

REQUEST FOR PROPOSAL (RFP)

Selection of Implementing Agency for
Design, Development and
Maintenance of Haryana Overseas Job
Portal

JUNE 2022

FOREIGN COOPERATION DEPARTMENT,
GOVERNMENT OF HARYANA

Important Information

S. No.	Event	Details
1	Release of RFP	20.06.2022
2	Last date for submission of Prebid queries	23.06.2022
3	Last date and time for submission of hardcopy of technical bid in Director General & Secretary, Foreign Cooperation Department, Room NO. 28, Haryana Civil Secretariat, Sector 1, Chandigarh	14.07.2022 11:59:59 PM
4	Date & time of opening of bids	15.07.2022 02:30 PM
5	Presentation	18.07.2022 03:00 PM
6.	Cost of RFP Document (non-refundable)	Demand Draft of INR 10,000/- (inclusive of applicable taxes) of any scheduled bank in favour of Director General & Secretary, Foreign Cooperation Department, Government of Haryana
7.	Contact Details	Director General & Secretary, Foreign Cooperation Department, Room No. 28, Haryana Civil Secretariat, Sector 1, Chandigarh E-mail: anantppandey.99@gov.in

1. Introduction

Government of Haryana has established a dedicated Foreign Cooperation Department (FCD), responsible for the State's diplomacy, forging bilateral and multilateral ties at the international level, and assisting Haryanvi diaspora. One of the mandates of the Department is to enhance the socio-economic welfare of the State and its people by helping them in Overseas Placement.

To facilitate overseas placement, Haryana Foreign Placement Unit/ Cell will be established under the aegis of Foreign Cooperation Department. One of the mandates of the Unit will be to design and develop a Job Portal for placement of Haryanvi Youth in overseas country.

In this regard, the Foreign Cooperation Department is inviting proposal from qualified IT/ Software agencies for the design, development and maintenance of the Haryana Overseas Job Portal.

2. Scope of Work:

The broad scope of work of the Implementing agency (IA) is to provide IT Solution for development, design and maintenance of the Haryana Overseas Job Portal to perform the following activities in a timely manner -

- Design, development, implementation, installation and commissioning of Haryana Overseas Job Portal, complete with a search engine having interfaces for Job Seekers, Employers, as well as other stakeholders.
- It should have a robust search engine for matching the profiles of the job seekers with the employers.
- The portal will be used for skill and capability development initiatives as well, thereby helping in increasing the employability in the state.
- Provision for ICT based video tutorial/training for job seekers.
- The system should have a Modular architecture and should be scalable to meet the growing demand of a dynamic job market.
- It should have quick and virtual helpdesk system for job support for job seekers.
- Integration with various Govt. departments of Haryana
- It should have Bi-lingual (English & Hindi) language support.
- Conducting awareness program for all the stakeholders
- Functionality of IVRS based quick registration, SMS based quick registration
- It will be the responsibility of the implementing agency to complete the security audit of the portal before Go-Live and needs to comply with the reports and share the Audit report with FCD. It will also be the responsibility of the implementing agency to perform the security audit on yearly basis and submit the report to FCD. Failing to which FCD has the right to withheld the payment and impose penalty.
- All the data should be stored in central server managed at the data proposed center or other dedicated server.

In addition to above, the Job Portal shall have following functionalities-

A. Registration and Creation of Login IDs for GoH Department, Organisation, Institutes, Technical Institutes, Universities, Sector Skill Councils, NSDC etc.

- Primary Login IDs for GoH Department, Organisation Institutes etc. shall be created for Admin Secretaries, HoD and nodal officers.
- All such officers from department/ institutions shall be able to view the details of Job seekers registered on portal, Job Providers details, Recruiting Agents details and any other relevant details as per need of concerned department/ Organisation.
- The facility of generation of various types of reports such as employer-wise placements, location-wise placements, Skill requirements of jobs offered on portal, skill map of candidates registered etc. shall be provided on Job Portal.
- Any other functionality that may arise in due course.

B. Registration and Creation of Job Seekers from Haryana Domicile

- The Job Seekers from Haryana should be able to register and obtain the login ID.
- Integration with Parivar Pahchan Patra Portal.
- The portal should allow such job seekers to view, update and print their information.
- Functionality of the Job Portal shall also include
 - Search Jobs,
 - View Job Description,
 - Apply Jobs,
 - View Job alerts (SMS)
- Job Portal shall have facility to search sub sector wise job and industry/profession wise job
- People can lodge their grievances online and obtain relevant information, if desired
- Facility for IVRS based quick registration and, SMS based quick registration for those jobseeker who are not able to register through online portal.

C. Registration for Stakeholder Recruiting agents/ Foreign Companies/ Foreign Employer etc.

- Recruiting Agents/ Foreign Companies/ Foreign Employer can register and update their profile using login ID and password sent to them on email after completion of form and its acceptance by nodal institution.
- Recruiting Agents/ Foreign Companies/ Foreign Employer will have their secured My Account Page through which they can post their job vacancy/ requirements on the portal for inviting applications from job seekers.
- The Recruiting Agents/ Foreign Companies/ Foreign Employer will be allowed to search candidate's data base to find suitable candidates
- On selection, the Recruiting Agents/ Foreign Companies/ Foreign Employer will create an offer and notify the candidate via portal.

D. Ease and Speed of Access of Job Portal User friendly: Access to the portal should be through the click of a mouse, with interaction with the keyboard. It should have interactive guidance as users navigate through the pages, making them simpler and quicker to use

- It can be accessed through mobiles also and all the webpages should be responsive.
- The proposed Job Portal shall be easily accessible by all categories of registered users.
- The proposed Job Portal should be able to create adequate publicity among jobseekers and recruiters of the target group
- Online registration, updation of job seekers / employers
- Online service for notification of vacancies by the Job-providers.
- Online SMS / Email facilities regarding job vacancies
- **Technology Platform:** The portal shall be developed using Open standards-based Technologies. Security and Cloud storage features need to be used effectively. It can be accessed through mobiles also and all the webpages should be responsive.

E. Other Features:

- The portal shall provide a log-in and User ID mechanism for end users, where users can create a profile. Profile information and records shall be saved and be accessible by the user.
- The portal shall have special users/ groups with administrative privileges to update / change the information. The implementing agency must create an updated information review, verification and approval process for updating the information in the portal
- The portal must allow for CAPCHA's or other challenge-response test to ensure human input in all forms and transactional sections
- The Portal shall allow the users to provide comments and feedback on online services. This is specific to the portal usage, as against the Grievance Redressal Module
- The portal with compliance for at least Internet Explorer, Firefox, Chrome, Safari etc.
- It should have a provision for online training and educational resources to help prepare job seekers.
- To advance and improve job seeker skills, job seekers can use the portal to enroll in online certificate/course, other state specific programs and industry related programs through accredited institutions.
- It will be the responsibility of implementing agency to prepare and add training related video and content to the portal.
- The Implementing agency shall monitor and check the system regularly for performance bottlenecks, and resolve the issues.
- The Implementing agency shall design and successfully test backup and recovery capabilities for the application. The Implementing agency shall finalise the

functionality and the frequency of backup in consultation with the department and should be documented and signed off.

- Any required version/software upgrades, patch management, etc. shall be the responsibility of the Implementing agency for the entire contract period at no extra cost to FCD.
- **Monitoring Tool:** The Implementing agency shall ensure the deployment of management and monitoring tools for Application Performance Monitoring, version control (software as well as document) and bug tracking. The IA shall use a proper project management tool for monitoring the implementation of project. The IA shall provide access of the tool to the high level officials of the department. All necessary training regarding the use of the tool should be provided by the IA.

F. **Operation and Maintenance:** The implementing agency shall be responsible for the operation and maintenance (O&M) support of the entire the application during the contract period. The implementing agency will provide on-site post implementation support.

- The implementing agency must provide Post Implementation Support (including warranty) till the end of contractual period as per implementation plan
- The implementing agency shall also deploy IT handholding team at various facilities to provide handholding support to the users at various locations according to the implementation schedule
- The implementing agency should provide a centralized Helpdesk and Incident Management Support till the end of contractual period

G. **MIS Reporting:** The implementing Agency would need to ensure that the necessary reports can be generated on a periodic basis. Overall, the portal should have a MIS reporting module, with which it becomes easy to configure any report from the system. The main security considerations are:

- The application and database security should integrate with platform security and system security.
- The solution should provide for maintaining an audit trail of all the transactions and all entries into the system.
- The solution should provide Single-Sign-On features with password encryption and capability to enforce changing the passwords at system-defined intervals.

H. **Dashboard:** A dashboard shall be created with functionality such as Job seekers registered on portal, Job Providers details, Recruiting Agents details and any other relevant details as per need of concerned department/ Organisation.

I. **Portal Hosting:** It is expected to be hosted on secured server with high reliability 99.5% uptime and capability to handle large volume of online traffic.

J. **Security Audit:** The implementing Agency is responsible for audit the portal for hosting the web portal as per guidelines of competent authority. It will also be the

responsibility of the implementing agency to perform the security audit on yearly basis and submit the report to FCD.

- K. **SMS Gateway:** The SMS gateway / Mobile services shall provide most of the services of the Portal over SMS and/or through a mobile browser or mobile application. It is assumed that standardized mobile phone browser shall also allow access to the Job Portal
- L. **Content Management:** The Implementing Agency should include flaw less Content Management features in the portal including Content Creation, Translation, Approval and updation mechanisms, so that a portal which is rich in terms of contents and accessed by people largely from rural background or with even lower qualification can also be created.
- M. **Online and Offline promotion**
 - i. Social Media Promotions
 - ii. Google Search Advertising
 - iii. Social Media Management (Includes creating & managing social media pages, writing content, designing graphics, analyzing & managing ads)
 - iv. Social Media Marketing (Ads) (Includes advertisement on Facebook & Instagram platforms)

3. TIME SCHEDULE:

The Work shall be completed in its entirety within the schedule as given below.

- i. Commissioning Period- The Department intends to launch the portal on 15th July 2022, i.e.

Designing and Development of Job Portal	3 weeks
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- ii. Operation and Maintenance period: The implementing agency should provide free of cost maintenance of work for 3 months after go-live. Post that, the Operation and Maintenance of portal shall be for a period of three (3) years.

4. Eligibility and pre-qualification criteria

The IA must satisfy each of the criteria, as specified in the TOR with supporting documents, in order to qualify for consideration and evaluation of its Proposal:

- The IA should have experience of at least 03 years in the field of development of dynamic website / web portal. They should submit documents in support of the above during the last 03 years. (Work order/ Lols).
- The IA should be Company registered under Companies Act, 1956 and Registered with the Service Tax Authorities (incorporation certificate).
- The IA should have an annual turnover of not less than INR 50 lakhs, in each of the last three financial years (Audited Financial Statements to be given)
- The IA should have successfully completed at least 3 (three) web based dynamic application / project of value atleast INR 10 lakhs each (exclusive of taxes) in last 3 years (work order/ Lols).

- The IA should submit copies of the Income Tax returns of the last 03 years and a copy of the Service Tax Registration Number (income tax return and GST Registration certificate)
- The IA should not be blacklisted by any agency of the central government, Public Sector Undertaking or by any department of any State Government (self-certification).
- Any kind of consortium/JV/Sub Contracting is not allowed (self-certification).

5. Submission Procedures

The Proposal should be enclosed in envelopes as per the following:

- **Sealed Envelope A:** containing hard copy of the Technical Proposal. The envelope should clearly provide the contents inside the envelope and should be superscribed as “**Technical Proposal: Design, Development and Maintenance of Haryana Overseas Job Portal**”. Technical Proposal should be submitted as per Annexure - I.
- **Sealed Envelope B:** containing hard copy of the financial proposal. The envelope should clearly provide the contents of the envelope and should be superscribed as “**Financial Proposal: Design, Development and Maintenance of Haryana Overseas Job Portal**”. Financial Proposal should be submitted as per Annexure - II.
- All the above-mentioned sealed envelopes (i.e. Envelope A and B) should be enclosed in another envelope ‘C’ stating the contents of the envelope. Response to this Request for Proposals as per (Annexures I & II) is required to be submitted on or before 11:00 hrs on 06.07.2022.
- The envelope should also indicate the name and address of the applicant to enable the proposal to be returned unopened in case it is declared "late".
- FCD, GoH will verify whether the proposal is in order as per the RFP requirement. Thereafter, the proposal shall be reviewed against the Eligibility Criteria as specified in the section “ELIGIBILITY CRITERIA”. Only those IA’s who meet the eligibility criteria this shall be considered for detailed technical evaluation.
- The proposal has to be submitted in the form of a printed document.
- The proposal submitted by any other means and beyond the stipulated timeline assigned for proposal submission shall not be entertained
- Any condition put forth by the IA non-conforming to the proposal requirements shall strictly not be entertained and such proposal shall be rejected.
- Incomplete proposal forms are liable to be rejected. No further correspondence will be entertained from rejected IA (s).
- The proposal should be signed by the authorised signatory confirming that all the details furnished in the proposal are true and correct to the best of his/her knowledge and that in case any false information or suppression of any material information is furnished, the proposal shall be liable for rejection by FCD, GOH.
- Financial bids will be opened only for those IAs who qualify the technical evaluation criteria.

- Envelopes should be properly sealed and addressed to:
 Director General & Secretary,
 Foreign Cooperation Department,
 Room NO. 28, Haryana Civil Secretariat,
 Sector 1, Chandigarh

6. Proposal evaluation criteria and selection procedure: -

The technical bids will be opened on 06.07.2022. One representative of the firm, if so desired by them, may be present at the time of opening of Technical Bid. The Financial Bids will be opened in due course in respect of technically qualified IAs only. The IA who meets the minimum eligibility criteria and has quoted the lowest rates shall be awarded the work.

6.1 Technical Evaluation- The technical bids of all the IAs who qualify the Prequalification criteria shall be evaluated. The Selection Committee shall evaluate the technical bid with reference to the information provided in Annexure I.

The criteria for technical evaluation are as follows:

Sr No	Evaluation Criteria	(Score in points)								
1.	<p>Experience in Software Development & Implementation Services</p> <ul style="list-style-type: none"> - IA should demonstrate their past experience in delivering dynamic website / web portal in a minimum of three (3) engagements in past three years. - The value of each project shall be based on billable value as specified in the table below. Such amount has to be fully billed and realized for award of scores- <table border="1" style="margin-left: 20px;"> <thead> <tr> <th style="text-align: center;">Project upto Value in INR</th> <th style="text-align: center;">Score for each project</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">>20 Lakh</td> <td style="text-align: center;">10</td> </tr> <tr> <td style="text-align: center;">>15 <= 20 lakhs</td> <td style="text-align: center;">8</td> </tr> <tr> <td style="text-align: center;">>= 10 <= 15 lakhs</td> <td style="text-align: center;">6</td> </tr> </tbody> </table> <p>Proof of successful completion of engagements/realization (Work Order, Completion Certificate/ Client Certificate and citations) should be furnished.</p>	Project upto Value in INR	Score for each project	>20 Lakh	10	>15 <= 20 lakhs	8	>= 10 <= 15 lakhs	6	30
Project upto Value in INR	Score for each project									
>20 Lakh	10									
>15 <= 20 lakhs	8									
>= 10 <= 15 lakhs	6									
2	<p>Government Experience</p> <p>Out of the engagements specified, if at least one engagement has been completed for Central or State Government in India.</p>	10								
3	<p>Local presence: Demonstrated by presence of a local office (Chandigarh/Panchkula/Mohali) with atleast 10 qualified full-time technical staff</p>	10								

4	Presentation and unique value proposition <ul style="list-style-type: none"> - Proposed Development Process Approach and Methodology will be awarded 20 marks - Proof of Concept - 10 marks - Experience of implementing similar projects- 10 marks - Identification of major risks for the projects and also propose suitable mitigation plan for each of identified risks will be awarded 10 marks. 	50
Total		100

Note-

- a. The eligibility criteria will be first evaluated as defined in IAs Eligibility. Detailed technical evaluation and marking will be taken up in respect of only those IAs, who meet with the prescribed eligibility criteria.
- b. At the end of the evaluation of the technical proposals and the IAs who have received more than or equal to 70 Marks and who have been determined as being qualified for award to attend the bid opening of the financial proposals.

6.2 Financial Proposal

- a. The Financial Proposal of technically compliant Bids will be opened in public at a date and time communicated by FCD. The Financial Proposals shall be evaluated, and the Contract will be awarded to the IA who's Bid has been determined to be the lowest Bid.

6.3. Award of Contract

- a. The L1 IA may be invited for contract.
- b. The selected IA is expected to commence the Assignment on the date assigned.

7. Payment terms:

The Work Completion timelines are provided Subsystem wise: 'T' = Date of issue of "Letter of Allotment or Work Order"

#	Milestone	Deliverables	Timelines	Payment Terms
1	Project Kick-Off and Team Mobilization	Project Inception Report Project Management Plan	T+1 day	Nil
2	System Requirements Definition And System Architecture and Design	<ul style="list-style-type: none"> • Current State Assessment • Future State Definition • Updated Functional Requirement Specification (FRS) Document • Software requirement Specification (SRS) Document • Implementation Plan 	T+1Week	Nil

#	Milestone	Deliverables	Timelines	Payment Terms
		<ul style="list-style-type: none"> • System Design Document • Training Plan 		
5	Solution Deployment, Integration & Configuration	<ul style="list-style-type: none"> • Complete solution deployment and integration • Solution Integration document • Solution Unit Testing document • User Manual • Maintenance Manual • Software Development Document 	T+2 Weeks	nil
6	Providing Beta Version of the Web site and UAT Completion	<ul style="list-style-type: none"> • Finalized Test Plan • Test Results document • Sign-off for migration to production • Successful Go-Live 	T+3 Weeks	100 % of Total Quote as per Annexure 2
7	Knowledge Transfer and User Training	<ul style="list-style-type: none"> • Staging, Training and Production • Knowledge Transfer session with FCD team • Training Document/Presentation • Transition document 	T+8 Weeks	Nil
8	Operation and Maintenance and Other Expenses to be incurred after Go-Live of the Web Site	<ul style="list-style-type: none"> • Submission of Invoice and verification by competent authority 	Quarterly after Go-Live	Equal Quarterly Payments of Total Quote as per Annexure 2

Note :-

- It will be the responsibility of the Successful IA to submit the above mentioned document to the technical committee formed by FCD. This committee will evaluate all the documents submitted by the IA and then will finally submit its recommendation to the FCD. Only after receiving that recommendation, FCD will process the payments of the IA.
- No advance payment will be made.
- All the payments will be made subject to deduction of tax, duties and levies if any as per rules.
- The implementing agency should provide free of cost maintenance of work for 3 months

8. Key Dates

#	Key Activities	Date
1	Release of RFP	20.06.2022
2	Last date for submission of Prebid queries	23.06.2022
3	Last date and time for submission of hardcopy of technical bid in Director General & Secretary, Foreign Cooperation Department, Room NO. 28, Haryana Civil Secretariat, Sector 1, Chandigarh	14.07.2022 11:59:59 PM
4	Date & time of opening of bids	15.07.2022 02:30 PM
5	Presentation	18.07.2022 03:00 PM

9. Address for Communication & Proposal Submission

Director General & Secretary,
Foreign Cooperation Department,
Room NO. 28, Haryana Civil Secretariat,
Sector 1, Chandigarh
E-mail: anantppandey.99@gov.in

TECHNICAL PROPOSAL FORMAT

S. No.	Particulars	
01.	Name of the Agency	
02.	Complete Address	
03.	Contact person with designation	
04.	Telephone Number & other contact details	Office _____ Shop _____ Residence _____ Fax _____ Email _____
05.	Date of Establishment of Firm	
06.	PAN No. (Self-attested copy to be enclosed)	
07.	Service Tax No. (Self-attested copy to be enclosed)	
08.	Copies of Income Tax Returns for the last 03 years to be enclosed	
09.	Previous Project experience	
10.	Name of the project	
11.	Client for which the project was executed	
12.	Name and contact details of the client	

13.	Project Details	
14.	Project Name & Description of the project	
15.	Project Type	
16.	Scope of work	
17.	Project Components	
18.	Scope of services (functions/ modules etc.)	
19.	Service levels being offered/ Quality of service (QOS)	
20.	Duration of the project (no. of months, start date, completion date, current status)	
21.	Mandatory Supporting Documents: a) Work Order or b) Self-Certified copies or c) Letter from Clients	
22.	Experience criteria: Details of firms experience in the relevant field (Self attested dulywork completion certificate to be enclosed)	
23.	Annual Turnover during the last three years (Audited Statement of Accounts to be enclosed)	

Note: In case of space constraint, separate sheet may be attached.

Annexure - II

FINANCIAL PROPOSAL FORMAT

Dear Sir,

We, the undersigned, offer to provide the job for the development, designing and maintenance of Overseas Job Portal for the Foreign Cooperation Department, Haryana in accordance with the terms & conditions as contained in this document and our Technical Proposal.

Summary of Costs

S No.	Particulars	Amount (Rs.)	Amount in words
1	Design and Development cost Total Expenses / charges for the development, designing of Portal.		
2	Operation and maintenance cost		
3	Security audit from CERT-IN		
4	Payment gateways integration		
5	SMS and email integration		
6	Service Tax / Any other tax		
Total			

Date:

Authorized Signature

Place:

Name.....

Designation.....

Name of firm.....

Address:.....

Note: To be submitted on Letter head with authorized signature and stamp of the agency in financial bid.

Annexure III

Team Composition:

S. No.	Name of Staff with Qualification and Experience	Area of Expertise	Position Assigned

Note: In this section, the IAs should indicate resources to be deployed