting

- Log all actions with user ID, role, timestamp, and remarks.
- Generate reports on ticket volume, resolution time, escalation count, and feedback scores.
- Maintain full audit trail for compliance and review.

3.1.14. Community:

3.1.14.1. Post Creation

- Allow only logged-in users (including CoE, HQ, Admin) to create content.
- Implement two distinct segments:
 - Post: for sharing educational articles, guides, and insights
 - Poll: for interactive quizzes and surveys, restricted to CoE/HQ roles
- Enable users to select segment type before submission.
- Provide structured entry forms with fields for title, description, tags, and optional attachments.
- Support draft saving functionality for incomplete entries.

3.1.14.2. AI-Enabled Validation Workflow

- Integrate AI-based validation for submitted drafts.
- Check content for hate speech, discrimination, harassment, and relevance to education.
- Return validation status as Pass or Fail.
- If validation fails, provide system-generated feedback and prompt for revision.
- If validation passes, require user to accept a declaration before final submission.
- Mark validated entries as officially submitted.

3.1.14.3. Management and Moderation

- Allow users to delete their own posts.
- Provide admin with full visibility of submitted content and deletion rights.
- Ensure deleted content retains metadata for audit trail and compliance.

3.1.15. Library:

- Access Control and User Profiling.
- Restrict digital library access to authenticated, logged-in users.
- Implement search scope limitations based on user attributes such as role, subject, grade level, and training category.
- Ensure keyword search and predefined topic selection are aligned with user profiles.
- Match search queries with content metadata for accurate results.

3.1.15.2. Search and Retrieval

- Display search results with options to read/view or download content.
- Link search functionality to a central repository for automatic content retrieval.
- Restrict manual sharing or upload of content by users.
- Enable in-system content viewing without external redirection.
- Allow offline download of permitted content formats.

3.1.15.3. Gap Logging and Analytics

- Log unsuccessful search attempts with subject/topic, timestamp, and user ID.
- Maintain a dynamic list of missing topics for gap analysis.
- Use logged data to inform future content updates and planning.

3.1.16. AI chatbot

- Configure high-level chatbot workflows including entry points, routing logic, and language preferences.
- Enable chat initiation through web and mobile application interface with welcome message and language selection.
- Authenticate users conditionally using OTP, login credentials, or unique IDs.
- Respond to user queries using NLP-based classification and multilingual scripted responses.
- Close chat sessions with interaction summary and optional feedback prompt.
- Export chat transcripts via email or internal logging system.
- Integrate chatbot with TIFS, grievance system, and email services using documented APIs.
- Provide scripts for FAQs, training queries, and grievance responses in English, Hindi, and Hinglish.
- Implement business logic for training calendar, certification status, and grievance tracking.
- Training of chatbot for unidentified utterances.

3.1.17. Content management system

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- Onboarding of subject matter experts
- Development of content management lifecycle which includes onboarding of RPs, content management committee, review process and feedback and approvals at different hierarchical level.

3.2 Technical requirement

As part of the engagement, the selected System Integrator (SI) shall adhere to the following technical requirements:

Agile Development Approach

- The SI shall adopt an Agile methodology for the development and implementation of the solution.
- The SI shall ensure flexible deployment of development resources based on evolving project priorities and timelines, in coordination with CBSE's project management team.

Iterative Delivery Model

- The SI shall plan and deliver project requirements in an iterative manner, enabling continuous integration and deployment.
- The delivery model shall focus on releasing Minimum Viable Experiences (MVEs) at regular intervals to support progressive rollout and stakeholder feedback for the TIFS portal.

User Experience Enhancement

- Each release shall be designed to incrementally enhance the end-to-end user experience and engagement capabilities of the platform.
- The SI shall ensure that each iteration builds upon the previous one, adding functional layers and improving usability, accessibility, and performance.

3.2.1 Application Design & Development

- Design and develop web and mobile applications (Android & iOS).
- Integrate AI-powered features (chatbot, training recommendations).
- Ensure multilingual support and accessibility (WCAG 2.2 or recent guideline, GIGW 3.0 or recent guideline).
- Project Implementation Plan and Workshops with Stakeholders.
- BRD, System Design & Application Development.
- Supply, Installation, Configuration & Customization of CBSE TIFS Platform (Functional & Non-Functional Requirements)- Application Testing, Compliance, Regulation and Policies, Government of India Guidelines.
- Application Testing.
- Quality Review.
- Project and Product Documentation Training and Capacity Building.

3.2.2 Hosting & Infrastructure

- Host the application on MeitY- empaneled Cloud Service Providers (CSPs).
- Ensure scalability, performance, and security compliance.
- Implement backup, restore, and archival services.
- Cloud Operational Requirements.
- Warranty, ATS and Annual Maintenance Contract.

3.2.3 Integrations (Illustrative)

- CBSE OASIS and Affiliation/SARAS (schools, teachers, GIS).
- Media/Communications units; SMTP, SMS, WhatsApp gateways.
- Finance & payments (if applicable) for fee and claims.
- IDP/SSO providers; directory services; chatbot platform

3.2.4 AI based User Support System, Operation and Maintenance of the IT Application.

Key activities in the application support phase are as follows:

- Application support including modifications and integration with future systems.
- Bugs/Fixes Management.
- Help Desk/chat bot Services.
- User Administration.
- Security Administration.
- Compliance Tracker, grievance redressal & ticketing.

3.2.5 Data Migration

- Source audit, mapping, cleansing, deduplication.
- Dry runs, reconciliation, sign-off.

3.2.6 Security, Privacy & Compliance

- Ensure full compliance with all applicable regulatory and institutional guidelines throughout the contract.
- Implementation of existing regulatory MEITY guidelines for project scope is included.
- Adhere to standard web security protocols: SSL/TLS, Secure MQ, SFTP, etc.
- Address OWASP Top 10 vulnerabilities.
- Support integration with customer's Active Directory and third-party IDAM systems for authentication.
- Quarterly VAPT and annual penetration testing (NICS/CERT-In empaneled).
- Enable 2FA, SAML 2.0, and TLS 1.3 for secure access and data transmission.
- Support biometric and additional authentication factors as required.
- Provide fine-grained access controls and configurable security features (e.g., encryption, VPN, IP authentication).
- Sensitive user data must be masked and inaccessible to team.
- Comply with the client's Corporate Information Security Policy (CISP).
- Compliance with GIGW 3.0, WCAG 2.2, MeitY guidelines; STQC certification prior to go-live.
- The selected System Integrator (SI) shall be responsible for engaging a CERT-IN/NICS empaneled security audit agency to conduct comprehensive security audits of the entire solution, including infrastructure, application, and data layers, and ensure compliance with applicable cybersecurity standards and guidelines.

3.3 Non-Functional Requirements:

The proposed TIFS portal shall meet the essential and minimum requirements for deployment. It must support the display of user profiles with basic details such as name, designation, and image, along with quick search and notification access. Performance benchmarks include support for at least 50,000 concurrent users, page load times under three seconds, and horizontal scalability across the TIFS framework. The system must auto-scale during peak usage, optimize backend services for bulk operations, and maintain indexed queries to prevent latency. Security protocols are mandatory, and must include SHA-256 encryption, secure OTP handling, masking of sensitive data, and robust role-based access control. Protection against vulnerabilities like SQL injection, XSS, and CSRF must be enforced, along with strong password policies and session management.

The system must log all user actions with timestamps, user IDs, and IP addresses, and retain audit logs for a **minimum of one years**. Version control must be applied to documents, training materials, and workflows, with exportable logs and immutable audit trails accessible only to authorized roles. The interface must be bilingual (English and Hindi), responsive across devices, and accessible to users with diverse needs. Usability features should include inline validation, tooltips, minimal-click workflows, and contextual help. Availability must be ensured 24x7, supported by automated failover mechanisms, health checks, and SLA-defined uptime and recovery metrics. Admins must have dashboard-level control over configuration settings, feature toggling, and notification templates.

To ensure long-term maintainability and interoperability, the system must follow a modular architecture, support plugin-based enhancements, and allow role and template additions without requiring code changes. Integration with external platforms via secure, versioned APIs is mandatory, with logged usage and webhook support. Bidder will ensure **data retention**, automated archiving, and searchable retrieval. Mobile

optimization includes full functionality on browsers and apps, biometric login, offline access, and push notifications. Multilingual support must persist across sessions and allow dynamic switching. Finally, the system must support customizable reports exportable in Excel and PDF formats. These specifications represent the baseline expectations for a compliant, scalable, and user-centric solution.

Details are outlined as below but not limited to:

S. No	Service Name	Minimum Requirement Description
1	Profile	The system shall display user profile details (name, designation, profile image) along with date, time, quick search, and notification icon.
2	Performance & Scalability	The system shall support a minimum of 50,000 concurrent users across modules without degradation in performance.
3		Page load time shall not exceed 3 seconds under standard network conditions.
4		All modules shall be horizontally scalable to accommodate future expansion across TIFS framework
5		Backend services shall be optimized for batch processing of large datasets (e.g., bulk attendance, mass feedback uploads).
6		System shall auto-scale based on traffic spikes during peak periods (e.g., training registration deadlines).
7		Database queries shall be indexed and optimized to prevent latency in high-volume operations.
8		Performance benchmarks shall be defined and validated during UAT.
9	Security & Data Protection	All user credentials shall be encrypted using SHA-256 or higher hashing algorithms.
10		OTPs shall be time-bound (≤ 5 minutes), single-use, and transmitted via secure channels (HTTPS, TLS).
11		Sensitive fields (e.g., Aadhaar, PAN, bank details) shall be masked in UI and encrypted in storage.
12		Role-based access control shall be enforced at both UI and API levels.
13		Session management shall include inactivity timeouts, token expiry, and secure cookie handling.
14		Password policies shall enforce minimum length, complexity, and periodic resets.
15		Failed login attempts shall trigger temporary lockout and alert the user.
16	Auditability & Logging	Data shall be protected against SQL injection, XSS, CSRF, and other common vulnerabilities.
17		All user actions (login, form submission, approval, rejection, edits) shall be timestamped and logged with user ID and IP address.
18		Logs shall include module name, action type, affected record ID, and status outcome.
19		Admin overrides, claim revisions, and credential resets shall require justification and be audit-tracked.
20		Version history shall be maintained for all uploaded documents, training materials, and policy updates.
21		Logs shall be retained for a minimum of 5 years or as per guidelines.
22		Audit logs shall be immutable and accessible only to authorized audit roles.
23	Usability & Accessibility	System shall support export of logs in CSV/PDF format for external audit teams.
24		All exceptions and errors shall be logged with error codes, stack trace, and resolution status.
25		Audit dashboard shall provide filters by date, module, user role, and action type.
26		UI shall follow consistent design patterns across modules for intuitive navigation.
27		All labels, buttons, and messages shall be bilingual (English and Hindi) and context sensitive.
28		Forms shall include inline validation, tooltips, and pre-filled defaults where applicable.

S. No	Service Name	Downloaded from SkillCouncils.com Minimum Requirement Description
29		Navigation shall minimize clicks to complete common workflows (e.g., claim submission, training registration).
30		Icons and visual cues shall be used to indicate status (e.g., pending, approved, rejected).
31		Help sections shall include FAQs, video walkthroughs, and downloadable guides.
32		Error messages shall be user-friendly and suggest corrective actions.
33		UI shall adapt gracefully to different screen sizes and orientations.
34	Availability & Reliability	All modules shall be accessible 24x7, with automated failover and load balancing.
35		Critical workflows (e.g., payment processing, attendance marking) shall include retry logic and fallback mechanisms.
36		Health checks shall be performed every 5 minutes to monitor service availability.
37		Redundant infrastructure shall be provisioned to ensure high availability.
38		SLA metrics shall be defined for uptime, response time, and recovery time.
39		Downtime incidents shall be logged with root cause analysis and resolution timeline.
40		TAT-related functions shall be configurable by authorized users via the system configuration interface.
41	Maintainability & Extensibility	All modules shall follow modular architecture with separation of concerns (UI, logic, data).
42		Configuration settings (e.g., OTP expiry, login limits, role mappings) shall be admin-manageable via dashboard.
43		New roles, training types, document categories, and notification templates shall be addable without code-level changes.
44		Codebase shall follow naming conventions, documentation standards, and version control practices.
45		System shall support plugin-based enhancements for future modules.
46		All business rules shall be externalized for easy updates.
47		Maintenance logs shall track changes, deployments, and rollback actions.
48		APIs shall be versioned and backward compatible.
49		Admins shall be able to toggle features/modules based on deployment phase.
50	Compliance & Standards	All financial workflows shall comply with CBSE norms.
51		Claim validation logic shall align with CBSE financial policies and audit guidelines.
52		Data storage and transmission shall comply with national data protection regulations (e.g., IT Act)
53		Training records shall be maintained in formats acceptable to CBSE/OASIS audit teams.
54		All document uploads shall support timestamping and versioning for audit traceability.
55		Compliance dashboard shall highlight pending validations, exceptions, and audit flags.
56		System shall support export of compliance reports in standard formats (PDF, XLS).
57	Multilingual Support	All user-facing content shall be available in English and Hindi, with toggle options.
58		Language preference shall be stored per user and persist across sessions.
59		Admins shall be able to upload bilingual documents and training materials.
60		Error messages and system alerts shall be translated contextually.
61		UI shall support dynamic switching without page reload.
62	Mobile Optimization	All modules shall be fully functional on mobile browsers and native apps (Android/iOS).

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S. No	Service Name	Minimum Requirement Description
63		UI elements shall be touch-friendly and responsive across screen sizes.
64		Mobile-specific workflows (e.g., QR-based attendance, push notifications) shall be supported.
65		Offline access shall be enabled for key modules like Digital Library
66		Mobile app shall support biometric login and session persistence.
67		Notifications shall be optimized for mobile delivery (e.g., SMS, push alerts).
68	Notification & Communication	System shall support email, SMS, WhatsApp and in-app notifications. All costs associated with email, SMS and whatsapp notification incurred during the systems operational phase shall be borne by CBSE.
69		Notification templates shall be customizable by role, module, and event type.
70		All notifications shall be logged with timestamp, delivery status, and recipient ID.
71		Users shall be able to opt-in/out of non-critical alerts.
72		Admins shall be able to trigger bulk notifications (e.g., training reminders, policy updates).
73		Notification retry logic shall be implemented for failed deliveries.
74		Communication logs shall be exportable for audit and compliance
75	Integration & Interoperability	System shall support RESTful APIs for integration with external platforms (e.g., payment gateways, CBSE portals).
76		Data exchange shall follow secure protocols.
77		All integrations shall be version-controlled and documented.
78		Interoperability shall be ensured across modules for seamless data flow.
79		API usage shall be logged with endpoint, payload, and response status.
80	Data Retention & Archiving	System shall support webhook-based event triggers for external systems
81		All user data, documents, and logs shall be retained for a minimum of 5 years.
82		Archiving shall be automated for inactive records after 24 months.
83		Archived data shall remain searchable and retrievable by authorized roles.
84		Retention policies shall be configurable by module and data type.
85		Archived records shall be marked with status and last access date.
86		Admins shall be able to restore archived records with justification.
87	Version Control & Change Management	Data clearing shall follow compliance guidelines and require approval.
88		All updates to training materials, policies, and workflows shall be versioned.
89		Users shall be notified of major changes with release notes and effective dates.
90		Admins shall be able to roll back to previous versions if needed.
91	Report	Change logs shall be maintained for audit and rollback purposes.
92		Versioning shall apply to documents, forms, templates,
93		Customized reports shall be created based on the users' requirements.
94		Generated reports shall be exportable in Excel (.xlsx) and PDF (.pdf) formats.
95		Exported reports shall be shareable via email or through internal communication portals, as per user access rights.

3.4 Infrastructure requirement

3.4.1 Environment Setup and Management

- The SI shall provision and maintain sandbox and staging environments to support development, testing, and pre-deployment activities.
- These environments must be isolated, secure, and scalable to accommodate iterative development and integration cycles.

3.4.2 Security Audit

- A comprehensive security audit of the application and associated infrastructure shall be conducted by a CERT-IN/NICSI empaneled agency.

- The SI shall coordinate and support the audit process, including remediation of any identified vulnerabilities.

3.4.3 Production Infrastructure Provisioning

- Upon successful completion and formal approval of the security audit, CBSE will provision the production-grade IT infrastructure within its dedicated data center.
- The SI shall assist in configuration and readiness of the production environment for go-live.
- SI shall provide the infrastructure requirement for deployment of developed application in below format for DC and DR

Resource Summary	
Compute (VM, Container, Databases)	
OS License#	
Storage	
Backup as a Service	
Network & Security	
Others (rows and column can be added as per requirement)	

In the event that any Commercial Off-The-Shelf (COTS) application or tool is proposed or utilized, the **System Integrator (SI) shall be required to submit a valid authorization letter from the respective third-party vendor, confirming legitimate usage rights and support arrangements and all costs associated with the procurement, licensing, and usage of any COTS application or tool shall be borne solely by the SI.**

3.4.4 Deployment and Migration

- The SI shall manage the deployment of the application into the production environment on DC & DR
- If required, the SI shall also handle migration between cloud platforms, ensuring a secure, compliant, and disruption-free transition if CBSE data center will not be available.
- All deployment activities must adhere to CBSE's security, performance, and compliance standards.
- In the event that a dedicated CBSE data center is unavailable, the beta and/or production versions of the website and mobile application shall be hosted on a Cloud Service Provider (CSP) empaneled by MeitY, in full compliance with prevailing government hosting guidelines and security standards.
- The responsibility for identifying, onboarding, and managing the CSP shall rest solely with the System Integrator (SI). The SI shall ensure seamless deployment, configuration, and adherence to all applicable norms. However, the cost of hosting services availed through the CSP shall be borne by CBSE.

3.5 Change Management & Capacity Building

- Improved system adoption and reduced resistance to change.
- Enhanced operational efficiency and compliance.
- Empowered workforce capable of managing and evolving the TIFS platform.
- Sustainable training ecosystem within CBSE and partner organizations.

4. Envisaged outcome of the TIFS portal

Envisaged key features of the TIFS portal are:

4.1.1 Integrated Training Lifecycle

- A centralized, AI-powered training calendar based on data from the supportive assessment portal and examination results, with a focus on subjects showing low performance, while factoring in RP availability and venue readiness.
- A modular platform that integrates scheduling, registration, attendance, feedback, certification, and claims-ensuring continuity and eliminating duplication.
- Smart tagging of teachers based on subject, location, and CPD history to auto-recommend relevant

trainings.

- Real-time dashboards with user friendly interface for CoEs, HQ, and schools to monitor training status, participation, and compliance.
- Auto-replacement features for RPs and participants in case of rescheduling, reducing administrative burden.

4.1.2 Role Driven Accountability and Governance

- Role-based access controls (RBAC) with granular permissions for each user type, including, Review Committees, and HQ officials.
- Digitized workflows for RP onboarding, session confirmation, venue selection, and claim processing-linked to automated alerts and approval triggers.
- Structured induction and refresher training for CoE Heads and RPs, tracked through the portal.
- Performance dashboards for RPs and Venue Directors, linked to participant feedback and session outcomes, enabling data-driven deployment and capacity building.
- Integration of RP and VD resource hubs with training materials, checklists, and session readiness tools.

4.1.3 Smart Monitoring and Decision-Making

- Enabling configurable dashboards with real-time analytics for HQ, CoEs, and schools-allowing drill-down by geography, subject, training type, and participant profile.
- Integrating teacher portfolios with CPD tracking, training history, and performance data to support personalized planning.
- Introducing early warning indicators (e.g., low attendance, delayed feedback, claim backlogs) to trigger timely interventions.
- Standardizing feedback formats with objective parameters to support comparative analysis and quality assurance.
- Auto-generating reports for training participation, dropout trends, RP performance, and venue utilization-supporting strategic planning and compliance tracking.

4.1.4 Personalized and Contextualized Learning

- Allow teachers to indicate specific content challenges (e.g., chapter-wise difficulties) during registration.
- Use AI/ML to recommend trainings based on teacher profiles, school performance, and CPD history.
- Offer modular, micro-content based CBPs in both online and offline formats, with flexible durations.
- Empower schools to request on-demand trainings and track staff participation through dashboards.
- Activate post-training feedback loops to assess classroom implementation and inform future content design.

4.1.5 Scalable and Interoperable Digital Infrastructure

- Transitioning to a cloud-native, microservices-based architecture using modern frameworks (e.g., React, Spring Boot, Node.js).
- Launching mobile apps for Android and iOS with push notifications for session updates, payments, and feedback.
- Enabling API-based integration with OASIS, IFMS, Affiliation, and Examination systems
- Introducing chatbot support, grievance redressal modules, and peer learning communities.
- Establishing robust data governance protocols, including archiving, certificate authentication, and audit trails

4.1.6 Quality Assurance and Continuous Improvement

- Feedback-linked performance tracking for RPs and Venue Directors.
- Structured post-training feedback mechanisms to assess classroom adoption and training effectiveness.
- Auto-generated quality reports for sessions, venues, and facilitators.
- Integration of feedback into content refinement and RP capacity building.
- Certification linked to verified attendance and feedback completion to ensure accountability.

- Policy framework for content quality and development

5. Personnel Specifications

5.1 Instructions for Deployment of Team

- The selected bidder shall deploy the appropriate manpower resources with required skillsets for execution of the project.
- The bidder is required to submit CV of proposed resources along with their roles and responsibilities and deployment plan as part of RFP response.
- The team shall be working from client office.
- The bidder may propose deployment of additional resources as part of RFP response other than mentioned in next section for successful execution of the project.
- The resources deployed on the project **shall be on payroll of the selected bidder**. The selected bidder shall provide the requisite documentary proof as and when required by the CBSE.
- The number of resources deployed under various profiles, can be increased, or decreased after due approval by CBSE, on project need basis.
- During any Phase of project implementation, in case of requirement of any resource profile, which is not defined in the RFP or proposed by selected bidder in RFP response, the same shall be mutually decided based on the best match with the profiles submitted in RFP response and corresponding rates of the resource will be applicable. The resource engagement and acceptance shall be at the sole discretion of CBSE. Any such engagement shall be carried out only after approval from competent authority.
- The successful bidder shall be responsible for deployment of below set of resources within specified timelines in the Project Deliverables and Timeline section as per the desired skill set and experience of various categories of resources.

5.2 Deployment of Resources

The successful bidder shall deliver the project as per the scope of work. The table below provides an indicative baseline resource category required to deliver the project:

S.N.	Category	Person Required
I.	Project Manager	1
II.	Business Analyst	1
III.	Solution Architect	1
IV.	Front End Developer	2
V.	Full Stack Developer	4
VI.	Database Developer	1
VII.	DevOps Engineer	1
VIII.	QA Engineer/Tester	1
IX.	AI/ML Engineer	1
X.	UI/UX Designer	1
XI.	Mobile App Developer	1
	Total	15

Note:

- The Project Manager will have overall responsibility of the assignment(s).
- If at any point of time, CBSE feels that a resource is not up to the mark, the replacement will be demanded in writing and will need to be obliged within 4 weeks. During the transition, the incumbent shall remain available to complete assigned tasks until the new resource is onboarded.
- The agency shall provide the bio data of the resources engaged for the project for screening. If any specific work could not be completed due to poor manpower quality, at the time of review, the agency will provide a suitable substitute, if required. Any change of resource during the period of contract should be done only with the prior consent from CBSE. Under all circumstances, the project schedule shall not be compromised.
- The proposed full-time team during the implementation phase, shall adhere to CBSE's working hours,

- V. The proposed full time team during Implementation of project would follow the leave policy of the successful bidder organization.
- VI. All personnel proposed should possess a good working knowledge of both English and Hindi.

5.2.1 Resource requirement

The tentative resource requirement is as depicted below:

Category	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	Y2	Y3	Y4	Y5	Y6
Project Manager**	√	√	√	√	√	√	√	√	√	√	√	√					
Business Analyst**	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Solution Architect**	√	√	√	√	√	√	√	√									
Front End Developer	√	√	√	√	√	√	√	√									
Front End Developer	√	√	√	√	√	√	√	√									
Full Stack Developer-2	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Full Stack Developer-2	√	√	√	√	√	√	√	√									
Database Developer (DBA)**	√	√	√	√	√	√	√	√									
DevOps Engineer						√	√	√	√	√	√	√	√	√	√	√	√
QA Engineer/Tester				√	√	√	√	√	√								
AI/ML Engineer**				√	√	√	√	√	√	√	√	√	√*				
UI/UX Designer	√	√	√	√	√	√	√	√									
Mobile App Developer			√	√	√	√	√	√	√	√	√	√	√*				

Note: M Indicates Month and Y indicates Year, * **Initial 3 months of second year**, ** Key resources

5.3 Key Personnel

The project is a multi-disciplinary initiative. This would require the selected Bidder to deploy best in class resources having specialized skills, education, and relevant experience for successfully implementing the project within time, meeting the scope and quality. The continuity of deployed resources shall play a key role in meeting the project objectives. In the above context, the selected bidder should propose a team for the project.

The following points are stated in an objective manner:

- I. The selected bidder would propose the names and CVs of key personnel.
- II. These key personnel who will be working on the project, must be present during the technical presentation as part of the bid process.
- III. The Agency shall strive to retain these key personnel for the 'Term' of the project. These resources shall not be withdrawn unless explicit approval is sought from and granted by CBSE.
- IV. No alternative proposal for any Key Personnel shall be made and only one CV for each personnel shall be furnished.
- V. A CV shall be summarily rejected if the educational qualification and experience of the proposed Key Personnel do not meet the specified requirements.
- VI. The bidder shall ensure the availability of all the resources during technical presentation.

6. Qualification & Experience Criteria of Resources

It has been envisaged that the deployed resources shall have the following minimum qualification and experience.

Minimum Qualification Requirements for Proposed Key Personnel for CBSE TIFS		
#	Position & Unit	Minimum Qualifications
(a)	Project Manager	- Education: Full Time B. Tech/B.E. and MBA / M. Tech from a reputed institute - Total Experience: Should possess at least 12 years of experience in IT domain. - Should have more than 7 years of experience in handling large projects as a project/program manager. - Should have led at least three such project of comparable nature that must include development, deployment, UAT & O&M phase - Responsible for enabling agile software development lifecycle methodology to make automation based radical improvements incorporated into the TIFS portal
(b)	Business Analyst	- Should have a minimum educational qualification of B.Tech/M.Tech. (In Computer Science/IT/EC) or MCA or equivalent. - Should have an overall experience of 10 years or above in the field of Software Development, software project implementation, of which, exclusively, at least the last 5 years should have been spent while working as Manager Application Development/Application Maintenance. - Certified in prevalent project methodologies, e.g., Agile. - Excellent writing, MIS, communication, time management and multi-tasking skills - Previous experience of handling at least 3 e-Governance projects.
(c)	Solution Architect	- Education: Full time B. Tech /MCA/M.Tech/MBA or equivalent. - Total experience: Should have an overall experience of 12 years or above in the field of software or infrastructure architecture. - Knowledge of EA (Enterprise Architecture) principles and methodologies - Should have more than 7 years of experience with Servers, Infrastructure, Platform Sizing, Infrastructure Cost Reduction 3+ years' experience with micro-services architecture
(d)	Frontend Developer-2	- Education: Full Time B. Tech/B.E./MCA/ M. Tech or equivalent. - Total Experience: Should have an overall experience 7 years of experience in software Development. - Should have more than 5 years of experience in handling large projects of similar nature. - Must have Proficiency in:HTML5, CSS3, JavaScript (ES6+), Frameworks: React.js / Angular / Vue.js, UI/UX collaboration tools: Figma, Adobe XD. - Familiarity with WCAG 2.1, GIGW 3.0, and the UX4G Design System is required.
(e)	Full Stack Developer-4	- Education: Full Time B. Tech/B.E./MCA/ M. Tech or equivalent. - Total Experience: Should have an overall experience 6+ years of experience in software Development. - Should have more than 5 years of experience in handling large projects of similar nature. - Must have experience in Node.js, Python (Django/Flask), Java (Spring Boot), RESTful APIs and GraphQL, Microservices architecture, Database design and optimization (PostgreSQL, MySQL, MongoDB), Authentication & Authorization (OAuth2, JWT), Caching mechanisms (Redis, Memcached), Message queues (RabbitMQ, Kafka), Cloud & DevOps Exposure, Familiarity with cloud platforms like AWS, Azure, GCP and CI/CD pipelines. Containerization (Docker), Orchestration (Kubernetes)

Minimum Qualification Requirements for Proposed Key Personnel for CBSE TIFS

#	Position & Unit	Minimum Qualifications
(f)	Database DBA	- Education: Full time MCA/M. Tech/B. tech/B.E./Certified DBA - Total Experience: At least 10 years in IT domain - Should have experience of more than 6+ years in Database architecting/design in large projects of similar nature. - Experienced in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc.
(g)	DevOps and Platform Admin	- Education: Full time MCA/M. Tech/B. Tech/BE or equivalent - Prior experience of 8 Years at all phases of the software product life cycle, from conception to completion - Defining and setting development, test, release, update, and support processes for DevOps operation - Familiarity with software security methods - Demonstrated experience in using a wide variety of coding languages
(h)	QA Engineer/Tester	- Education: Full time MCA/M. Tech/B. Tech/BE or equivalent - Should have an overall experience of 7 years or above in the field of Software Testing. - Must be skilled in manual and automated testing, including functional, regression, performance, and security testing using tools like Selenium, JMeter, Postman, and OWASP utilities. Experience in API testing, CI/CD integration (Jenkins, GitHub Actions), and defect tracking tools such as Jira or Bugzilla is essential. Familiarity with WCAG 2.1 accessibility standards, GIGW 3.0 guidelines, and quality assurance practices for government platforms is preferred. - The QA Engineer should have contributed to at least three major web or mobile applications, ideally in the education or e-governance domain.
(i)	AI / ML Engineer	- Education: Full time MCA/M. Tech/B. Tech/BE or equivalent. - Should have at least 3 years of experience in AI / ML role. - Should have 3+ years of experience a supervisory capacity, preferably within AI / ML domain
(j)	UI/UX Designer	- Education: Full Time B. Tech/B.E./MCA/ M. Tech or equivalent. - Total Experience: Should have an overall experience 6+ years of experience in UI/UX domain. - Should have more than 5 years of experience in handling large projects of similar nature. - Designing for large-scale platforms (web + mobile) - Government/public sector projects (preferred) - Accessibility and inclusive design (WCAG, GIGW compliance)
(k)	Mobile Developer	- Education: Full time MCA/M. Tech/B. tech/B. E (Preferably Computer science and Information Technology) - Total experience: Should have an overall experience of 7 years or above of working as a Mobile Developer with entire application lifecycle (concept, design, test, release, and support) - Demonstrable portfolio of released applications on the App store or the Android market - In-depth knowledge of at least one programming language like Swift and Java - Experience with third-party libraries and APIs

7. Project Deliverables & Timeline

Time shall be the essence for the project to be executed by the selected agency. The agency shall, therefore, fully abide by the prescribed timelines various assignments. The performance of the agency shall be evaluated based on its compliance with the defined quality and time parameters for each respective task.

The services of the SI will be based on a combination of time and material and milestone-based deliverables as per below-

#	Stages	Activity	Key Deliverables	Time (In Days)	Phases
I.	Application Customization and Implementation	Project Planning & Requirement Gathering	a. Mobilization and Deployment of the Team b. Inception Report	T+15	Phase 1
		Digital Platform System Design & Integrated Work Plan	Draft of BRD & SRS submission and finalization of FRS along with detailed Work Plan with prototype models	T+40	Phase 1
		Design and Development of Web application & Mobile App (Android & iOS)	a. Designing, Coding of the Training portal and homepage b. Migration of content from old application to new application	T+120	Phase 1
		Integration	Integration with Internal/external portals	T+130	Phase 1
		Application Testing & UAT	- Test Plans - Testing report with Fail/Pass result and plan to fix the defects of each module. - Defect Resolution Report. - UAT of website & Mobile App	T+150	Phase 1
		Security Audit with NICSII/CERT-IN empaneled agencies	- Installation, configuration, and deployment of website and mobile app at staging environment & close the given observation of audit team. - Audit certificate.	T+175	Phase 1
II.	Application Hosting, Collaboration and Networking on Cloud Service Provider (CSP) for CBSE TIFS	Go Live of Release beta version	- Deployment of beta-version of website and mobile app - Source code of beta version of mobile app and website	T+190	Phase 1
III	Training and Capacity Building	Training	- Submission and Approval of training plan and strategy for all stakeholders (Updated user manuals, administration manuals, training manuals, etc.) - Capacity building and training workshops for stakeholders	T+220	Phase 1

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#	Stages	Activity	Key Deliverables	Time (In Days)	Phases
			Integration Document, User Manual (Bilingual), and other documents as requested by CBSE		
IV	Rollout of CBSE TIFS website and mobile applications	Final Version Go-Live	- Updated content on website and mobile app release - Updated Target and personalization configuration	T+221-T+240	Phase 1
V	Hyper care period	Hypercare Phase Commenced	- System stabilization - Security Assessments - User Support & Issue Resolution	T+241-T+365	Phase 2
VI	Operation and Maintenance of the Integrated IT Application for 5 Years	Comprehensive on-going changes	- Software change logs - Updated system design documents - Specifications for every change - Updated user manuals, administration manuals, training manuals etc. - Monthly Activity Report	T+365 to till 5 years	Phase 3
	AI based User Support system	Progress Report	Monthly submission of reports detailing AI chatbot performance and training updates on unidentified utterance (user inputs).		

8. Pre-Qualification/ Eligibility Criteria

The Bidder is expected to submit the following supporting documents with respect to the below-mentioned eligibility criteria together with the Technical Proposal:

8.1 Compliance to Rule 144 (xi) of GFR 2017

Bidder to mandatorily provide undertaking as provided in Form-14 (under Technical Forms) of this RFP stating the conformance to Rule 144 (xi) of GFR Guidelines for Eligibility of a 'BIDDER FROM A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA' is mentioned in Annexure III of Order (Public Procurement No 1) dated 23.07.2020, issued by Department of Expenditure, Ministry of Finance, Government of India.

8.2 General Instruction of Bidding Process

- I. This invitation for bids is open to all Indian firms who fulfil prequalification criteria as specified in the RFP.
- II. Consortium is not allowed.
- III. Breach of general or specific instructions for bidding, general and special conditions of contract with CBSE or any of its user organizations during the past 3 years may make a firm ineligible to participate in bidding process.
- IV. Any specific Company can submit only one bid, and a single company submitting more than one bid shall be disqualified and liable to be blacklisted.
- V. Terms and conditions of e-procurement tendering process is mandatory to all the bidders.

S. No.	Basic Requirement	Eligibility Criteria	Documents Required
I.	Legal Entity	The System Integrator should be a Legal Entity registered under the Companies Act, 2013 or the Companies Act, 1956 or LLP and should be in business for last 5 years as of March 2025.	Copy of Certificate of Incorporation/ Registration/ /Partnership deed (Bidder to provide chain of incorporation in case there is any change)
II.	Tax Registration	The bidder should have a registered number of i. GST ii. Income Tax / Pan number	Copies of relevant certificates of registration
III.	Annual Turnover	The Average Annual Turnover from IT application and website development or other system integration activities for the last three financial years (FY 2022-23, 2023-24, and 2024-25) should be greater than INR 100 crores . The net worth for each of these financial years must be positive. In the absence of a completed audit certificate for FY 2024-25, a provisional certificate may be submitted.	CA Certificate with CA's Registration Number/ Seal (Refer form 4 for submission of document)
IV.	Relevant Experience	Experience in software development & associated Operations & Maintenance (O&M) projects meeting the following criteria within the last 5 (Five) years (up to the submission deadline): • Development of enterprise applications. • Implementation of solutions using microservice architecture, next generation technologies such as AI/Machine learning, portal development with automated workflow and cloud enablement. The projects should be meeting both of the above criteria and have a minimum value of INR 16 crore. OR Two projects of similar nature of amount not less than INR 10 crores each. OR Three projects of similar nature of amount not less than INR 8 crores each.	Copy of Work Order/ Contract to be attached (with clear details around scope of work and value of the project). (Refer form 5 for submission of document)

S. No.	Basic Requirement	Eligibility Criteria	Documents Required
V.	Staff strength	The company should have a minimum of 300 technically qualified professionals to complete the work as per scope of work.	Certificate from HR Dept./Company secretary on company letterhead
VI.	Certifications	Company should have of the following Certifications valid at the time of Bidding: a) Possess a valid minimum CMMI 3 certification b) Possess a valid ISO 27001	Copy of valid certificates duly authenticated by authorized signatory/ Company Secretary
c)	Blacklisting	The bidder should not have been blacklisted by any agency of the central government, public sector undertaking or by any department of State Government in India as on date of submission of bid	Self-certification. False certification and / or non-disclosure will lead to forfeiture of the EMD and disqualification from the evaluation process and blacklisting. (Refer form 10 for submission of document)
d)	Power of Attorney	Power of attorney on a non-judicial stamp paper of appropriate value authorizing the representative of the bid to sign the bid against this RFP	Duly signed Power of Attorney/ Latest Board Resolution. (Refer form 9 for submission of document)
e)	EMD	Refer data sheet	Earnest Money Deposit ("EMD") in the form of Insurance Surety bond/Bank Guarantee (Including e-Bank Guarantee) / A/c payee DD/ FDR/ Bankers Cheque as EMD (bid Security) as per the amendment of GFR, OM No. F 1/4/2022-PPD dated 05-08-2022 and which shall be valid for a period of 180 days from the last date of submission of the bid. Bid security in any other form will not be accepted. (Refer form 11 for submission of document)
Note: Technical Proposal of bidders will be evaluated only those who qualify the Prequalification criteria.			

9. Technical Evaluation Model

CBSE will form a 'Committee' to evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, CBSE, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the pre-qualification criteria will be evaluated as per the criteria mentioned below:

#	Criteria	Documentary Evidence	Marks	Max. Marks
1	Annual Turnover: Average Annual Turnover of last 3 (three) financial years (FY2022-23, 2023-24, 2024-25) from IT application and website development or other System Integration activities.	CA Certificate with CA's Registration Number/ Seal	i. =>INR 200 Cr - 10 Marks ii. =>INR 150 Cr to <200 Cr - 7 Marks iii. =>INR 100 Cr to <150 Cr - 5 Marks	10 (Refer form 4 for submission of document)
2	Relevant Experience	(Refer form 5 for submission of document)		25
2.1	Development of enterprise applications and implementation of solutions in last five years in the domain of software development & associated Operations & Maintenance (O&M)	Work Order/ Client Letter/ Job Completion certificate/ Contract	I. Project's worth more than INR 10 crores – 5 marks per project II. Project's worth more than 8 crore and less than 10 crores – 3 marks per project	15
2.2	Experience with any Govt. organization/ PSU in India on Development of enterprise applications in last five years in the domain of software development & associated Operations & Maintenance (O&M) projects using microservice architecture with automated workflow and cloud enablement in last five year	Work Order/ Client Letter/ Job Completion certificate/ Contract	I. 1 to <= 3 projects – 5 Marks II. >3 projects – 10 Marks	10
3	Experience related to integration, LXP and AI (Refer form 5 for submission of document)			15
3.1	Experience in integrating Zoom/Webex APIs in portals for training/meetings with feature of recording	Work Order/ Client Letter/ Job Completion certificate/ Contract/ demonstration during technical presentation	Per project 1.5 marks	3
3.2	Experience in AI-based (Machine Learning and NLP based use cases solution) development or implementation (preferably in education, TVET, L&D, HR Tech, or similar domains) and development of AI based conversational chatbot	Work Order/ Client Letter/ Job Completion certificate/ Contract	Per project 3 marks	6

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#	Criteria	Documentary Evidence	Marks	Max. Marks																												
3.3	LXP / Capacity Building Platform experience: Relevant experience in the design, development, and maintenance of Learning Experience Platforms (LXP) or Capacity Building Platforms within the past five (5) year	Work Order/ Client Letter/ Job Completion certificate/ Contract	Per project 3 marks	6																												
4	Approach & Methodology	(Refer form 8 for submission of document)		20																												
4.1	Technical proposal Understanding the scope, approach, methodology, and proposed work plan	- Understanding of the project - 2 marks - Implementation Approach and Methodology for revamping IT platform of training division of CBSE - 2 marks - Proposed work plan and work breakdown of the Proposed Solution- 2 marks - Team Structure and Deployment Plan - 2 marks		8																												
4.2	Technical presentation/demonstration	The bidder shall be required to provide a demonstration of following to the technical evaluation committee- Section 3 of technical evaluation model which includes AI based platform developed/AI based features used on any platform with NLP and integration of any virtual meeting platform. - Understanding on Section 4.1 along with presentation on subcomponents - Methodology for Risk mitigation and adherence to SLAs - Migration and Backup Strategy		12																												
5	Key Personnel Profiles:	(Refer form 7 for submission of document)		30																												
5	Marking is based on key profiles mentioned in this section.	<table><tr><th>S.no</th><th>Role</th><th>Unit</th><th>Marking</th></tr><tr><td>1</td><td>Project Manager</td><td>1</td><td>6</td></tr><tr><td>2</td><td>Solution Architect</td><td>1</td><td>6</td></tr><tr><td>3</td><td>Database DBA</td><td>1</td><td>6</td></tr><tr><td>4</td><td>Business analyst</td><td>1</td><td>6</td></tr><tr><td>5</td><td>AI/ML Engineer</td><td>1</td><td>6</td></tr><tr><td colspan="2">Total</td><td>5</td><td>30</td></tr></table>		S.no	Role	Unit	Marking	1	Project Manager	1	6	2	Solution Architect	1	6	3	Database DBA	1	6	4	Business analyst	1	6	5	AI/ML Engineer	1	6	Total		5	30	The bidder needs to submit detailed curriculum vitae of individuals proposed for the profiles listed above in the format given in the document. In case of any misrepresentation the
		S.no	Role	Unit	Marking																											
		1	Project Manager	1	6																											
		2	Solution Architect	1	6																											
		3	Database DBA	1	6																											
		4	Business analyst	1	6																											
		5	AI/ML Engineer	1	6																											
		Total		5	30																											

#	Criteria	Documentary Evidence	Marks	Max. Marks
		profiles shall be disqualified from the evaluation For each position scoring shall be based on following criteria: a. Qualification and total years of exp-20% of individual score (1.2 marks) b. Adequacy of the assignment or Quality of assignment: 70% of Individual score (4.2 marks) I. Minimum three relevant assignments for getting 70% scoring for project manager and solutions architect. II. Minimum three relevant assignments for getting 70% scoring for database DBA and Business analyst. III. Minimum two relevant assignment for getting 70% scoring for AI/ML engineer. c. Experience of the individual in working on projects with government organizations in India -10% (0.6 marks) Note: • If the profile of the key expert does not meet the minimum educational qualification or experience criteria as per the ToR, then the bidder shall be awarded '0' (Zero) marks for that profile. • Profile of all resource to be submitted in prescribed format. • Interview shall be conducted for assessment of the proposed candidates. In case the candidate is not available for interview on the requested interview date, zero marks shall be given for respective profile.		
Total				100

Note:

- For the purpose of contract value, the total cumulative contract value will be considered for projects with extension. Also, a single project demonstrating competencies as above can be used to satisfy multiple criteria for qualification.
- Financial Proposal of only those bidders will be opened who secure 70 marks as per the above evaluation criteria.

10. Payment Schedule and penalty clauses**10.1 Payment Terms**

- The expected timeline for payment has been laid down by taking 'T0' as the referential time frame, where 'T0' represents the date of issue of Contract Signing + 30 days.

- II. It is important to note that these payment milestones are distinct from the delivery timelines of the tracks. The non-delivery of the items in accordance with the specified timelines will trigger the applicable penalty clauses mentioned in the RFP.
- III. The cost components for the services being procured under this RFP are mentioned in 'Annexure A: Financial Proposal'. The same may be referred.

#	Stages	Activity	Key Deliverables	Time (In Days)	Payment allocation
Phase 1: Milestone based payment schedule					
I.	Application Customization and Implementation	Project Planning & Requirement Gathering	a. Mobilization and Deployment of the Team b. Inception Report	T+15	5% of D1
		Digital Platform System Design & Integrated Work Plan	Draft of SRS & BRD submission and Detailed Work Plan with prototype models	T+40	10% of D1
		Design and Development of Web application & Mobile App (Android & iOS)	a. Designing, Coding of the Training portal and homepage b. Migration of content from old application to new application	T+120	15% of D1
		Integration	Minimum 5 Integrations with Internal/external portal	T+130	5% of D1
		Application Testing & UAT	- Test Plans - Testing report with Fail/Pass result and plan to fix the defects of each module. - Defect Resolution Report. - UAT of website & Mobile App	T+150	20% of D1
		Security Audit with NICS/CERT-IN empaneled agencies	- Installation, configuration, and deployment of website and mobile app at staging environment & close the given observation of audit team. - Audit certificate.	T+170	10% of D1
II.	Application Hosting, Collaboration and Networking on Cloud Service Provider (CSP) for CBSE TIFS	Go Live of Release beta version	- Deployment of beta-version of website and mobile app on CBSE data center. <i>(If the CBSE data center is not available, the beta version of the website and mobile application shall be deployed on a cloud service provider (CSP) empaneled by MeitY, in compliance with government hosting guidelines)</i> - Source code of beta version of mobile app and website shall be handed over to CBSE	T+190	10% of D1
III.	Go Live	Deployment of the fully functional	Deployment of the final production version of the website and mobile	T+240	25% of D1

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#	Stages	Activity	Key Deliverables	Time (In Days)	Payment allocation
		digital platform (Web & Mobile apps)	applications (Android and iOS) on the designated hosting environment.		
Phase 2: Time & Material based payment schedule					
IV.	Hyper care period		- System stabilization - Security Assessments - User Support & Issue Resolution	T+241-T+365	50% of D2 of phase 2 in every second month completion
Phase 3: Time & Material based payment schedule					
V.	Operation and Maintenance of the Integrated IT Application for 5 Years	Comprehensive on-going changes	- Software change logs - Updated system design documents - Specifications for every change - Updated user manuals, administration manuals, training manuals etc.	T+365 to till 5 years	3% of D3 of phase 3 in every quarter of O&M
	AI based User Support system	Progress Report	Quarterly submission of reports detailing AI chatbot performance and training updates on unidentified utterance (user inputs).		2% of D3

Note: Above milestones are independent of time and are considered due for payments when achieved and accepted by CMC. Milestones will be sequential in nature.

10.2 Deliverable Acceptance Process

10.2.1 Submission: SI shall submit each deliverable with versioned documents, source code (where applicable), and release notes.

10.2.1 Review Window: Client shall review within <5> Business Days and either issue Acceptance or a Defect/Gap Log.

10.2.3 Remediation: SI shall rectify major defects within <5> Business Days and minor defects within <10> Business Days, unless mutually agreed.

10.2.4 Payment Linkage: Milestone payments are released only upon formal Acceptance. Partial acceptance may be proportionally paid at Client's discretion.

10.3 Work Outside Delhi/NCR

10.3.1 All travel expense outside Delhi/NCR for official purpose with the permission of competent authority shall be paid directly or reimbursed by CBSE, in such cases where arrangements are not being made by CBSE:

10.3.2 Reimbursement (max limit) will be as per below matrix.

Travel	The actual travel fare by III Class AC in train or any other mode not exceeding the fare by III AC in train will be paid to the personnel. The journey by Flight in economy class will be allowed with pre-sanction in writing by the department for which the personnel shall furnish a request in writing duly mentioning the need for such air travel and the decision of the department shall be final.
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Hotel	Category A cities- INR 5000/- per day Category B cities- INR 4000/- per day Category C cities- INR 3500/- per day
Food	The expense for the food must be borne by the personnel only.

Category A	Mumbai, Chennai, Kolkata, Bengaluru, Hyderabad, Ahmedabad, Pune
Category B	Other State Capitals & Major Cities - Nagpur, Baroda, Kanpur, Cochin, Ludhiana, Indore, Ajmer, Agra, Vishakhapatnam, Allahabad, Vijayawada, Mysore
Category C	All other locations

10.3.3 All expenses are exclusive of applicable taxes.

- In case of travel by train/ taxi/ bus, the claim will be restricted to actual expenditure incurred for official work purpose only, subject to production of bills.
- To claim reimbursement, the agency resource(s) needs to submit the Travel Expense Claim to CBSE along with the relevant bills/vouchers, boarding passes, tickets and hotel bills and approval from the authorized approving authority **within four weeks** from the date of return from the trip.
- Submission of hotel bills is mandatory with the Travel Expense Claim.
- For local travel during official visit to and within Delhi/NCR, agency resource(s) will make their own arrangements. There will be no reimbursements for travel to and within Delhi/NCR.
- For International Travel reimbursement will be as per actuals within the limits and guidelines approved by Government of India. This will also include Visa fee and related cost. Prior permission shall be taken from CBSE.
- Team members should have their own laptops, data cards and other peripherals including mobile phone during entire project duration.

10.4 SLA and Penalty Clauses

10.4.1 Penalty during various phases of the project

Project Component	Deliverables	Timeline (Max Limit)	Delay beyond Delivery Date (Days)	Penalty
Phase 1- Development phase	All deliverables as defined under Project deliverables and timelines section	As defined along with Project deliverables and timelines section	1-10 days	NIL
			11-20 days	1% of the remaining cost for D1
			21-30 days	2% of the remaining cost for D1
			Beyond 30 days	5% of the remaining cost for D1

Note: The remaining cost will be calculated on reducing balance concept and will be calculated as follows:
 Penalty Cost Consideration = (Total milestone-based cost) - (Eligible Cost till prior to invoice under consideration)

Important Notes:

- The penalties will be limited to 10% (ten percent) of the milestone-based cost.
- If the delays are on the part of CBSE, then that span of time will be excluded for the purpose of calculation of penalty.
- The liquidated damages will be limited to 10% (ten percent) of the contract value.

10.4.2 Penalties related to replacement of resources

- Replacement of resources shall generally not be allowed.** The replacement of resource by the bidder shall be allowed only in the case, where the currently deployed resource(s) leaves the organization by submitting his/her resignation. In such cases bidder needs to take prior approval from CBSE before providing replacement.

- II. In un-avoidable circumstances (such as illness & death against the concerned personnel) where bidder is not able to retain the 'resources' quoted in the bid, CBSE may allow exceptions subject to bidder providing replacement within 15 days with equivalent or higher experience. CBSE reserves the right to impose the penalty (except under unavoidable conditions) as mentioned below: "
- Within First 6 Months: - INR 1,00,000 (Rupees One Lakh) per resource per month during the period of non-availability for one year from the Date of Commencement.
 - From 6 months to 1 Year: - INR 50,000 (Rupees Fifty Thousand) per resource per month during the period of non-availability for one year from the Date of Commencement.
 - A penalty of INR 2,00,000 (Two Lakh) per resource per month during the period of non-availability for one year from the Date of Commencement will be levied if a resource that has not resigned and is removed/shifted from the project by the bidder.
- III. The replaced resource will be accepted by CBSE only if he/she meets the minimum qualification and experience criterion as mentioned in this RFP and is found suitable to their satisfaction. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of CBSE.
- IV. In case of failure to meet the requirement of the client (which includes efficiency, cooperation, discipline, and performance) CBSE may ask bidder to replace the resource.
- V. If any deployed resource is found unsatisfactory by CBSE, the selected bidder shall replace the resource within **15 calendar days** without incurring any penalty. The decision of CBSE in this regard shall be final and binding.
- VI. Unauthorized absence of a resource (excluding approved leaves) will result in:
- **No payment** for the absent days (calculated on a per-day basis from the monthly rate).
 - **A penalty of INR 2,000 per working day per resource.**
- VII. The bidder must initiate replacement search immediately and ensure the position is not vacant for more than **15 calendar days**. Beyond this, a penalty of **INR 2,000 per working day** will apply until a suitable replacement is onboarded.
- VIII. Replacement resources must meet or exceed the evaluation score of the originally proposed candidate, based on the RFP's defined parameters. CBSE will assess and respond within **10 working days**, or acceptance will be deemed if no response is received.

10.5 Service Levels Agreements (SLAs)

10.5.1 Service Availability (Production):

I. Penalties Definition:

A maximum level of performance penalties is established and described below. Performance penalties shall be levied for not meeting each of the severity levels of performance as per the following table.

SLA Severity Level	Penalty as a percentage of Monthly/Milestone applicability
9	Event of default and termination
8	8%
7	4%
6	2%
5	1%
4	0.5%
3	0.4%
2	0.3%
1	0.2%

II. Service Availability

The selected bidder shall deploy and configure a system and network monitoring tool (preferably open source) to assess Application Service availability, to measure the Service Level Measures (SLMs) described below. System generated reports shall be provided by the bidder with provision of system access for CBSE to verify the submitted reports.

Measurement	Definition	Target	SLA Severity Level (for Penalty Calculation)
TIFS portal and mobile app			
Availability of TIFS website and mobile app	Uptime = [(Application downtime) / (Total Time- Maintenance Downtime)] Total Time shall be measured on 24*7 basis for TIFS portal and mobile app. Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to the Bidder) either to the end user or for any batch job processing to the time it becomes fully available for the above requirements. Any downtime for maintenance shall be with prior written intimation to the CBSE. Measurement Tool: System and Network Monitoring tool to be deployed by the bidder Example: Application downtime = 5 Hrs Total time (in a week) = 24*7 = 168 Hrs Maintenance downtime = 2 Hr Uptime = 5/ (168-2) = 0.97 or 97%	Minimum 99.5% up - time measured on a weekly basis	
		>= 99.5% to <98.0 % up time measured on a weekly basis.	4
		Please note that continuous downtime of every 2 hours would raise the severity by one level. E.g. here the severity level will raise from 4 to 5.	
		>= 98.0% to <97.0% up time measured on a weekly basis. Please note that continuous downtime of every 2 hours would raise the severity by one level.	6
2. Average time taken for opening/ loading of platform on website or app (Home page) from remote site at 1 Mbps connectivity	System and Network Monitoring tool to be deployed by bidder to measure application response for every 10 minutes daily (8 am to 8 pm). Monthly average from the output generated from the system and network monitoring tool to be considered for measuring SLA compliance.	<= Average daily 4 seconds	NA
		> Average daily 4 seconds	2
		> Average daily 10 seconds	5

10.5.2 Incident management SLA

Incident management tool shall be deployed by the bidder for ticket generation including provisions of reporting an issue, along-side an embedded workflow to track the complete lifecycle of the ticket from reporting to resolution. Provision for system generated reports accessible to CBSE in the incident management tool as per the SLMs defined below.

Service Level Measurements	Definition	Severity Level of Bugs	Targets	Severity Level
Resolution Time	“Resolution Time” , means time taken by the	Critical	At least 99% calls to be resolved within 2 working Days	-

Bidder's software support staff to troubleshoot and fix the bugs/ defect from the time the call has been escalated to the Bidder team till the delivery of the solution to CBSE for UAT and subsequently update. Measurement Tool: Incident management tool for ticket generation. Bidder should ensure submission of monthly system generated reports from the incident management tool. For each additional drop of 1% in SLA performance below 93%, 2% of Monthly Payments cost will be levied as additional penalty.			>= 97% to < 99% calls to be resolved within 2 working days	4
			>= 95% to < 97% calls to be resolved within 2 working days	5
			>= 93% to < 95% calls to be resolved within 2 working days	6
	High		At least 99% calls to be resolved within 3 working days	-
			>= 97% to < 99% calls to be resolved within 3 working days	4
			>= 95% to < 97% calls to be resolved within 3 working days	5
			>= 93% to < 95% calls to be resolved within 3 working days	6
	Medium		At least 99% calls to be resolved within 4 working days	-
			>= 97% to < 99% calls to be resolved within 4 working days	4
			>= 95% to < 97% calls to be resolved within 4 working days	5
			>= 93% to < 95% calls to be resolved within 4 working days	6
	Low		At least 99% calls to be resolved within one business week	-
			>= 97% to < 99% calls to be resolved within one business week	4
			>= 95% to < 97% calls to be resolved within one business week	5
			>= 93% to < 95% calls to be resolved within one business week	6

During Hypercare and Operations, SI shall meet the following metrics for incidents and service requests:

Priority	Definition	Response Time	Workaround/ Restore (Target)	Resolution
P1 - Critical	Complete outage or major function unavailable for >25% users; no workaround	15 min	1 hr	8 hrs
P2 - High	Significant degradation; workaround available	30 min	4 hrs	24 hrs
P3 - Medium	Non-critical defect or partial impact	4 hrs	—	3 business days

Priority	Definition	Response Time	Workaround/Restore (Target)	Resolution
P4 - low	Minor defect, cosmetic or documentation	1 business day	—	5 business days

• **Change Request SLAs (non-emergency):**

- *Impact analysis* to be completed within **3 business days**.
- *Scheduling and implementation* to be planned based on priority, within **7 business days**.
- Any change made to system (other than CBSE initiated change as a result of new business / policy requirements) during the stabilization phase would not be considered a change request (unless agreed specifically by CBSE). Therefore, all the trainings on changes made during the stabilization phase would be the responsibility of SI at no extra cost to CBSE.
- The cumulative value of all change requests during the contract period shall not exceed 20% of the project development cost. Any change request beyond this threshold shall require separate approval from the competent authority of CBSE and may be subject to renegotiation of contract terms, timelines, and cost. **The System Integrator shall submit detailed impact assessments for each change request, including cost, effort, and schedule implications, for review and approval prior to implementation and costing** must align with RFP's financial proposal section.

10.5.3 Quality metric

- UAT Pass Rate: $\geq 95\%$ test cases passed on first UAT cycle.
- Defect Density: ≤ 0.8 Sev-1/2 defects per 1,000 LOC or per major feature at go-live.
- Regression Leakage: $\leq 5\%$ Sev-1/2 defects re-opened post fix in the same release.
- Documentation Completeness: 100% of required artefacts (SRS, Design, Test Plans/Reports, Admin/User Manuals) delivered and approved prior to UAT/Go-Live.

11. Bidding Process

11.1 Time Schedule for Bidding

Tender reference No:	As mentioned in e-Procurement portal
Date of issue of RFP	As mentioned in e-Procurement portal
EMD	As mentioned in e-Procurement portal
Pre-bid meeting & venue	Conference hall, CBSE, Integrated Office, 4th Floor, Sector 23, Dwarka, New Delhi 110077
Last Date for Receiving Queries	As mentioned in e-Procurement portal
Last Date and Time for submission of Bids	As mentioned in e-Procurement portal
Venue, Date & Time of Opening	As mentioned in e-Procurement portal
Venue, Date & Time of Opening Financial	As mentioned in e-Procurement portal
Contact Person, Phone No. and Email	Ms. Shweta S moon Nodal Officer -TIFS CBSE, Integrated Office, Sector 23, Dwarka, New Delhi 110075 Email: services@cbse.digitaledu.in

- Please visit website [<https://www.cbse.nic.in/>](https://www.cbse.nic.in/) or [<https://eprocure.gov.in>](https://eprocure.gov.in) for full details.
- Complete sets of bidding documents will be available for free download, by interested bidders, from the e-Procurement portal of the Government of India.
- It will be in the interest of the bidders to familiarize themselves with the e-Procurement system to ensure smooth preparation and submission of the tender documents.
- The Bidders are advised to submit the Bids well in advance of the deadline as CBSE shall not be liable or responsible for non-submission of the bids due to any technical

11.2 Due Diligence by Applicants

Applicants are encouraged to inform themselves fully about the assignment and the local conditions before submitting the bids.

11.3 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including any cost incurred for presentation made to clarify the bid, if so desired by CBSE. CBSE shall, under no circumstances, be responsible or liable for those costs, regardless of the outcome of the tendering process.

11.4 Validity of Proposals

11.4.1 Proposals shall remain valid for a period of bid validity as mentioned in the data sheet section above. A proposal valid for shorter period may be rejected as non-responsive.

11.4.2 CBSE may solicit the bidders' consent to an extension of proposal validity (but without the modification in Proposals). A bidder may refuse the request and such refusal shall not be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited Bidders that agree to an extension of the period of validity of their bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security is considered to have refused the request to extend the period of validity of its Bid.

11.5 Clarification of Tender Document

A prospective bidder requiring any clarification of the tender document may notify CBSE in writing along with a soft copy in excel format at CBSE's correspondence email address before the date mentioned in under the 'important dates' section. CBSE representative will respond to any request for clarification of the tender document in the pre-bid conference, which will be held as per the table of important dates given. CBSE's response will be sent to all prospective bidders who have received the tender document. The clarification shall be asked as per the given format. Queries not adhering to this format will not be responded. **The email seeking clarification of the tender document must be shared on services@cbsedigitaledu.in with caption of "Pre bid query of RFP for System Integrator -Training Unit"**

Sr. No	Page No of the RFP Document	Section No of the RFP Document	Proposed Change	Reason of Proposed Change
1				
2				

11.6 Pre-Bid meeting

- I. All those bidders who have obtained/purchase bid document can participate in pre-bid meeting to seek clarification on the bid, if any.
- II. Not exceeding two employees from each of the bidding firms/ company/ organization are invited to attend the Pre-Bid Conference at their own cost, which is to be held at the venue indicated above in the data sheet.
- III. The purpose of the meetings will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- IV. The Bidder is requested, to submit any questions in writing to reach CBSE as per the dates mentioned above. It may not be practical at the Pre-Bid Conference to answer questions received late. CBSE will respond to any request for clarification to queries on the tender document, received not later than the dates prescribed in Invitation for Bids / Key events and dates. The clarifications (including the query but without identifying the source of inquiry) will be uploaded on the e-tendering portal.
- V. CBSE at its discretion will conduct the Pre-Bid Conference in physical, virtual or hybrid mode.
- VI. Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder.

11.7 Clarification

- I. A prospective bidder requiring any clarification of the bidding documents may notify CBSE contact person. Response will be shared on Central Public Procurement Portal (CPPP) eProcurement website <https://eprocure.gov.in>
- II. The concerned contact person will respond to any request for clarification of bidding documents, which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the end date and time for seeking clarification mentioned in tender call notice. It is further clarified that CBSE shall not entertain any correspondence regarding delay or non-receipt of clarification.

11.8 Amendment of Tender Document

At any time prior to the last date / time for receipt of bids, CBSE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, reserves the right to modify the tender document by issuing an amendment. The amendment will be notified in e-procurement portal and will be binding on the bidders. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, CBSE may, at its discretion, extend the last date for receipt of bids.

11.9 Bid Preparation

11.9.1 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and CBSE, shall be written in the English language. If any supporting document and printed literature furnished by the Bidder is in a language other than English then the same should be accompanied by an accurate English translation, for purposes of interpretation of the bid, the English translation shall govern. However, such translations shall be certified by the agency that has done the translations.

11.9.2 Bid Format

The Bidder shall upload the digitally signed scanned copies of the Proposal in e- Procurement, as given below:

Pre-Qualification Bid

- I. A letter on bidder's letter head
 - a) Describing the pre-qualifying technical competence and experience of the bidder,
 - b) Certifying that the period of validity of bids is <no of days as per data sheet above> from the last date of submission of bid,
 - c) Asserting that the bidder is quoting for all the items mentioned in the tender,
 - d) Accepting all terms of this RFP
- II. All forms mentioned in RFP document along with the requisite documents asked in the respective forms to prove that the bidder meets the eligibility criteria.
- III. Power-of-attorney granting the person signing the bid, the right to bind the bidder as the 'Constituted attorney of the Agency'.
- IV. Permanent Account Number (PAN) from INCOME TAX authorities of area of operation of the bidder.

Technical Bid as per specified criteria

The Technical Bid document shall detail all the information sought from the bidders and required for CBSE to evaluate the bids as prescribed as part of the technical evaluation in section 9 of this document. Hence it is mandatory that the bidders read this section in conjunction with the technical evaluation section to provide information as necessary and adequate to evaluate the proposals.

Commercial Bid Specified

The commercial bid shall be submitted for all requirements of CBSE for the Request for Proposal (RFP) Selection of an agency for providing services as per details mentioned in the RFP.

12. Procedure for Submission of Bids

12.1 Tender Processing Fees

Bidder can download the tender document for free from the e-Procurement portal till the due date and time for bid submission.

Note: It will be in the interest of the bidders to familiarize themselves with the e- Procurement system to ensure smooth preparation and submission of the tender documents.

12.2 Modes of Submission

All interested bidders shall pay EMD and submit their Technical and Commercial RFP responses electronically using the e-Forms in the e- Procurement platform.

Companies shall submit the tenders only through the e-Procurement system before the scheduled date and time for bid submission.

CBSE will not be liable or responsible for any delays due to unavailability of the portal and the Internet link.

Bidders shall submit, along with their Bids, Earnest Money Deposit ("EMD") in the form of A/c payee DD//NEFT (Account number:- 24172010004103 Beneficiary Name:- Secretary CBSE Bank name:- Canara Bank Branch address:- Rouse Avenue, CBSE, New Delhi-110002 IFSC code:- CNRB0012417) as EMD (bid Security) as per the amendment of GFR, OM No. F 1/4/2022-PPD dated 05-08- 2022 and which shall be valid for a period of 180 days from the last date of submission of the bid. Bid security in any other form will not be accepted.

12.3 Authentication of Bid

The bid response shall be signed by the bidder, or a person or persons duly authorized to bind the Bidder to the Contract. A written power-of-attorney accompanying the bid shall support a letter of authorization.

12.4 Validation of Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.

12.5 Financial Bid

The bidder shall indicate prices according to the Performa prescribed in the tender document.

12.6 Firm Price

Prices quoted by the bidder must be **all inclusive**, firm, and final, and shall not be subject to any escalation whatsoever during the period of the contract. Prices should indicate the price at site and shall include all applicable taxes. Attention of the bidder is invited to the terms and conditions of payment given in RFP document.

12.7 Revelation of Prices

Prices in any form and for any reasons shall not be revealed in the pre- qualification bid or technical bid or before opening the commercial bid. In case such violation happens, then the bid shall be immediately rejected.

12.8 Terms and Conditions of Tendering Firms

In case any of the terms and conditions to the RFP is not acceptable to any bidder, clearly specify the deviation in the forms given in RFP. Similarly in case the equipment and services being offered has deviations from the schedule of requirements laid down, the bidder shall describe in what respects and to what extent the equipment and services being offered differ/ deviate from the specification, even though the deviations may not be very material. The Bidder must state categorically whether or not their offer conforms to requirement specifications and schedule of requirements and indicate deviations, if any in section as part of the response to the bid. Any substantial deviation may lead to rejection of the bid by CBSE.

12.9.1 Consortium and Sub-contracting

The bid shall be submitted only as single entity firm. Consortium or Joint venture shall not be allowed for the project.

The bidder shall not Sub-Contract Scope of Work other than wherever specifically mentioned. The performance of the subcontracted agency shall be purely the responsibility of the bidder. The bidder shall be purely and wholly held responsible in case the subcontracted agency fails to perform. The bidder shall be fully responsible for all acts of commission and omission.

12.9.2 Modification and Withdrawal of Bids

No bid shall be withdrawn in the interval between the last date for receipt of bids, and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval would result in forfeiture of the bidder's bid security.

12.9.3 Address for Correspondence

The bidder shall designate the official mailing address, place, telephone number, fax number and e mail address to which all correspondence shall be made by CBSE. CBSE will not be responsible for non-receipt of any communication sent by the bidder.

12.9.4 Clarifications

If deemed necessary, CBSE may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. CBSE may, if so desire, ask the bidder to give a presentation/ demonstration for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders.

12.9.5 Verification of Reference Installations

CBSE, if considers necessary, may conduct verification of reference sites to satisfy themselves on the performance of the equipment/ services offered with reference to their requirements.

CBSE will satisfy themselves on the veracity of the reference works with reference to performance indicators relevant to the requirements specified.

12.9.6 Contacting CBSE

The Bidder shall NOT contact CBSE regarding any matter relating to this bid, from the time of the bid submission until the contract is awarded. During this period, all-important notices will be published on the e-procurement portal.

Any effort by a bidder to influence CBSE's bid evaluation, bid comparison, or contract award decision may result in the rejection of the bid. Such an act on the part of the Bidder shall amount to misconduct and will be liable for appropriate action, as decided by CBSE.

12.10 Bid Currency

Price shall be quoted entirely in Indian Rupees (INR).

12.11 Disqualifications

The bid is liable to be disqualified in the following cases:

- Not submitted as per the prescribed format or after the deadline.
- Prices are revised during bid validity or its extension.
- Bid is incomplete or missing required documents.
- Technical bid contains false, misleading, or misrepresented information.
- Commercial/pricing details are included in the technical bid.
- Clarifications sought are not provided.
- Bidder has a history of poor performance or contract abandonment, validated by legal/arbitral decisions.

- Bid includes price variation clauses.
- Bidder is blacklisted or declared ineligible by government authorities due to fraudulent practices.

12.12 Earnest Money Deposit

12.12.1 An EMD of amount as mentioned in the data sheet (section 1.2(1)), must be submitted along with the Proposal. Proposals not accompanied by EMD shall be rejected as non-responsive. Earnest Money Deposit (EMD) shall be refunded to all the unsuccessful bidders within one month after award of the work to the successful/suitable bidder. The bidder is liable to pay liquidated damages and penalty imposed by the Tender Inviting Authority in the event of non-fulfillment of any of the terms or whole of the contract.

The EMD shall be forfeited:

If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form.

Or in case of a successful Bidder, if the Bidder fails:

- To sign the Contract; or
- To furnish the performance security.

12.12.2 The MSMEs as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempted from payment of EMD. Attested copy of Valid MSME certificate verifiable at https://udyamregistration.gov.in/Udyam_Verify.aspx is to be enclosed and uploaded for exemption of EMD. The copy of the same has to be enclosed with the submitted bid. The MSME registration certificate must be valid as on Bid closing date. The MSMEs who have applied for registration or renewal of registration but have not obtained the valid certificate as on close date of the BID, are not eligible for exemption. The MSME's Bidder to note and ensure that nature of services and goods/items manufactured mentioned in MSME's Certificate matches with the nature of the services and goods /items to be supplied as per tender.

16.3 Further, the bidders shall also require submitting a Bid Security Declaration as per format annexed with this document.

12.13 Submission, Receipt and Opening of Proposals

- I. The tendering authority will open all bids (only Technical Bids at the first instance) through the e-Tendering website, in the presence of the Bidders or the representatives who choose to attend.
- II. The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for the tendering Authority, the Bid shall be opened at the appointed time and location on the next working day.
- III. The Bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite bid security and such other details as the tendering authority, at its discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening.

12.13.1 Correction of Arithmetic Errors in Financial Bids

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids on the following basis, namely:

- a) 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, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- b) If there is an error in a total price corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and
- c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

12.13.2 Right to Accept or Reject Proposal

The tendering authority reserves the right to accept or reject any proposal, and to annul the proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the reasons for such decision.

12.14 Bid Selection Method Downloaded from SkillCouncils.com

The selection method is Quality cum Cost Based Selection (QCBS).

Technical Bid Score will get a weightage of 70% (denoted by ST) and Financial Bid Score a weightage of 30% (denoted by SF).

The process of selection of successful bidder for the purpose of award of contract shall be as follows:

A. Calculation of Technical Score (ST)

T = Technical Marks Obtained by the Individual Bidder

TH = Highest Technical Marks Obtained by Bidder

ST = Technical Score obtained by the Individual Bidder

Calculation of Technical Score (ST)

$$ST = 100 \times (T/TH) \quad (\text{rounded off to 2 decimal places})$$

B. Calculation of Financial Score (SF)

F = Total Financial Bid amount quoted by individual Bidder

FL = Lowest Total Financial Bid amount quoted by individual Bidder

SF = Financial Score obtained by the Individual Bidder

Calculation of Financial Score (SF)

$$SF = 100 \times (FL/F) \quad (\text{rounded off to 2 decimal places})$$

C. Calculation of Final Composite Score (S)

The Final Composite Score (S) shall be computed for each firm by assigning 70% weightage to the Technical Score (ST) and 30% weightage to Financial Score (SF) using the formula given below:

$$S = (ST \times 0.7) + (SF \times 0.3) \quad (\text{rounded off to 2 decimal places})$$

Bidder with the highest final composite score will be awarded the contract. In case of a tie in the final composite score, the bidder with the higher Technical Score will be invited for negotiations and selection first.

12.15 Acknowledgement by Applicant

It shall be deemed that by submitting the bids, the Applicant has:

- I. made a complete and careful examination of the RFP.
- II. received all relevant information requested from the tendering authority.
- III. accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the ministry.
- IV. satisfied itself about all matters, things, and information, necessary and required for submitting an informed application and performance of all of its obligations thereunder.
- V. acknowledged that it does not have a Conflict of Interest; and
- VI. agreed to be bound by the undertaking provided by it under and in terms hereof.

13. General Terms and Conditions

13.1 Application

These general conditions shall apply to the extent that provisions in other parts of the contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the tendering authority shall be final and binding on the firm/ company.

13.2 Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The contracts shall be interpreted in accordance with the laws of the Union of India.

13.3 Relationship Between Parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the CBSE and 'the firm/company'. The firm/company subject to this contract for selection has complete charge of personnel, performing the services under the Project executed by CBSE from time to time. The Professional(s) provided by firm/company shall be fully responsible for the services performed by them or on their behalf hereunder. CBSE will allocate work/assignment to the Professional(s) provided by firm/company.

13.4 Statutory Requirement

During the tenure of this contract, nothing shall be done by the Selected Bidder in contravention of any law, act and/or rules/regulations, there-under or any amendment there of governing inter-alia customs, stowaways, foreign exchange etc. and shall keep CBSE indemnified in this regard.

13.5 Indemnity

The Selected Bidder shall indemnify CBSE from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark, and trade secret, arising or incurred inter-alia during and after the Contract period out of:

- a) Negligence or wrongful act or omission by the Selected Bidder or it's team or any Agency/ Third-party in connection with or incidental to this Contract; or
- b) Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this Contract by the Selected Bidder, its Team, or any Agency/Third Party.

13.6 Right of Monitoring, Inspection and Periodic Audit

The tendering authority or its assignee reserves the right to inspect, monitor and assess the progress/ performance of the contract at any time during the course of the contract, after providing due notice to the Selected Bidder. The tendering authority or its assignee may demand, and upon such demand being made, the selected bidder shall provide with any document, data, material, or any other information required to assess the progress of the project. The tendering authority shall also have the right to conduct, either itself or through any another agency as it may deem fit, an audit to monitor the performance by the Selected Bidder of its obligations/functions in accordance with the standards committed to or required by the tendering authority and the Selected Bidder undertakes to cooperate with and provide to the tendering authority or its assignee, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified because of such audit/ assessment would need to be rectified by the Selected Bidder failing which the tendering authority may, without prejudice to any other rights that it may have, issue a notice of default.

13.7 Information Security

The Selected Bidder shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by CBSE, out of premises, without prior written permission from the CBSE.

The Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by CBSE, whichever is earliest, return any and all information provided to the Selected Bidder by CBSE, including any copies or reproductions, both hardcopy and electronic.

13.8 Standards of Performance

The Professional(s) provided by selected firm/ company shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The Professional(s) provided by selected firm/ company shall always act in respect of any matter relating to this contract as faithful advisor to CBSE. The firm/company shall abide by all the Provisions/ Acts/ Rules etc. of information Technology prevalent in the country. The firm/ company shall conform to the standards laid down in RFP in totality.

13.9 Firm/company Personnel

The firm/company shall employ and provide such qualified and experienced personnel as may be required to perform the services as specified under the Scope of Work of this RFP. There are specialized domains

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mentioned under the Manpower Specification and it is desirable from the firm/company to deploy the personnel, who have adequate experience in the domain related with the project.

13.10 Documents/Knowledge Transfer

All the documents prepared and updated time-to-time by the firm/company under this contract shall be the exclusive property of CBSE and will be handed over to CBSE at the time of completion/ termination of the contract.

The Selected Agency shall obtain the sign-off from CBSE or its nominee for all the documents submitted for this Project and shall make necessary changes as recommended by CBSE before submitting the final version of the documents.

The Selected Agency shall maintain logs of the internal review of all the deliverables submitted to CBSE or its assignee(s). The logs shall be submitted to CBSE or the designated agency on request.

13.11 Governing Language

The Contract shall be written in English Language. English version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language.

13. 12 Intellectual Property Rights (IPR)

The IPR in respect of all the documents, processes, software, applications, and components, developed in pursuance of this Project, shall vest with CBSE, immediately on their creation. Following conditions apply:

- a) Ownership and Title: Title to all the enhancements, point updates and documentation, including ownership rights to patents, copyrights, trademarks, and trade secrets therein shall be the exclusive property of CBSE.
- b) Bespoke Development: Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have arisen out of or have been developed under the Scope of Work during execution of this Agreement, including but not limited to all processes, products, specifications, reports, drawings, applications, codes and other documents which have been newly created and developed by the System Integrator during the performance of the Services and for the purposes of, inter-alia, use or sub-license of such Services under this Agreement. Bespoke development shall include any customization or enhancement to COTS/third party products and, unless otherwise provided in the licensing terms of such COTS/third party products, Purchaser shall own and have a right in perpetuity to all IPRs in such customization/enhancement etc. The System Integrator shall provide source code, object code and all other relevant materials, artefacts etc. of all bespoke development to Purchaser and Purchaser shall own all IPRs in them. All material related to such bespoke development shall be treated as Confidential Information by the System Integrator. The System Integrator undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to Purchaser. The System Integrator shall execute all such agreements/documents and assist Purchaser in filing all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of Purchaser at the cost of Purchaser.
- c) All the deliverables submitted by firm/company under the contract will be the exclusive property of CBSE.

13.13 Copyright

The full copyright of all creative and publicity material produced would rest with CBSE for all time use. This would include full copyright of images used in the creative and publicity material.

13.14 Assignments

The firm/company shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without prior written consent of CBSE.

13.15 Award of Contract

- a) On acceptance of Proposal for awarding the contract, the tendering authority will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties.

- b) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LoI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by e-mail to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LoI shall constitute a binding contract.
- c) The selected bidder, upon finalization of the contract, shall be required to enter into a formal Non-Disclosure Agreement (NDA) with CBSE. Under this agreement, the System Integrator (SI) shall undertake to maintain strict confidentiality of all data, documents, systems, and information shared by CBSE or accessed during the course of the engagement. Any breach of the NDA shall be considered a material breach of contract and may lead to legal and financial consequences as per applicable laws and contract terms.

13.16 Project Governance (Monitoring of Contract)

- a) An officer or an agency or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b) During the contract period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of service delivery is in proportion to the total delivery period given.
- c) If delay in delivery of service is observed a performance notice would be given to the selected bidder to speed up the delivery.

13.17 Bank Guarantee

- I. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract.
- II. The Successful bidder has to submit Performance Bank Guarantee @ 5 % of total order value (excluding tax) within 15 days from the date of issue of LoI for the duration of warranty of any of Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank (operating in India having branch at Delhi)
- III. The Performance security shall be payable to CBSE as compensation for any loss resulting from the successful bidder's failure to complete its obligations under the Contract.
- IV. The Performance Security will be discharged by the tendering authority and returned to the Bidder on completion of the bidder's performance obligations under the contract.
- V. In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.
- VI. No interest shall be payable on the PBG amount. The tendering authority may invoke performance bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidders.

13.18 Execution of Agreement

- a) A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.
- b) The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.
- c) If the bidder, who's Bid has been accepted, fails to sign a written procurement contract, or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the contract with the bidder and debar the bidder to participate in any future bid.
- d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchased anywhere in Delhi only.

13.19 Fraud and Corruption

CBSE requires that firm/company selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, CBSE defines, for the purposes of this provision, the terms set forth as follows:

- a) **"Corrupt practice"** means the offering, giving, receiving, or soliciting of anything of value to influence the action of CBSE or any personnel of firm/company(s) in contract executions.
- b) **"Fraudulent practice"** means a miss-presentation of facts, in order to influence a procurement

process or the execution of a contract, to CBSE, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive CBSE of the benefits of free and open competition.

- c) **“Unfair trade practices”** means supply of services different from what is ordered on, or change in the Scope of Work, which was given by CBSE in **Section 3** of this document.
- d) **“Coercive Practices”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- e) Will reject a proposal for award, if it determines that the bidder recommended for award, has been determined by CBSE to having been and engaged in corrupt, fraudulent or unfair trade practices.
- f) Will declare a Firm/company ineligible, either indefinitely or for a stated period, for awarding the contract, if it any time determines that the Firm/company has engaged in corrupts, fraudulent and unfair trade practice in competing for, or in executing the contract.

13.20 Plagiarism

The selected agency will at no time resort to plagiarism. CBSE will not be a party to any dispute arising on account of plagiarism resorted to by the agency.

13.21 Confidentiality

Information relating to the data of CBSE, clarification and comparison of the proposals shall not be disclosed to any bidders or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of the other party, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract. No party shall, without the other party's prior written consent, disclose contract, specifications, plan, pattern, samples, or other documents to any person other than an entity employed by the affected party for the performance of the contract.

The confidentiality obligations shall survive after the termination of this Contract / completion of services for a period of one (1) year.

No party shall, without the other party's prior written consent, disclose contract, specifications, plan, pattern, samples, or other documents to any person other than an entity employed by the affected party for the performance of the contract.

13.22 Deliverables

The selected bidder's firm/company should have to submit deliverables in hard/ soft copy (including editable soft copy); as desired by CBSE.

13.23 Termination

If a party is in breach of a material term of this Agreement, and despite written notice from the other party fails to remedy such breach within 30 days or such other period as may be agreed between the parties, then the other party shall be entitled to terminate this Agreement forthwith.

Under this Contract, CBSE may by written notice terminate the contract agreement entered with the firm/company in the following ways:

- a. Termination by Default for failing to perform obligations under the Contract or if the quality is not up to the specification or in the event of non-adherence to time schedule.
- b. Termination for Convenience in whole or in part thereof, at any time. However, termination for Convenience will be invoked with a notice period of one month.
- c. Termination for Insolvency if the firm/company becomes bankrupt or otherwise insolvent.

In all the three cases termination shall be executed by giving written notice to the firm/company. Upon termination of the contract, payment shall be made to the firm/company for:

- I. Services satisfactorily performed and reimbursable expenditures prior to the effective date of termination
- II. Any expenditure actually and reasonably incurred prior to the effective date of termination.

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No consequential damages shall be payable to the firm/company in the event of such termination.

The successful bidder agency will have the right to terminate the Agreement subject to fulfilment of all the conditions/obligations/ statutory compliances as may be required for release of payment by the Board if its fees are not paid within the contractually agreed period by providing a prior written notice of 45 days.

Termination of the Agreement shall not prejudice or affect the accrued rights or claims or liabilities of either party.

13.24 Force Majeure

Notwithstanding anything contained in the RFP, the firm/company shall not be liable for liquidated damages or termination for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

For purposes of this clause "Force Majeure" means an event beyond the control of the consulting firm/company and not involving the consulting firm/company's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, pandemics, quarantine restrictions and freight embargos. The decision of the CBSE regarding Force Majeure shall be final and binding on the firm/company.

If a Force Majeure situation arises, the firm/company shall promptly notify to CBSE in writing, of such conditions and the cause thereof. Unless otherwise directed by CBSE in writing, the firm/company shall continue to perform its obligations under the agreement as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

13.25. Resolution of Disputes

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

13.26 Amicable Settlement

Performance of the Contract is governed by the terms and conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then Clause shall become applicable.

13.27 Resolution of Disputes OR ARBITRATION AND CONCILIATION

The Board and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after fifteen (15) days from the commencement of such informal negotiations, the Board and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by the Controlling Authority of the Board, viz. Secretary, Department of School Education and Literacy, Ministry of Education, Government of India.

All negotiations, statements and/or documentation pursuant to these disputed matter(s) shall be without prejudice and confidential (unless mutually agreed otherwise).

The time and resources costs of complying with its obligations under this Governance Schedule shall be borne by respective parties.

All Arbitration and conciliation proceedings shall be held at Delhi, as per arbitration and conciliation Act 1996 and amended from time to time, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

13.28 Legal Jurisdiction **Downloaded from SkillCouncils.com**

All legal disputes between the parties shall be subject to the jurisdiction of the Delhi courts situated in Delhi only.

13.29 Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement.

13.30 Limitation of Liability

The aggregate liability of the Selected Agency under this agreement, or otherwise in connection with the services to be performed hereunder, shall be limited to the contract value. The preceding limitation shall also apply to liability arising as a result of the Selected Agency's fraud or willful misconduct in performance of the services hereunder. In no event shall either party be liable for any consequential, incidental, indirect, special, or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third- party claims even if it has been advised of their possible existence.

13.31 Validity of Contract

The validity of the contract is for **"the Term"** of the contract as per RFP Notice (Section 1.1) of this RFP document.

13.31.1 Others

- a) The Bidder will need to coordinate and approach various agencies working in the Education and Training ecosystem during the course of providing the services.
- b) The successful bidder is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. The Bidder will have to submit the progress reports regularly, as per the guideline issued by CBSE.
- c) Time is the essence of the Project and hence the bidder shall always maintain sufficient manpower, resources, and facilities, to provide the Services in a workman like manner on a timely basis. If required and to meet SLAs, the bidder shall pool additional resources to ensure that work is completed within defined time frame.
- d) The bidder shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. The Bidder also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time to time).

14. Exit Management

The Exit Management period will start three (3) months before the expiry / Termination of the contract whichever is applicable as per agreed and approved Exit Management Plan.

The selected bidder at the end of contract or termination of contract before planned contract period for any reason, shall successfully carry out the exit management and transition of this project to the CBSE or to an agency identified by CBSE to the satisfaction of the Department.

The selected bidder shall undertake to complete the following as part of the exit management and transition:

- I. Complete the updating of all project documents and other artefacts and handover the same before transition.
- II. Undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train identified personnel on the same
- III. Shall ensure the seamless transfer of all licenses, rights, and access credentials related to software, tools, platforms, and any third-party services procured or developed under this engagement to CBSE
- IV. Shall provide CBSE with perpetual, and transferable licenses (where applicable) for all custom-developed components, configurations, and documentation.
- V. For third-party software or services, the SI shall facilitate the transfer or novation of licenses, subject

to the terms and conditions of the respective license agreements.

- VI. The SI shall also ensure that no licensing obligations or restrictions hinder CBSE's continued use, maintenance, or enhancement of the solution post-contract termination.

If CBSE decides to take over the operations of the project on its own or identifies or selects any other agency for providing support services on this project, then selected bidder shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.

The exit management and transition will be considered complete based on approval from CBSE.

15. Annexure A: Forms and Template for Bid Response

Technical Proposal Forms

- I. Form - 1: Covering letter.
- II. Form - 2: Declaration of Acceptance of Terms and Conditions in RFP
- III. Form - 3: General Information about the bidder.
- IV. Form - 4: Bidder's Annual Turnover and Net-worth Certificate.
- V. Form - 5: Bidder's Relevant Experience
- VI. Form - 6: Particulars of key professionals
- VII. Form - 7: CVs of key professionals
- VIII. Form - 8: Approach, Work plan and Methodology.
- IX. Form -9: Power of Attorney for authorised signatory
- X. Form - 10: Undertaking on Being Not Black-Listed
- XI. Form - 11: Bank Guarantee for EMD
- XII. Form - 12: Bank Guarantee for PBG
- XIII. Form -13: Format of Bid Security Declaration from Bidders
- XIV. Form - 14: Undertaking for Compliance of Rule 144 (xi) of GFR
- XV. Form - 15: Undertaking on Conflict of Interest

Financial Proposal Forms

- I. Form -1: Covering letter.
- II. Form -2: Financial Bid

Form - 1: Covering Letter

(On Bidder's Letter head (Date and Reference))

To,
The Secretary,
Central Board of Secondary Education,
Integrated Office, 4th Floor, Sector-23, Dwarka, New Delhi - 110075.

Sub: Request for Proposal (RFP) for "Selection of an agency as System Integrator for Training Unit of CBSE"

We hereby propose to provide consulting services for "Selection of an agency as System Integrator for Training Unit of CBSE" as outlined in your bidding document.

We have understood the instructions, and the terms and conditions mentioned in the Bid Documents furnished by you and have thoroughly examined the detailed scope of work laid down by you and are fully aware of nature and scope of work required. We hereby confirm our acceptance and compliance to the provisions and terms & conditions contained in the Bid Documents.

We confirm that the prices quoted by us in the "Financial Bid" are firm and shall not be subject to any variation for the entire period of the contract.

We further confirm that any deviation to the clauses found anywhere in our Bid Proposal, implicit or explicit, shall stand unconditionally withdrawn, without any implication whatsoever to CBSE, failing which the Earnest Money deposit may be forfeited.

We certify that all the information provided in our bid, including the information regarding the team members, is true. We understand that any wilful misstatement in the bid may lead to disqualification or cancellation of award if made or termination of contract. We also understand that in such a case we may be debarred for future assignments with CBSE, for a period of maximum three years from the date of such disqualification.

Yours faithfully,
(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:

Form – 1A: Pre-Qualification Proposal Compliance Sheet

S. No.	Basic Requirement	Documents Required	Documentary Proof to be submitted (yes/no)	Page number
I.	Legal Entity	Copy of Certificate of Incorporation/ Registration/ Partnership deed (Bidder to provide chain of incorporation in case there is any change)		
II.	Tax Registration	Copies of relevant certificates of registration		
III.	Annual Turnover	CA Certificate with CA's Registration Number/ Seal (Refer form 4 for submission of document)		
IV.	Relevant Experience	Copy of Work Order/ Contract to be attached (with clear details around scope of work and value of the project). (Refer form 5 for submission of document)		
V.	Staff strength	Certificate from HR Dept./Company secretary on company letterhead		
VI.	Certifications	Copy of valid certificates duly authenticated by authorized signatory/ Company Secretary		
f)	Blacklisting	Self-certification. False certification and / or non- disclosure will lead to forfeiture of the EMD and disqualification from the evaluation process and blacklisting. (Refer form 10 for submission of document)		

S. No.	Basic Requirement	Documents Required	Documentary Proof to be submitted (yes/no)	Page number
g)	Power of Attorney	Duly signed Power of Attorney/ Latest Board Resolution. (Refer form 9 for submission of document)		
h)	EMD	Earnest Money Deposit ("EMD") in the form of Insurance Surety bond/Bank Guarantee (Including e-Bank Guarantee) / A/c payee DD/ FDR/ Bankers Cheque as EMD (bid Security) as per the amendment of GFR, OM No. F 1/4/2022-PPD dated 05-08-2022 and which shall be valid for a period of 180 days from the last date of submission of the bid. Bid security in any other form will not be accepted. (Refer form 11 for submission of document)		

#	Criteria	Documentary Evidence	Documentary Proof to be submitted (yes/no)	Page number
1	Annual Turnover: Average Annual Turnover of last 3 (three) financial years (FY2022-23, 2023-24, 2024-25) from IT application and website development or other System Integration activities.	CA Certificate with CA's Registration Number/ Seal		
2	Relevant Experience	(Refer form 5 for submission of document)		
2.1	Development of enterprise applications and implementation of solutions in last five years in the domain of software development & associated Operations & Maintenance (O&M)	Work Order/ Client Letter/ Job Completion certificate/ Contract		
2.2	Experience with any Govt. organization/ PSU in India on Development of enterprise applications in last five years in the domain of software development & associated Operations & Maintenance (O&M) projects using microservice architecture with automated workflow and cloud enablement in last five year	Work Order/ Client Letter/ Job Completion certificate/ Contract		
3	Experience related to integration, LXP and AI (Refer form 5 for submission of document)			
3.1	Experience in integrating Zoom/Webex APIs in portals for training/meetings with feature of recording	Work Order/ Client Letter/ Job Completion certificate/ Contract/ demonstration during technical presentation		
3.2	Experience in AI-based (Machine Learning and NLP based use cases solution) development or implementation (preferably in education, TVET, L&D, HR Tech, or similar domains) and development of AI based conversational chatbot	Work Order/ Client Letter/ Job Completion certificate/ Contract		
3.3	LXP / Capacity Building Platform experience: Relevant experience in the design, development, and maintenance of	Work Order/ Client Letter/ Job Completion certificate/		

#	Criteria	Documentary Evidence	Documentary Proof to be submitted (yes/no)	Page number
	Learning Experience Platforms (LXP) or Capacity Building Platforms within the past five (5) year	Contract		
4	Approach & Methodology	(Refer form 8 for submission of document)		
4.1	Technical proposal Understanding the scope, approach, methodology, and proposed work plan			
5	Key Personnel Profiles:	(Refer form 7 for submission of document)		30
5	Marking is based on key profiles mentioned in this section.			

Form - 2: Declaration of Acceptance of Terms and Conditions in RFP

(On Bidder's Letter head)

(Date and Reference) To,

The Secretary,
Central Board of Secondary Education,
Integrated Office, 4th Floor, Sector-23, Dwarka, New Delhi - 110075.

Subject: Request for Proposal (RFP) **"Selection of an agency as System Integrator for Training Unit of CBSE"**

Ref. No.:

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document [No.....]
Regarding **"Selection of an agency as System Integrator for Training Unit of CBSE."**

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form - 3: General Information about bidders.

Requirements in Technical Bid	
Name of the Company / Firm	
Date of Incorporation (Registration Number & Registering DIT) GST No., PAN No.	
Legal Status of the Company in India & Nature of Business in India: <i>Public Ltd Company / Private / Partnership firm</i>	
Address of the Registered Office in India	
Date of Commencement of Business	
Address of the office in Delhi (if any)	
Details of the Contact Person: Name: E-mail id: Phone. number Fax number	
Website	

Note: Please provide incorporation certificate, PAN Card and GST registration details

Form - 4: Bidder's Annual Turnover and Net-worth Certificate.

(On Applicant's Statutory Auditor's letterhead)

TURNOVER CERTIFICATE

This is to certify that we M/s are the statutory Auditors of
M/sand that the below mentioned details are true as per the
Audited Financial Statements of M/sfor the below mentioned years:

Sr. No	Financial Years	Annual Revenue	Net worth
1	2022-23		
2	2023-24		
3	2024-25		

Not: Provide either Audited Balance sheet or CA Certificate with CA's Registration Number/ Seal for Turnover in the above format.

Form - 5: Bidder's Relevant Experience Certificate

Please provide information as per the criteria set so as to facilitate fair evaluation:

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by your Firm. / Entity (profiles):
Name of Client:		No. Of Staff:
Address& Contact Number:		No. Of Staff-Months: Duration of assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Rupees):
Name of Associated firm (s) if any:		No. Of Months of Professional Staff provided by Associated firm (s):
Name of senior staff (Project Director / Coordinator, Team Leader) involved, and functions performed:		
Narrative description of Project:		
Description of Actual Services provided by your staff:		
Technology used (if applicable)		

Note: Kindly attach work order / work completion certificate

Form - 6: Particulars of key professionals

Sr. No	Name	Educational Qualification	Length of Professional Experience	Present Employment (Name of the Employer & Employed Since)	Number of Eligible Assignments

Form - 7: CVs of key professionals

1	Proposed Position:				
2	Name of Firm:				
3	Name of Staff:				
4	DOB:				
5	Nationality:				
6	Education: (Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment)				
7	Membership of Professional Associations:				
8	Other Training and certification				
9	Country of Work Experience:				
10	Language				
11	Total years of relevant experience				
12	Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:	From	To	Employer	Position held
13	Detailed Task assigned:				
14	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned				
Year Location Employer Main project feature Position held. Activities performed.					
Year Location Employer Main project feature Position held. Activities performed. (Same can be replicated based on number of assignments to be highlighted)					

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Yours Sincerely

Name:

Designation:

Seal: Date:

Place:

Form - 8: Approach, Work Plan and Methodology

Technical approach, methodology and work plan are key components of the Technical Proposal. The bidder is suggested to present technical proposal divided into the following sections:

- **Understanding of TOR**

The Applicant will submit their understanding of the TOR specified in the RFP in a brief manner underlying the crucial and important aspects of it. The Applicant may supplement various requirements of the TOR if they consider this would bring more clarity and improvements over the existing requirements and assist in achieving the Objectives laid down in the TOR. Also, the applicant will cite other assignments and campaigns with similar objectives and highlight the key takeaways and learnings relevant to this assignment.

- **Implementation Approach and Methodology**

The Applicant will submit his methodology for carrying out this assignment to achieve the Objectives laid down in the TOR. The Applicant will submit a brief write up on their proposed team and organization of personnel explaining how various areas of expertise needed for this assignment have been fully covered by their proposal. In case the Applicant is a consortium, it should specify how expertise of each firm is proposed to be utilized for this assignment. The Applicant should specify the sequence and locations of important activities, and quality assurance plan for carrying out the Consultancy Services.

- **Proposed Work plan and Work Breakdown of the Proposed Solution**

- **Team structure and deployment plan**

- **Infrastructure requirement**

Resource Summary	
Compute (VM, Container, Databases)	
OS License	
Storage	
Backup as a Service	
Network & Security	
Others (rows and column can be added as per requirement)	

Form - 9: Power of Attorney for Authorised Signatory

(On Rs. 100/- court stamp paper)

Know all men by these presents, we,..... (Name of Firm and address of the office) do hereby constitute, nominate, appoint and registered.

Authorize Mr./MS.....Son/daughter/wife and presently residing atWho is presently employed with/ retained by us and holding the position of as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for and selection to work as Request for Proposal (RFP) for "Selection of an agency as System Integrator for Training Unit of CBSE", including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to CBSE, representing us in all matters before CBSE, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the CBSE in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the Agreement with CBSE.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS..... DAY OF, 2025

For.....
(Signature, name, designation and address)

Witnesses:

1
2

Notarized

Accepted

(Signature, name, designation and address of the Attorney)

Form -10: Self certification/ Undertaking on being not blacklisted.

(On Rs. 100 non-judicial stamp paper)

This is to certify that << **COMPANY NAME** >> is not blacklisted by the Government of India or any of its agencies for any reasons whatsoever and not blacklisted by Central / any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices and not backed out from executing the work after award of the work and is approved / upheld by any court decree or arbitral award against the bidder to such effect as on the bid submission date .

Company Secretary / Authorized Signatory

Name: _____

Designation: _____

Date: _____

Seal/Stamp of Bidder

Form -11: Bank Guarantee for Earnest Money Deposit

To,
The Secretary,
Central Board of Secondary Education,
Integrated Office, 4th Floor, Sector-23, Dwarka, New Delhi - 110075.

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP #<<RFP Number>> dated <<Date>> for **Selection of an Agency as System Integrator (SI) for Training Unit of CBSE** (hereinafter called "the Bid") to Central Board of Secondary Education (CBSE)

Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto Central Board of Secondary Education (CBSE) (hereinafter called "the Purchaser") in the sum of INR <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a) Withdraws his participation from the bid during the period of validity of bid document; or
 - b) Fails or refuses to participate in the subsequent Tender process after having been short listed.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note 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.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed INR <<Amount in figures>> (Rupees <<Amount in words>> only)
- II. This Bank Guarantee shall be valid up to <<insert date>>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Name:

Designation:

Address:

Seal:

Date:

Form-12: Bank Guarantee for PBG

Format for Performance Bank Guarantee

<Location, Date>

<Name>

<Designation>

<Address>

Whereas <<name of the agency and address>> (hereinafter called "the applicant/agency") has undertaken, in pursuance of the contract no. <<insert contract no.>> dated. <<insert date>> to provide consulting services for <<name of the assignment>> to Client << client name>>. (Hereinafter called "the beneficiary")

And whereas it has been stipulated by the said contract that the applicant/agency shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract.

And whereas we, <<Name of the Bank>> a banking company incorporated and having its head/registered office at <<address of the registered office>> and having one of its offices at <<address of the local office>> have agreed to give the agency such a bank guarantee/e-Bank Guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the agency, up to a total of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) and we undertake to pay you, upon your first written demand declaring the agency to be in default under the contract without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the applicant/agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the applicant/agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<insert scheduled date of contract completion>>. Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Rs <<Insert Value>> (Rupees <<insert value in words>> only).

II. This bank guarantee shall be valid up to <<insert scheduled date of contract completion>>.

III. It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.

Form 13 Format of Bid Security Declaration from Bidders

(on Company Letter Head)

Format of Bid Security Declaration from bidders (On Bidders' Letter Head)

I /We, the authorized signatory of M/s_____, participating in the subject Tender No: _____, do hereby declare that in the event:

I / We withdraw / modify our bid during the period of bid validity OR

I/We commit any other breach of tender conditions / contract which would have otherwise attracted forfeiture of EMD OR

I / We fail to / refuse to initiate the execution of the awarded Contract as per the terms of the Contract then I / We could be suspended from being eligible for bidding / award of all future tender(s) of the CBSE for a period as may be specified by the CBSE.

Signature and seal of authorized signatory of bidder
Name of authorized signatory:

Form-14: Undertaking for compliance of rule 144(xi) of GFR.

(Company letter head)

To

[Date]

<< Authorised Officer, CBSE,
New Delhi, India - 110092>>

Subject: Submission of Model Certificate in compliance of Rule 144 (xi) of GFR 2017

Dear Sir/Madam,

I have read the clause regarding restrictions on procurement from a bidder of a country which shares land border with India; I hereby certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

I have read the clause regarding restrictions on procurement of a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

Form-15: Undertaking on Conflict of Interest

(Company letter head)

[Date] To

<< >>

Sir,

Sub: Undertaking on Conflict of Interest

I/We, as the Implementation Agency, do hereby undertake that there is absence of, actual or potential conflict of interest on our part as the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the CBSE.

I/We also confirm that there are no potential elements (timeframe for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold CBSE harmless during the term of the contract or twelve months thereafter against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals, reasonably) by CBSE and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorized Signatory

Designation

Company Seal

FINANCIAL PROPOSAL

Form - 1: Covering Letter (Date and Reference)

(On Bidder's Letter head)

To,

The Secretary,
Central Board of Secondary Education,
Integrated Office, 4th Floor, Sector-23, Dwarka,
New Delhi - 110075.

Sub: Request for Proposal (RFP) for "Selection of an agency as System Integrator for Training Unit of CBSE".

I/We, (Applicant's name) herewith enclose the Financial Proposal for selection of my/our firm for the "Selection of an agency as System Integrator for Training Unit of CBSE."

I/We agree that this offer shall remain valid for a period of 180 days (One Hundred and Eighty Days) days from the Proposal Due Date, or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form - 2: Financial Bid

(To be filled in BOQ template and uploaded along with BID on CPPP)

(All Prices in Indian Rupees only and taxes as per applicable)					
S. No.	Role Description	Number of Proposed Resources (A)	Effort (in Person Months) (B)	Person Month Cost (C)	Total Person Month Cost (= A*B*C)
Development Phase: Phase 1 (for 8 months)					
1	Project Manager	1			
2	Business Analyst	1			
3	Solution Architect	1			
4	Front End Developer	2			
5	Full Stack Developer	4			
6	Database Developer (DBA)	1			
7	DevOps Engineer (for 3 months)	1			
8	QA Engineer/Tester (for 5 months)	1			
9	AI/ML Engineer (for 5 months)	1			
10	UI/UX Designer	1			
11	Mobile App Developer (for 6 months)	1			
12	Any other resources				
Total Cost for Phase 1=D1					
Hyper Care: Phase-2 (for 4 months)					
1	Project Manager	1			
2	Business Analyst	1			
3	Full Stack Developer	2			
4	DevOps Engineer	1			
5	AI/ML Engineer	1			
6	Mobile App Developer	1			
7	QA Engineer/Tester (for 1 month)	1			
8	Any other resources				
Total Cost for Phase 2=D2					
O&M: Phase 3 for 60 months (Y2-Y6)					
1	Business Analyst	1			
2	Full Stack Developer	2			
3	DevOps Engineer	1			
4	AI/ML Engineer (for 3 months of Y2 only)	1			
5	Mobile App Developer (for 3 months of Y2 only)	1			
6	Any other resources				
Total Cost for Phase 3=D3					
Total Resources Cost (in Figures) (D) = D1+D2+D3					
Total Resources Cost (in Words) (D)					
Taxes as per applicable					

(All Prices in Indian Rupees only and taxes as per applicable)					
S. No.	Role Description	Number of Proposed Resources (A)	Effort (in Person Months) (B)	Person Month Cost (C)	Total Person Month Cost (= A*B*C)
Total cost inclusive of taxes and resources					

Note:

- Development Phase (Phase 1):** The cost should be calculated for a duration of **8 months**, based on the resource requirements outlined in the RFP. Note that for certain resources, the number of months may vary as specified.
- Hyper Care Phase (Phase 2):** The cost should cover a period of **4 months**, aligned with the proposed resource requirements in the RFP.
- Operations & Maintenance (O&M) Phase:** The cost for the **AI/ML Engineer** and **Mobile App Developer** should be estimated for the **first 3 months of the second year**, in accordance with the project requirements.
- The overall resource cost will be calculated by aggregating the costs of each phase as follows:
Phase 1 (Development phase): Cost = D1
Phase 2 (Hyper Care phase): Cost = D2
Phase 3 (Operations & Maintenance phase): Cost = D3
 Thus, **Total Resource Cost (D) = D1 + D2 + D3**
- The bidder may propose any additional resources considered necessary to meet the project objectives. The associated **effort (in Person Months)** for these resources must be determined and specified **exclusively by the bidder**, in accordance with the RFP and project requirements.
- Bidder shall provide all prices, quantities as per the prescribed format under this Annexure. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (Zero) in all such fields.
- Prices quoted by the bidder must be **all inclusive**, firm, and final, and shall not be subject to any escalation whatsoever during the period of the contract. Prices should indicate the price at site and shall include all applicable taxes.

*** End of document ***