
Request for Proposal
for
Selection of Service Provider
for
Design, Development/upgradation,
Customization, Integration, Implementation,
Capacity Building, and Operations & Maintenance
of Multi-level Artificial Intelligence (AI) enhanced
Vidya Samiksha Kendra (VSK 2.0)
for Gujarat Council of School Education - Samagra
Shiksha (GCSE-SS), Education Department,
Government of Gujarat

GeM Bid No: GEM/2023/B/4177815

Gujarat Council of School Education, Samagra Shiksha,
State Project Office, Sector-17, Gandhinagar, Gujarat.

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Glossary

Terms	Full form
AI	Artificial Intelligence
API	Application Program Interface
BOM	Bill of Material
BSF	Bid Security Form
EMD	Earnest Money Deposit
GCERT	Gujarat Council of Educational Research and Training
GCSE-SS	Gujarat Council of School Education – Samagra Shiksha
LoI	Letter of Intent
PBG	Performance Bank Guarantee
PQ	Pre-Qualification
RFP	Request for Proposal
SLA	Service Level Agreement
SPD	State Project Director, Samagra Shiksha, Gandhinagar
TQ	Technical Qualification
UDISE	Unified District Information System for Education
VSK	Vidya Samiksha Kendra

1) Section I: Invitation for Bids

1.1 RFP Notice

Office of the State Project Director, Gujarat Council of School Education - Samagra Shiksha (GCSE-SS), GoG seeks proposals from reputed and experienced agencies to participate in competitive bidding for Design, Development/upgradation, Customization, Integration, Implementation, Capacity Building, and Operations & Maintenance of Multi – Level Artificial Intelligence (AI) enhanced Vidya Samiksha Kendra (VSK 2.0) for Gujarat Council of School Education - Samagra Shiksha (GCSE-SS), Education Department, Government of Gujarat for the Contract period.

The main objective will be to extend the Vidya Samiksha Kendra (VSK) platform to multiple levels such as Districts and Blocks through a comprehensive deployment of specialized manpower, software customization, and the integration of Artificial Intelligence (AI) and Machine Learning (ML) technologies.

The bidder shall be responsible for providing all types of applications/services, as mentioned in tender document & Scope of Work, as a part of this project.

Actual award of contract will follow the conditions as per this document. This document is given for enabling the bidders to know the tender conditions so as to guide them in filling up the technical bid and the quoting rates for GCSE-SS.

1.2 Important Dates / Information

No.	Information	Details
1	Project Name	Design, Development/upgradation, Customization, Integration, Implementation, Capacity Building, and Operations & Maintenance of Multi – Level Artificial Intelligence (AI) enhanced Vidya Samiksha Kendra (VSK 2.0) for a period of 5 years
2	RFP reference No and Date	GeM Bid No: GEM/2023/B/4177815, 06/11/2023
3	Last date for submission of written queries for clarifications	16/11/2023 up to 1800 hours Email ID: mis-ss@gujarat.gov.in for sending pre-bid queries
4	Date & Time of pre-bid meeting	17/11/2023, 1200 hours
5	Venue of Pre-bid meeting	Vidya Samiksha Kendra (VSK), Sector 19, Gandhinagar, Gujarat
6	Address for physical submission of Bid security /EMD in GCSE-SS.	Office of the State Project Director, Gujarat Council of School Education, Samagra Shiksha, State Project Office, Sector-17, Gandhinagar, Gujarat.
7	Last date and time for submission of proposals	27/11/2023 up to 1500 hours

No.	Information	Details
	(Technical and Commercial) (Online)	
8	Date & Time of opening of online bids received in response to the RFP notice	27/11/2023, 1530 hours onwards
9	Place, Time and Date of opening of Technical proposals received in response to the RFP notice	Will be Informed Later
10	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	Will be Informed Later
11	Presentation / demo on technical solution by bidders	Will be Informed Later
12	Earnest Money Deposit	INR 45,00,000/- (In the form of Demand Draft or Bank Guarantee in favour of State Project Director, Samagra Shiksha, Gandhinagar) as per the G.R. No. FD/ MSM/ e-file/4/2023/0057/DMO dated 21.04.2023 issued by Finance Department or further instruction issued by Finance department time to time
13	Bid Validity Period	180 Days from the Date of Opening the Bid
14	Performance Bank Guarantee	5% of the Total Contract Value
15	Performance Bank Guarantee Validity Period	Total Contract Period + 3 months (90 days) post expiration of all the Contractual Obligations

1.3 All bids must be submitted online on GeM Portal(<https://gem.gov.in/>)

1.4 Bidders shall submit Bid security/EMD of Rs. 45,00,000/- in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. No. FD/ MSM/ e-file/4/2023/0057/DMO dated 21.04.2023 issued by Finance Department or further instruction issued by Finance department time to time; in the name of “State Project Director, Samagra Shiksha, Gandhinagar” payable at Gandhinagar as per prescribed format given in this RFP and must be submitted along with the covering letter.

1.5 The sealed cover should super scribe as “Bid Security/EMD for the Request for Proposal for Selection of Service Provider for Design, Development/upgradation, Customization, Integration, Implementation, Capacity Building, and Operations & Maintenance of Multi – Level Artificial Intelligence (AI) enhanced Vidya Samiksha Kendra (VSK 2.0) for a period of 5 years for Gujarat Council of School Education - Samagra Shiksha, Education

Department, Government of Gujarat.

1.6 Technical Bids will be opened in the presence of Bidders' or their representatives who choose to attend on the specified date and time.

1.7 In the event of the date specified for receipt and opening of bid being declared as a holiday for GCSE-SS office the due date for submission of bids and opening of bids will be the following working day at the appointed times.

1.8 Bid validity period is 180 days from the date of bid opening.

2) Section II: Instruction to Bidders

Office of the State Project Director, Samagra Shiksha, Government of Gujarat, invites reputed eligible organizations to submit their technical proposals and financial offers for the project of selection of service Provider for Deployment, Capacity Building, Implementation and Maintenance for Multi-level AI-Enhanced Vidya Samiksha Kendra (VSK 2.0) in Gujarat, in accordance with conditions and manner prescribed in this Request for Proposal (RFP) document.

2.1. Pre-Qualification Criteria

The firm/company meeting the following eligibility criteria will be considered for Technical Bid evaluation.

#	Basic Requirement	Eligibility Criteria	Document Proof	Name to be given to the PDF file uploaded by the bidder
1	Legal Entity	The Bidder should be: An Indian Firm Registered under the Companies Act 1956/2013 in India or LLP firm/ Partnership firm under Partnership Act of 1932 in operation in India for a period of at least 5 years as on Bid Submission Date.	Copy of Certificate of Incorporation /Registration under Companies Act 1956/2013 or Partnership Act of 1932	PQ_1
2	Financial Turnover	The Bidder shall have an average annual turnover of INR 7.50 Crores in any three of the last five financial years (2018-19, 2019-20, 2020-21, 2021- 22 and 2022-23).	1. Audited Statement for the specified financial years 2. CA Certificate specifying the average annual turnover for the specified years	PQ_2
3	Technical Experience	The Bidder should have executed / executing - 1. One single work order of INR 6 Crore, or 2. Two work orders for INR 3.75 Crore each, or 3. Three work order for INR 3 Crore each in IT / ITES, ICT & e-Governance Projects / VSK / Command and Control Center / Learning Management	Copy of Purchase Order / Work Order clearly specifying the complete scope of work	PQ_3

#	Basic Requirement	Eligibility Criteria	Document Proof	Name to be given to the PDF file uploaded by the bidder
		System from Central Government / State Government / ULBs / PSUs during the period of FY 2018-19 to 2023-24 (upto the Bid Publish date)		
4	Tax registration and clearance	The bidder must be registered with: 1. GSTIN 2. Income Tax / PAN Number	1. Copy of GST Registration Certificate 2. Copy of PAN	PQ_4
5	Employees on Payroll	The bidder should have more than 60 Full-time employees in the organization	Submission of HR certificate from the sole bidder stating the same along with the latest Return filed with the Provident Fund department clearly showing the number of full-time employees	PQ_5
6	Local office	The Bidder must have an office in Gujarat or should furnish an undertaking that the same would be established within one month of signing the contract, if selected for the bid.	Undertaking in this regard by the authorized signatory of the bidder as per the given format	PQ_6
7	Mandatory Undertaking	The Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false Statements or	Notarized Undertaking by the authorized signatory of Bidder.	PQ_7

#	Basic Requirement	Eligibility Criteria	Document Proof	Name to be given to the PDF file uploaded by the bidder
		<p>misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) not have a conflict of interest in the procurement in question as specified in the bidding document. Comply with the code of integrity as specified in the bidding document.</p> <p>d) Affidavit by the Bidder, duly signed by the authorized signatory confirming they have not been blacklisted or debarred by any Central / State Government/Union Territories/PSUs in India as on the bid submission date in India.</p>		
8	Authorized Representative from Bidder	Power of Attorney in favour of Authorized Signatory signing the Bid.	Power of Attorney for the Bidder.	PQ_8

Note: All supporting documents needs to be uploaded Online on GeM Portal(<https://gem.gov.in/>)

2.2. Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GCSE-SS will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

2.2.1. The Bidding Documents

i. Contents of Bidding Documents

- The bid must be submitted online on GeM Portal(<https://gem.gov.in/>)

- The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents and on GeM Portal(<https://gem.gov.in/>). Failure to furnish all information required by the bidding documents in format or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

ii. Pre-Bid Conference/Clarification of Bidding Documents

A prospective Bidder requiring any clarification of the bidding documents may seek clarifications of his/her queries submitted on the date indicated under section I of this document. GCSE-SS will respond to any request for the clarification of any bidding documents, which receives before date mentioned for submission of queries. The queries should be submitted in the following format:

Sr. No.	RFP Document Reference (Volume,)	Section No./ Clause No.	RFP Page No.	Content of the RFP requiring clarification	Clarification Sought
1					
2					

iii. Amendment of Bidding Documents

- At any time prior to the deadline for submission of bids, GCSE-SS may, for any reason, whether on its own initiative or in response to the clarification may change their bid online through GeM Portal(<https://gem.gov.in/>).
- In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, GCSE-SS at its discretion, may extend the deadline for the submission of bids.

2.2.2. Preparation of Bids

i. Language of Bid

- The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and GCSE-SS shall be in English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the Bid, the translation shall govern.

ii. Documents Comprising the Bid

- The Technical Bid and Financial Bid must be submitted online through the e-Tendering website of GeM Portal(<https://gem.gov.in/>).
- The bid documents and addendums (if any) together shall be considered as final and self-contained bid documents notwithstanding any previous correspondence or document issued by GCSE-SS

iii. Bid Form

- The Bidder shall complete the Technical Bid and a Financial Bid furnished with this document giving details as per the format mentioned in the GeM Portal(<https://gem.gov.in/>).

iv. Bid Prices

- The Bidder shall indicate the prices in the format mentioned in Financial Bid.
- Following points need to be considered while indicating prices:

-
- The prices quoted should also include, inland transportation, insurance and other local costs incidental to delivery of the goods and services to their final destination within the State of Gujarat
 - The rates of GST which will be payable by the Client on the goods (if any) if this contract is awarded, should be quoted separately;
 - Invoicing shall be from Gujarat only.
 - Sharing of responsibility (between GCSE-SS and the bidder) of procurement of various types of software shall be as under:
 - The prices quoted shall be inclusive of license software required for actual running of applications developed (i.e. Operating System, databases and any other software required till the tenure of contract).
 - The price quoted shall be inclusive of development of software and operation & maintenance support for the period of contract with required number of copies of the licensed version used/proposed for the purpose. This shall also include the cost of integration with applicable modules of integrated solutions.
 - Bidder is expected to fill the rates/amount for all items in Price Bid format. However, in case, the bidder chooses to quote zero, nil amount or blank, it will be his risk and the same shall in no way restrict the scope of the work. Any rate quote field kept blank would imply that bidder is quoting zero prices for that item.
 - v. Bid Currency: Prices shall be quoted in Indian Rupees only.
 - vi. Bid Security/Earnest Money Deposit
 - Bid security/ Earnest Money Deposit **Rs. 45,00,000/-** in the form of **Demand Draft OR** in the form of an **unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission)** of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. No. FD/ MSM/ e-file/4/2023/0057/DMO dated 21.04.2023 issued by Finance Department or further instruction issued by Finance department time to time; in the name of “State Project Director, Samagra Shiksha, Gandhinagar” payable at Gandhinagar as per prescribed format given in this document) and must be submitted along with the covering letter. The sealed cover should super scribe as “*Bid Security/EMD for the Request for Proposal for Selection of Service Provider for Design, Development/upgradation, Customization, Integration, Implementation, Capacity Building, and Operations & Maintenance of Multi – Level Artificial Intelligence (AI) enhanced Vidya Samiksha Kendra (VSK 2.0) for a period of 5 years for Gujarat Council of School Education - Samagra Shiksha, Education Department, Government of Gujarat*”.
 - Proposals not accompanied by EMD shall be rejected as non-responsive.
 - The successful bidder’s bid security will be discharged from GCSE-SS only after the signing of the contract and submission of performance security.
 - Unsuccessful bidder’s EMD will be discharged / refunded as promptly as possible, but not later than 30 days of the validity period of the bid.
 - The EARNEST MONEY DEPOSIT shall be forfeited:
 - If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form;
-

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- Or in case of a successful Bidder, if the Bidder fails to sign the Contract; or to furnish the performance security.
 - vii. Period of Validity Bids
 - Bids shall be valid for 180 days after the date of bid opening prescribed by GCSE-SS. A Bid valid for a shorter period shall be rejected by GCSE-SS as non-responsive.
 - In exceptional circumstances, GCSE-SS may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security period provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be permitted to modify its bid.
 - Bid evaluation will be based on the bid prices and technical bid without taking into consideration the above corrections.
 - viii. Format and Signing of Bid
 - The Bidders have to submit the bid on the GeM Portal(<https://gem.gov.in/>). All supporting documents in the form of scanned copies submitted online should have sign and seal of the bidder.
 - Before filling in any of the details asked for. Bidders should go through the entire bid document and get the required clarifications from GCSE-SS during the pre-Bid conference.

2.2.3. SUBMISSION OF BIDS

- i. Sealing and Marking of Bids
 - All bids must be submitted online through GeM Portal(<https://gem.gov.in/>) as per the formats mentioned therein using digital signatures.
 - Telex, cable, e-mailed or facsimile bids will be rejected.
 - Each and every page of the documents submitted by the bidders as a part of bid submission shall be signed & stamped by the bidder's authorized signatory.
- ii. Deadline for Submission of Bids
 - Bids must be submitted online not later than the time and date specified in the Invitation for Bids (Section I). In the event of the specified date for the submission of Bids being declared as a holiday for GCSE-SS, the bids will be received up to the appointed time on the next working day.
 - GCSE-SS may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of GCSE-SS and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- iii. Late Bids: Bids submitted after stipulated date & time of submission will not be considered.
- iv. Modification and Withdrawal of Bids
 - The Bidder may modify or withdraw his bid before the last date of submission of bids through the to the deadline for submission of bids.
 - No bid may be withdrawal in the interval between the deadline for submission of bids and the expiration of the period of the bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security.

2.3.4 BID OPENING AND EVALUATION OF BIDS

i Opening of Bids by GCSE-SS

- GCSE-SS will open all bids (only Technical Bids at the first instance), in the presence of Bidder or his representative who choose to attend, and at the following address:
Office of the State Project Director, Gujarat Council of School Education, Samagra Shiksha, State Project Office, Sector-17, Gandhinagar, Gujarat
- 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 GCSE-SS office, the Bid shall be opened at the appointed time and location on the next working day.
- The Bidder's names, bid modifications or withdrawal, bid prices, discounts, and the presence or the absence of requisite bid security and such other details, as GCSE-SS, at its discretion, may consider appropriate, will be announced at the time of opening.
- Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.
- Financial Bids of only those bidders who qualify on the basis of evaluation of technical bid will be opened in the presence of the qualified bidders of their representatives at pre-specified time and date which will be communicated to the qualified bidders well in advance.

ii Clarification of Bids

- During evaluation of bids, GCSE-SS may, at its discretion, ask the Bidder for a clarification of its bid. GCSE-SS may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted

iii Preliminary Examination

- GCSE-SS will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- Prior to the detailed evaluation, GCSE-SS will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning Performance, Applicable law and Taxes and duties will deemed to be material deviations. GCSE-SS determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- If a Bid is not substantially responsive, it will be rejected by GCSE-SS and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- Conditional bids are liable to be rejected.

iv Evaluation Methodology:

- GCSE-SS will form an evaluation Committee including members from IT Committee who will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, GCSE-SS, may, at its discretion, ask the bidders for clarification of their Technical Proposals.
- The bidders are expected to provide all the required supporting documents & compliances as mentioned in this RFP.

- During the technical evaluation, GCSE-SS may seek the clarification in writing from the bidder, if required. If bidder fails to submit the required clarifications in due time, the technical evaluation will be done based on the information submitted in the technical bid. The price bid will be opened of the bidders whose technical bids are fully complied. At any point of time, if GCSE-SS feels that the bidder is hiding any information which will affect the project cost in short or long run, GCSE-SS may reject his bid without assigning any reason or explanation.
- Price shall be loaded appropriately for the missing component/quantity/tax etc. Price quoted in the financial bid will be final. Bidder is required to fulfill all obligations as required in the bid as per the prices quoted in the financial bid, for the proposed scope of work and bill of material, applicable taxes or missing component(s), if any for which the description is there in technical response but price is not provided in the financial sheet. Price will be appropriately loaded for the missing tax components/missing components that in the understanding of the evaluators is found to be missing from the proposed bill of material except in case where there is a written justification provided in the technical bid response. Basis of loading shall be the highest cost quoted by the bidders.
Note: - Every page of Technical Compliance Sheet will be signed by Bidder without overwriting. Whenever required the proof for every commitment has to be submitted, Technical brochures should be attached where ever available.
- The technical evaluation of the bids submitted will be carried out as per the evaluation criteria as mentioned below:
 - Bidder Relevant Project Experience: 65 Marks
 - Approach & Methodology: 10 Marks
 - Project Team: 25 Marks

#	Technical Evaluation Criteria	Technical Evaluation Parameter	Points	TQ#
A	A. Bidder Relevant Project Experience			
A1	Average Annual Financial Turnover of any three of the last five years (2018-19, 2019-20, 2020-21, 2021- 22 and 2022-23) from business in technology domain	<p>Average Annual Financial Turnover (in INR) of bidder in technology domain for Central/ State / District Government/ Local Bodies/ PSUs of cumulative value in the last three years -</p> <p>1. >=7.5 Cr. to <=12.5 Cr. – 5 Points 2. >12.5 Cr. to <=17.5 Cr. – 7.5 points 3. >17.5 Cr. to <=22.5 Cr. - 10 Points 4. >22.5 Cr. - 15 Points</p> <p>Copy of CA Certificate specifying the total annual turnover for the specified years in Technology domain as mentioned above</p>	15	TQ_A1
A2	Experience in handling large data sets and user base for IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State / District Government / Local bodies /	The bidder should have experience in handling large data sets and user base for distinct IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State/ District Government / Local bodies/ PSUs	15	TQ_A2

#	Technical Evaluation Criteria	Technical Evaluation Parameter	Points	TQ#
	PSUs	1. <=1 Lakh Users = 7.5 Points 2. >1 Lakh and <=15 Lakh Users = 10 Points 3. >15 Lakh and <=25 Lakh Users = 12.5 Points 4. >25 Lakh Users = 15 Points <i>Live Dashboards clearly showing the number of users</i>		
A3	Experience with Implementation and Deployment of Command and Control Center / Vidya Samiksha Kendra (VSK) projects.	The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of State level Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points <i>Copies of Contract signed and Work Orders / Completion Certificate</i>	20	TQ_A3
A4	Employees on Payroll	Full-time employees in the organization: >=60 to < 100 = 7.5 Points >=100 to < 140 = 10 Points >=140 = 15 Points	15	TQ_A4
B.	Approach & Methodology			
B1	Approach & Methodology	Following Parameters will be evaluated - 1. Understanding of the project and conformity to Scope of Work, Functional Requirements in the proposed solution – 2 Points 2. Detailed Implementation plan for completion of the project – 2 Points 3. Methodology, Technologies to complete the Project – 2 Points 4. LLM (Large Language Model) that can be hosted on State data center (Use cases to be showed through live implementation) – 2 Points 5. Project Governance Model – 2 Points Proposed structure for: Project Strategy, Project Monitoring Methodology, Project	10	TQ_B1

#	Technical Evaluation Criteria	Technical Evaluation Parameter	Points	TQ#
		Management, Risk Management, Resource Plan		
C.	Project Team			
C	Project Team	The Bidder will be required to provide profiles of the team members to be deployed which will be evaluated basis the following parameters – <ul style="list-style-type: none"> • Tech Project Manager x 1= 3 Points • Academic Strategy Lead & Assessment Co-Ordinator x 1 = 2 Points • Prompt Engineers x 1 = 2 Points • Web/Mobile App Support x 1= 2 Points • Dev Ops x 1 = 2 Points • Backend Developers x 7 = 14 Points 	25	TQ_C1
	Total Technical Evaluation Marks		100	

▪ **Technical Bid Evaluation:**

The technical score of a bidder ‘Tb’ will be assigned to the bidder & it will be awarded based on the Technical Evaluation Criteria as specified above. GCSE-SS’s decision in this regard shall be final & binding and no further discussion will be held with the bidders whose bids are technically disqualified / rejected. The bidder would be technically evaluated out of 100 marks. All the bidders who secure overall minimum of 60% (60 Marks out of 100 across all the components together) will be considered as technically qualified and will qualify for further evaluation in the commercial bids. The total technical scores achieved by the bidders shall be shared with the bidders & under any circumstances the breakup of the technical score shall not be shared with the bidders.

Tb : Absolute Technical Score

Tmax : Maximum Technical Score

Tn : Normalized technical score of the bidder under consideration

Normalized technical score (Tn) = Tb/Tmax * 100

▪ **Financial Bid evaluation:**

The financial bids of all technically qualified bidders will be opened. The Financial Bids will be opened, in the presence of Bidders’ representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder’s representatives who are present shall sign a register evidencing their attendance. The name of bidder & bid prices will be announced at the meeting. The financial score of a bidder ‘Fb’ will be assigned to the bidder. ‘Fb’ will be the total financial quote made by the bidder.

F_n = normalized financial score for the bidder under consideration

F_b = commercial quote for the bidder under consideration

F_{min} = commercial quote of the lowest evaluated financial proposal

The lowest evaluated Financial Proposal (Fmin) will be given the maximum financial score (Fn) of 100 points. The financial scores (Fn) of the other Financial Proposals will be calculated as per the formula for determining the financial scores given below:

Normalized Financial Score (Fn) = 100 x Fmin / Fb

▪ **Final Evaluation of Bid**

Proposals will be ranked according to their combined technical (Tb) and financial (Fn) scores using the weights (T = 0.80 the weight given to the Technical Proposal; P = 0.20 the weight given to the Financial Proposal; T + P = 1). The final evaluation will be based on Final Score which shall be calculated as shown below:

QCBS Criteria: 80% Technical and 20% Financial

Final Score (S) = Tn x T + Fn x P

The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder with the higher normalized technical score will be invited first for negotiations for awarding the contract.

v **Contacting GCSE-SS**

- No Bidder shall contact GCSE-SS on any matter relating to its bid, from the time of the bid opening to the time of contract is awarded. If he wishes to bring additional information to the notice of GCSE-SS, he should do so in writing. GCSE-SS reserves its right as to whether such additional information should be considered or otherwise
- Any effort by a Bidder to influence GCSE-SS in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security amount.

2.3.5 AWARD OF CONTRACT

- Award Criteria: The selection of successful bidder will be as per the clause no. 2.3.4.iv mentioned above. The TENDERER may negotiate the prices with selected Bidder, under each item/head offered by Bidder.
 - GCSE-SS will award the contract to the successful bidder decided as per the evaluation procedure mentioned in this RFP.
 - TENDERER reserves the right at the time of award to increase or decrease quantity for the requirements originally specified in the document without any change in Bid rate or other terms and conditions.
 - In case, if lowest bidder does not accept the award of contract or is found to be involved in corrupt and/or fraudulent practices, the next lowest bidder will be awarded the contract. In such scenario, the next lowest bidder will have to match the price of the lowest bidder.
- i. GCSE-SS's Right to Accept Any Bid and to reject any or All Bids
- GCSE-SS reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby

incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for GCSE-SS' action.

ii. Notification of Award

- Prior to the expiration of the period of the bid validity, Tenderer will notify the successful bidders that his bid has been accepted and issuance of Lol/WO.
- The notification of award will constitute the formation of the Contract.

iii. Contract Period & Signing of Contract

- The contract duration of this project will initially be for 3 years i.e. 36 months, subject to satisfactory completion of the deliverables. The contract can be extended for another 2 years (i.e. 24 months), on the same terms and conditions on mutual agreement between both parties.
- At the same time as GCSE-SS notifies the successful Bidder that its bid has been accepted, GCSE-SS will send the bidder the Contract Form, incorporating all the agreements between two parties.
- Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to GCSE-SS.

iv. Performance Security/Performance Bank Guarantee (PBG)

- The successful Bidder has to furnish a performance security so as guarantee his/her (Bidder) performance of the contract. The Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days of receipt of award in accordance with contract terms and condition and Performa provided in the RFP. The PBG shall be 5% of the total contract value valid up to 90 days beyond the expiry of contract.
- The PBG should be from all Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/Gandhinagar) as per the G.R. No. FD/ MSM/ e-file/4/2023/0057/DMO dated 21.04.2023 issued by Finance Department or further instruction issued by Finance department time to time. The Performance Security shall be denominated in Indian Rupees.
- No interest shall be payable on the PBG amount. GCSE-SS may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.
- The proceeds of the performance security shall be payable to GCSE-SS as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.
- The Performance Security will be discharged by GCSE-SS and returned to the Bidder on completion of the bidder's performance obligations under the contract. 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.

v. Corrupt or Fraudulent Practices

- GCSE-SS requires that the bidders under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, GCSE-SS defines for the purposes of this provision, the terms set forth as follows:
"Corrupt practice" means the offering, giving, receiving or soliciting of levels and to deprive GCSE-SS of the benefits of the free and open competition.

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- GCSE-SS shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices and same shall be conveyed to GCSE-SS or blacklisted/debarred as per the relevant clause of this RFP in competing for the contract in question. GCSE-SS shall declare a firm ineligible and blacklist either indefinitely or for a Stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract. The same shall be conveyed to GCSE-SS.
 - If any of the qualifying documents submitted by the Bidder are found to be fraudulent or bogus at any time after award of contract, the contract shall liable to be terminated at immediate effect.
 - If it is found that bidder have violated/ infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights, Department shall terminate the contract of the bidder and/or declare a firm ineligible and blacklisted either indefinitely or for a Stated period of time.
- vi. Interpretation of the clauses in the Tender Document / Contract Document
- In case of any ambiguity in the interpretation of any of the clauses in Bid Document or the Contract Document, GCSE-SS's interpretation of the clauses shall be final and binding on all parties.
 - However, in case of doubt as to the interpretation of the bid, the bidder may make a Written request prior to the pre-bid conference to GCSE-SS.
 - GCSE-SS may issue clarifications to all the bidders as an addendum. Such an addendum shall form a part of the bid document /Contract document.

3) Section III: Introduction and Background

Gujarat has always been a State striving to improve the educational level of the State by implementing new educational reforms in the field of School education. Economic and social benefits of education depend on attaining learning outcomes.

Over the last decade and a half, internationally, data informed decision making has been at the center of educational reforms. Efforts have been made for setting up Management Information Systems that are aimed at systematic collection, collation, and analysis of education data so that there is better understanding of the impact of the interventions and the need for improvement. The aim of data driven decision making is to ensure that the data related to educational inputs and outcomes are continuously tracked, analyzed, and used to inform the decisions. When systematically collected and analyzed, data provides an accurate way of identifying the problem areas in the education. Data can be collected and monitored at different levels for understanding the outcomes of the efforts made leading to better decisions and improved implementation.

It is important that 'Data driven decision making' is understood as a part of the culture of planning and decision making of an education system.

Some of the key data points with respect to such educational interventions are:

Domain	Input data	Output/ KPIs
Student Data	<ul style="list-style-type: none">• Student details• Enrolment	<ul style="list-style-type: none">• Gross Enrolment Ratio• Gender parity• Retention and dropout rate• Transition rate
Teacher data	<ul style="list-style-type: none">• Teachers' details• Teacher attendance• Classroom performance• Learning and development	<ul style="list-style-type: none">• Teachers' overall performance• Training needs and Teacher development
Student Performance	<ul style="list-style-type: none">• Summative and Formative/ Periodic assessment• Dipstick assessment• Student attendance	<ul style="list-style-type: none">• Grade appropriate learning outcomes / FLN outcomes• Comparative analysis with common assessments at Cluster/ Block/ District/ State• Time series analysis• Need for remedial programme

Domain	Input data	Output/ KPIs
School performance	<ul style="list-style-type: none"> • Infrastructure and resources • Quality of teaching and learning • School quality assessment – accreditation score • Civil, infrastructural, IT/digital, and other assets 	<ul style="list-style-type: none"> • Use of available infrastructure/ resources • Comparative analysis of School performance at different levels • School support planning for performance improvement
School management	<ul style="list-style-type: none"> • Formation and involvement of SMC • Development of SDPs 	<ul style="list-style-type: none"> • Implementation of SDPs
Monitoring and administration	<ul style="list-style-type: none"> • School visits/ monitoring • Administration - payroll, transfers, leave etc. • Mentoring to Teachers/ Schools • 3rd Party Interventions. 	<ul style="list-style-type: none"> • Periodic School/ Teacher performance • Impact of special interventions • Tracking administrative compliances

Education Department, the Government of Gujarat has undertaken pioneering work in leveraging real time, data driven decision making for State-wide School education management through the set-up of among India’s first Education information and analytics center– called Vidya Samiksha Kendra (VSK) at Gandhinagar for real-time and on-line monitoring and analytics-based decision making in education management.

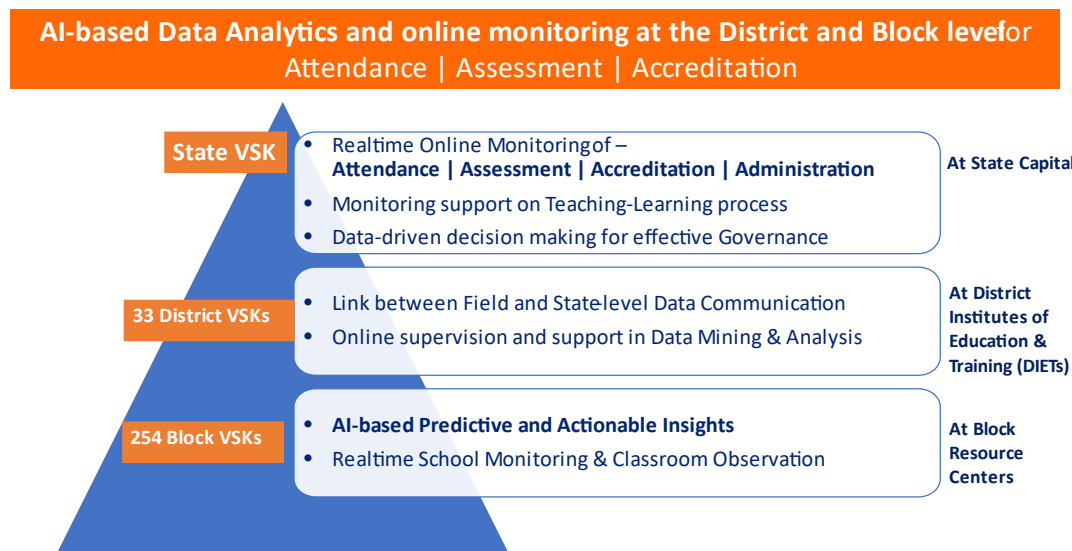
The following are the general objectives of the VSK at the State level:

- To have real-time actionable insights from the data reported and share relevant actionable insights with Schools and other officials to support decision making and improve the quality of Education.
- To improve quality of data reported through quality assurance and data triangulation.
- To ensure seamless communication and coordination across stakeholders
- To get real-time feedback and address grievances from different stakeholders in School ecosystem
- To monitor real-time status of various projects/ activities under Samagra Shiksha (SS) and other School education projects/ activities.
- Create and maintain a Student registry for academic and all non-academic areas for the State.
- Develop Centralized Dashboard application by integrating APIs from existing applications under the School Education system being maintained by the State.
- To monitor and track field-level academic and non-academic activities and achievements at the State level and to anchor key initiatives by the Education Department using the Geo-fencing & Geo-tagging technology.

- To identify and analyze improvement areas for decision making and implementation that need urgent attention.
- To improve the academic performance of Students and enhance the accountability of Teachers in Schools and to achieve effective utilization of the available resources.
- To monitor and improve the performance and the accountabilities of field level academic & non-academic staff of School Education Department.
- To collect, analyze, evaluate, and use the data for the betterment of the education and to initiate new projects.

As the next step for taking data driven decision making forward, Gujarat has envisioned a decentralized Vidya Samiksha Kendra 2.0 (VSK 2.0) model. As part of micro-monitoring plans, for Student, Teachers and Schools, the department is planning to decentralize the VSK setup from State-level to District, Block and School level insights. As per the department’s plan every District and Block will be enabled with VSK setup, and every Block will monitor Schools in its Block.

Vidya Samiksha Kendra (VSK) 2.0



The District level VSK centers will monitor Block level centers and the State level will become decision making centers based on how Districts are performing. Decision making will be decentralized based on insights being drawn at each hierarchal levels.

As part of decentralizing the VSK model, a large part of the reforms will be to integrate Artificial Intelligence, data science, precision engineering, conversational AI and Generative AI in predictive decision making at every level. In line with the above, SPD, Samagra Shiksha invites bids from AI-based Technology Service Providers (“AITSP”) for decentralization, upgradation, and development of Vidya Samiksha Kendra 2.0 (VSK 2.0).

4) Section IV: Scope of Work

The Education Department, Government of Gujarat has established, India's first Vidya Samiksha Kendra (VSK) at Gandhinagar with an intent to bring real time, data and analytics-based data-driven decision making to School education management. This model is now being scaled nationally and internationally as an innovation for educational transformation.

Gujarat is now looking to further innovate, upgrade and transform the existing VSK systems including its functionality and architecture. The purpose of this project is to transform VSK to a decentralized whole School transformation model where data is created, interpreted at every level of decentralization and decision making is assisted by the use of artificial intelligence in prioritization, guidance and assistance of every hierarchy in the Gujarat educational ecosystem.

The existing VSK has provided infrastructure, registries and centralized reporting of existing data points that help decision making. The VSK works on the following **4-A** framework: (Attendance, Assessments, Accreditation leading to Actions)

- a. **Attendance:** Tracking Student and Teacher attendance parameters real-time ensures enrolment, reduces dropouts and enhances Student learning experience.
- b. **Assessments:** Tracking learning outcomes through various assessment tools-like formative, summative assessments provides a holistic picture of performance of Students in learning outcomes, and clearing misconceptions and common errors at all levels.
- c. **Accreditation:** Digital tracking and accreditation of Schools to provide grading so that Schools can aspire to achieve accreditation under Mission Schools of Excellence framework.

The VSK has been supported by the following applications and their relevant data points:

No.	Name of the Toolkit
1	Child Tracking system and Registry Management.
2	Assessment Management across various initiatives.
3	NIPUN Bharat Progress and Performance Monitoring for FLN initiatives.
4	Report Card Management for different Student level, Teacher level and School levels.
5	Field Monitoring Survey Management for various performance indicators in accreditations and data upgradation.
	Parent Communication Management.
7	Content Distribution Management.

No.	Name of the Toolkit
8	Training Feedback and Impact Measurement for all Schools.
9	Teacher Professional Development.
10	Remedial Teaching Assistance.
11	Online Attendance Management for tracking and investigation of issues at District, Block and School level.
12	School Inspection Application for monitoring and administration.
13	Health Department, WCD and MDM Data integrations.
14	Data integration for Uniforms, Textbooks, Scholarships, RTE etc. benefits with Socio-Economic parameters.
15	Vehicle tracking system for School transport.
16	School Administrative Systems and Management Systems.
17	Whole School development plan (WSDP) – Civil MIS and Contract Management System.
18	Divyaan – Child with Special Needs (CwSN)

Analytics/ Dashboards currently available through VSK:

The VSK dashboards consists of analysis and insights related to State, District, Block, cluster, School and Grade > Subject > Student-level assessment data, learning outcomes, School accreditation scores along with real-time tracking and monitoring of cluster resource coordinators.

Currently the VSK has BI-enabled MIS dashboards for several major workstreams:

- PAT Learning Outcomes Dashboards
- Home Learning Dashboards
- Realtime Attendance Dashboards
- PAT and SwiftChat Assessment Dashboards
- PAT Critical Learning Outcomes Dashboard
- GSQAC School Ranking Dashboards
- CRC/BRC School Monitoring App dashboards
- Oral Reading Fluency Dashboards
- School profile and Student Profile Dashboards

Key Datasets available across various Applications with the Department:

Data Type	Data Collected and Source
	CRC sample test (dipstick assessment) School Monitoring App
	Swamulyankan (for grades III-VIII)
	Fortnightly test (for grades III-VIII) Exam app
	Summative test (for grades III-VIII) Exam app
Teacher Performance	Teacher-subject-classroom tagging SAS
	CRC classroom observation through School Monitoring App
	School accreditation
Inputs	Inputs from CRC/ BRC visits to Schools
Attendance	Pupil attendance through Smart attendance bot
	Teacher attendance through Smart attendance bot
Others	Student details based on Child Tracking System
	Teacher details School Administration System
	School infra U-DISE+

The State is now looking to decentralize the power of VSK and to enhance the same through AI and ML for data analytics and predictive modeling. The purpose of this RFP is to extend the Vidya Samiksha Kendra (VSK) platform to multiple levels such as Districts and Blocks through a comprehensive deployment of specialized applications and manpower, software customization, and the integration of Artificial Intelligence (AI) and Machine Learning (ML) technologies.

The goal is to create an advanced, data-driven decentralized VSK that empowers administrators and educators, enabling them to make data-backed decisions, optimize resource allocation, and improve educational outcomes across all tiers of governance.

The broad objectives of implementation of VSK 2.0 are as follows:

- To extend the VSK platform to District and Block levels across Gujarat.
- To build capacity at the District and Block levels to manage and operate the VSK platforms effectively.
- To develop applications which can be used across the State education hierarchy i.e., at District, Block and Schools to achieve the objectives of this project.

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- To tailor the existing VSK software at the State level to incorporate the changes being made at the District and Blocks levels.
 - To integrate advanced Artificial Intelligence (AI) and Machine Learning (ML) algorithms into the VSK platform for enhanced data analytics and predictive modelling.
 - To provide administrators with real-time data analytics capabilities to monitor various educational indicators.
 - To develop predictive models that assist in decision-making processes like resource allocation and Student performance prediction.
 - To equip the manpower with the necessary skills and knowledge to operate the AI and ML-enhanced VSK platform effectively.
 - To ensure that the platform is user-friendly and accessible to non-technical staff at the District and Block levels.
 - To implement robust security measures to protect sensitive educational and administrative data.
 - To continuously monitor and evaluate the performance of both the platform and the deployed manpower for ongoing improvements.
 - To design the system for long-term operational sustainability, including regular software updates and manpower retraining.
 - Implement AI-powered bot applications that can handle routine queries, thereby freeing time of educators and officers for other tasks.
 - Use AI algorithms to create automated, comprehensive, and tailored reports for different stakeholders.

The project shall be initially for three (3) years and will be extended for two (2) years. It is strategically divided into distinct yet interconnected phases to ensure seamless implementation, operations, and scalability. The first few months, dubbed the "Building Phase," are concentrated on the development and deployment of the software infrastructure and manpower training. This includes customizing software capabilities at the State, District, and Block levels, incorporating advanced AI and machine learning functionalities for data analytics, predictive modelling, and automating various aspects of educational management. The teams deployed in the first phase be responsible for implementing and customizing the software, data analytics, and driving change.

Post the building phase, the remaining period is dedicated to the "Operation, Maintenance, and Upgradation Phase." In this stage, the focus shifts to maintaining the operational efficacy of the implemented systems, ensuring they continue to meet evolving educational needs and making data-driven upgrades as required. Regular evaluations will be conducted to assess the need for any major overhauls or incremental improvements, ensuring the system remains agile, effective, and aligned with educational objectives.

The AI based Technology service provider shall include any other software applications/ components (Any hardware /equipment required for completion of this project is outside the scope of this bid) and submit their bid accordingly.

Redefining the 4-A framework with the 5th A (Adaptive Learning) & 6th A (Artificial Intelligence)

The basic architecture of the VSK is redefined under the VSK 2.0 where it will be a 5-A framework of - Attendance, Adaptive Learning, Assessments, Accreditation and Administration – which will have a cross-cutting AI-based Actions.

Architecture of Vidya Samiksha Kendra



With the advent of new technologies and applications and the rapidly changing landscape of Large Language Models (LLM), there is a possibility to personalise Action at every level using the 6th A in the framework, i.e. Artificial Intelligence (AI).

Decentralised VSK at District and Block-level would entail providing personalised and actionable insights to every hierarchy in the education department. This would mean that Students will be provided personalised reports, personalised nudges and insights, personalised learning content, Teachers can be provided personalised lesson plans and capacity building content and similarly Block level governance will be provided predictive and personalised insights of their relevant Schools to improve governance, outcomes and relevant indicator improvements.

Vidya Samiksha Kendra 2.0

1. For continuous monitoring of Schools and improvement of Student learning outcomes, the Education Department, Gujarat has established the Country's first Vidya Samiksha Kendra. This Vidya Samiksha Kendra does real-time monitoring and provides support to about 4 lakh Teachers and 1.15 crore Students in 54,000 Schools in the State.
2. The Education Department is now planning to expand the Vidya Samiksha Kendra to all Districts and Blocks under the initiative Vidya Samiksha Kendra 2.0 (VSK 2.0)

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- a. VSK 2.0 is conceptualized to extend the real-time online monitoring, data analysis and data driven decision making from the State level to the Block level.
 - b. The Block is the key implementation unit for School education reforms and initiatives with the District VSK playing an enabling role for Block VSKs.
 - c. The State VSK will focus on State level data patterns analysis, monitoring of Block VSKs and overseeing and guiding District VSKs.
 - d. 33 District VSKs and 254 Block VSKs will be operationalized. These VSKs will supervise and support all Schools in the District and Block.
3. VSK 2.0 will monitor and benefit the entire School Education ecosystem in the State, i.e. 54,000+ Schools, ~4 lakh Teachers, and ~1.15 crore Students.

The AI-based solutions and models need to be built with the following considerations:

4.1 Architectural Upgrade at full State level for VSK 2.0:

a) Gujarati Language Support: Gujarati support on AI models are key for providing personalised messaging, actionable insights, lesson planning, prediction and assistance to relevant stakeholders in the system. It is further important to drive key initiatives of the State which is FLN and compliance to literacy in Gujarati language. The same will be implemented over the project tenure.

b) Data Privacy and Control: The large language models should run completely on the State data center ensuring data privacy and security compliance. It would also ensure any processing and generation is done in a highly regulated environment.

c) Cost of Running the Model: The cost of running the models, training, data collection and efficiency improvement is to be bundled as part of the scope.

d) Deployment and Scalability: The AITSP needs to ensure that all deployments of their models function at scale and are deployed with runtime efficiency and meet the uptime prescribed by the service levels agreements throughout the tenure of this agreement.

e) Conversational AI: The AITSP needs to ensure that every application is conversational and can be accessed by querying and communicating with the databases and relevant information. To develop an AI-powered chatbots that can handle common queries from administrators, thereby enabling them to focus on more complex tasks.

f) Generative AI: The AITSP needs to ensure that the VSK 2.0 is provisioned with generative capabilities and AI-powered chatbots can be provided at various levels to generate suitable information based on the relevant use cases of decentralisation.

g) OCR and OMR Capabilities: The AITSP needs to provide access and demonstrate the upgrade of VSK 2.0 is provisioned with OCR and OMR capabilities for assessments, examinations and other use cases that will need use of running these AI models on a regular basis.

h) Facial Recognition: The AITSP needs to ensure the access of facial recognition models and capabilities for use cases like attendance, field monitoring, secure data entry. All these applications should run as part of the models enabled on the VSK 2.0 AI infrastructure.

i) Real-Time Notifications: Implement notification systems that alert users to key events or anomalies. (e.g., sudden drop in Student attendance, allocation of new resources, etc.). The notification engines should support the following different capabilities:

- Messages and notifications can be text based, audio messages, video messages, generative ai based messages, machine generated messages, a hybrid of audio, text, picture and video and all possible multimedia types.
- Messages can be targeted to Students, Teachers, parents, Schools, Head Teachers, Districts, clusters, Blocks. Messages can be shared at any level of hierarchy.
- The notification engine should be able to create segments for broadcasting notifications and announcements. These segments can be a combination of Schools, Districts, Blocks and any level of demographic or profile identity.

j) Security: The AITSP needs to ensure that the communication between various registry data sets and transactional data sets are secure, and the architecture is shielded from any form of risk and attacks.

- The scope ensures creating a secure and shielded environment for the decentralised VSK ecosystem.
- Develop a secure, cloud-based document repository that is accessible only through role-based permissions.
- Implement a secure, permission-based data sharing feature that allows specific data subsets to be shared between different levels of administration.

k) Interface Support: The conversational interface should support text, speech and visual interfaces. The models, applications should be able to utilise ai in all forms of communication. Add accessibility features such as screen readers, voice commands, and easy navigation for people with disabilities. The interface should be friendly to CwSN Students.

l) Device agnostic (should work on mobile, tablets and computer/laptops): The dashboard and applications should be device agnostic i.e., it should work on mobile (Android/iOS), tablets and computers or laptops.

m) Unique Application Identity: While the VSK 2.0 is being envisaged as a fully real-time data lake with cross talk between different transactional data sets, each application developed as part of VSK and going forward as part of VSK 2.0 will own a unique application identity and along with it a potential AI identity representing the application's data ecosystem. This will enable cross leveraging, targeted interventions of specific applications based on actionable insights.

n) User-Role Customization and Access Control: Define the various user roles (e.g., District Educational Officer, Block Educational Officer, etc.).

- Customize dashboard elements to display data and insights that are most pertinent to each user role.
- Implement robust access control protocols to ensure data integrity and security.
- Drill-down, Drill-up and Drill-across capabilities.
- Support for pivot tables and crosstab tables to enable the end-user to view reports in different ways.
- The ability for end-users to define their own data ranges as filters.

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- Ability to drill down directly via the graphical display, for example, click on a location on a map to get a breakdown of learning outcomes or click on a section of a pie chart to get a detailed breakdown

o) Advanced Search and Query Functionality: Implement an advanced search engine that supports natural language queries, multiple filters, and Boolean operators.

- Intuitive, user-friendly on-demand querying and report generation restricted to user-roles and predefined report formats.
- The ability for a report to consist of multiple queries.
- Ability to support Adhoc queries. Use of queries to generate ad-hoc reports should only be restricted to authorized users only. Overtime ad-hoc queries should be allowed subject to database performance.

p) Managed and Automated Reporting: Implement an automated reporting engine that can provide for scheduled reports on the bot for various data points being generated regularly.

- Ability to schedule various reports to be generated at certain times and delivered via communication systems.
- Support for report delivery via various means including email, SMS etc.
- The ability to end-users to subscribe to various reports that have been availed for a subscription without the need for intervention from the system administrator.
- The ability for end-users to schedule their reports.
- The ability for end users to determine the format they would like to receive reports in for example, Excel, pdf etc.
- Drill-down capabilities for automatically generated & delivered reports including PDF drill down.

q) Automated Data Validation: To ensure the accuracy of reported data from Schools. Implement AI algorithms that validate incoming data for inconsistencies or anomalies before they reach District or Block-level databases, reducing the need for manual checks.

r) Feedback Mechanism for Continuous Improvement: Incorporate a simple yet effective feedback mechanism within the dashboard for users to suggest improvements or report issues.

s) Fraud Detection and Ethics Monitoring: Employ AI algorithms to monitor inconsistencies in Student performance, attendance, and test scores, alerting administrators to possible issues.

t) Real-Time Dashboards: To provide real-time analytics on various educational metrics.

- a. Solution should offer statistical analysis functionality.
- b. Capability to perform what-if analysis
- c. Forecasting capabilities
- d. Identifying trends and patterns from the dashboards
- e. Ability to provide predictive analytics while being cognizant of the business and product rules
- f. Ability to predict using predictive Modelling Techniques like Regression algorithm, Scoring, Classification, Groupings, Clustering at the minimum.

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- g. Ability to provide time series analyses by predicting patterns and trends in data based on the predefined timescale
 - h. Ability to provide association rules that identify patterns in transaction data for describing which events frequently occur together.
 - i. Ability to provide vertical predictive analysis for every possible data-stream.
 - j. Support for various graphical views including graphs, pie charts etc.
 - k. Support for visualization on geographical maps, for example, to show the performance of various regional branches.

u) Geospatial and location intelligence: Specialized analytics and visualizations that provide a geographic, spatial and time context. Enables the ability to depict physical features and geographically referenced data and relationships by combining geographic and location-related data from a variety of data sources, including aerial maps, GISs, and consumer demographics, with VSK 2.0 data. Basic relationships are displayed by overlaying data on interactive maps. More advanced capabilities support in asynchronous mode specialized geospatial algorithms (for example, for distance and route calculations), as well as layering of geospatial data on to custom base maps, markers, heat maps and temporal maps, supporting clustering, geofencing and 3D visualizations.

4.2 Launching Student Learning Passport as part of VSK 2.0:

The Gujarat Government has already developed a Child Tracking System which provides unique Student identification for every Student in Gujarat. As part of this the State has also integrated Aadhar enabled credential and data sharing with Digi Locker for essential reports. The State envisions to take this vision further by developing a unique Student learning passport and fingerprint based on transactional data points being generated on various applications of Vidya Samiksha Kendra.

The AI based Technology service provider will need to implement Student Learning Passport upgrading the existing Student Report Card. The following functionalities are proposed as part of this scope:

a) Storing Learning Outcomes Data: Constantly update skills and learning competencies that the Student has acquired, verified through assessments and Teacher reviews, usage of applications, examination data and the various pipelines that are flowing in on the primary key of the Student id.

b) Managing Multiple Data Pipelines: To continually update and interpret academic records, automatically incorporating the latest grades, feedback, and assessments.

c) Profiling Engine: Use AI to identify the learning styles and preferences of the Student and creating more personalised digital learning plans.

d) Personal Data protection: To make every entry secure and immutable, employ Blockchain technology to authenticate the data, making it a reliable source for future educational or career verification.

e) Extra-Curricular Data Records: Record and analyse extracurricular achievements and participation, whether in sports, arts, or other activities. AI to suggest opportunities based on the Students' profile.

f) Opportunity Recommendation: To provide opportunities like scholarships, recommendations from VSK data on the Student learning passport and add value to the user's learning profile.

g) Input Data Storage: To store data all data-types like attendance, transfer, usage of digital content and correlate them against learning outcomes and competencies acquired longitudinally.

h) Personalised Learning Recommendations through Digital / Tele-Learning: To tailor the curriculum in real-time based on Student performance and engagement metrics. Use Reinforcement Learning algorithms to adapt and customize lesson plans in real-time based on Student engagement and quiz/test results.

i) Group Learning Recommendations: To identify the most effective Student pairs or groups for peer learning exercises. Use machine learning to analyze Student performance, social dynamics, and learning styles to automatically suggest the most effective peer learning groups.

j) Virtual Learning Assistants: To support Students in learning activities using **Digital / Tele-Learning** outside of classroom hours. Deploy AI-powered chatbots that can assist Students with homework, answer academic queries, and provide educational resources after School hours.

4.3 Launching Teacher Toolkits as part of VSK 2.0:

a) Teaching Assistant Bots: To provide Teachers with AI based lesson plan creators, AI based worksheet assistance and AI based teaching and learning material recommendations. These applications will enable Teachers with all the necessary toolkits that allow a Teacher to teach better.

b) Real-Time Feedback Loop for Teachers: To provide Teachers with immediate, actionable feedback on their teaching methods. Implement Natural Language Processing (NLP) algorithms to analyze Student feedback and classroom interaction in real-time, generating instant recommendations for Teachers.

c) Automated Attendance via Facial Recognition: To simplify and streamline the attendance process. Employ AI-driven facial recognition technology to automatically mark attendance as Students enter the classroom, saving time and ensuring accuracy.

d) Skill Gap Identifier for Teachers: To identify gaps in teaching skills or subject matter expertise. Use machine learning to analyse Student feedback, performance metrics, and classroom engagement to highlight areas where Teachers might need additional training or support.

4.4 Launching Parent Toolkits as part of VSK 2.0:

a) AI-Enhanced Parent-Teacher Conferences: To make parent-Teacher interactions more data-driven and effective. Create an AI assistant that prepares personalized briefing materials for parents and Teachers before meetings, based on Student performance data and trends.

b) AI-based Video Messages: Generative AI based video nudges based on data streams of Students and Teachers to provide personalised communication to drive learning outcome improvement.

4.5 Block Level features for VSK 2.0:

Student Performance Prediction: To predict Student performance based on various indicators, such as attendance, classroom participation, and test scores.

Dropout Risk Prediction: Develop a predictive model using machine learning algorithms that factors in attendance, academic performance, and socio-economic indicators.

Community Engagement Analytics: Capture data related to community participation in School events, parent-Teacher meetings, etc. Use AI to analyse the impact of these activities on Student performance and well-being.

AI-Driven Inspection Automation: To automate the auditing of educational standards and resources at the School level. Use machine learning algorithms to automatically assess compliance with educational standards, significantly reducing the need for manual inspections by District and Block-level officers.

360-Degree Stakeholder Feedback: To capture comprehensive feedback from all stakeholders including Students, Teachers, parents, and administrators. Utilize AI tools to synthesize and analyse feedback from multiple channels for a more holistic view of educational effectiveness.

Benchmarking and Performance Metrics: Include a benchmarking tool that allows users to compare key performance indicators (KPIs) with regional and national averages.

4.6 Digital Transformation Unit Team:

To carry out the application development and customization work of Existing and New Applications assigned by GCSE-SS on behalf of various HoDs under Education Department and implement the decentralised VSK 2.0 model with the focus at 3 levels of hierarchy (State, District and Block level), Digital Transformation Unit team with following focus areas is required to be deployed for the project:

- a. Technical Innovation and Development team.

c. Academic and Assessment Coordinators.

The roles envisaged for each level of hierarchy are as follows:

4.6.1. Block Level Operations:

Every Block level VSK will be operated in coordination with the Block Resource Coordinators (BRCs) and, Cluster Resource Coordinators (CRCs). The Block-level team will be engaged in last mile coordination, calling, operational management and pushing Schools for better performance.

4.6.2. District Level Hierarchy and Roles:

Every District level VSK will be operated in coordination with the District Primary Education Officer (DPEO), DIET teams and other District level officials.

4.6.3 State Level Hierarchy and Roles:

The State level VSK 2.0 will be further empowered with Data Scientists, AI Engineers, Subject Matter Experts and change agents. The following are the roles envisaged for State level digital transformation unit as provided below:

State Level Digital Transformation Unit

Specialization Role	Key Responsibility Areas
Technical Development Team (11)	
Tech Project Manager (1)	
	Project Planning: Develop a detailed project plan, including tasks, timelines, and resource allocation.
	Risk Management: Identify potential risks and issues, and develop mitigation plans.
	Stakeholder Communication: Act as a liaison between the project team and stakeholders, keeping all parties informed about project status, changes, and issues.
	Quality Assurance: Oversee quality control processes to ensure that the project meets established standards and follows best practices.
Prompt Engineer (1)	
	Natural Language Processing (NLP): Develop and fine-tune NLP models to improve conversational AI systems.
	Data Collection and Annotation: Collect and curate datasets for training and evaluation. Annotate data to create training sets.
	Model Training: Train, test, and optimize NLP models for various applications, such as chatbots, virtual assistants, or automated customer support.
	Performance Monitoring: Continuously monitor model performance and make adjustments to improve accuracy and response times.
	Integration: Collaborate with software developers to integrate NLP components into applications and systems.
Web/Mobile App Support (1)	
	User Support: Provide technical assistance to end-users, addressing issues, troubleshooting, and resolving problems related to web or mobile applications.

Bug Tracking: Document and report software defects or issues to the development team, including detailed steps to reproduce problems.

Software Updates: Assist in deploying updates, patches, and new features. Ensure that users have access to the latest version of the application.

Documentation: Create and maintain user guides, FAQs, and knowledge base articles to assist users in resolving common issues.

Performance Monitoring: Monitor application performance, identify bottlenecks or slowdowns, and work with the development team to optimize performance.

Dev Ops (1)

Infrastructure Automation: Automate the provisioning and configuration of infrastructure using tools like Ansible, Terraform, or Docker.

Continuous Integration/Continuous Deployment (CI/CD): Set up and manage CI/CD pipelines to automate software testing and deployment.

Server Administration: Manage and maintain servers, ensuring high availability, security, and scalability.

Monitoring and Logging: Implement monitoring tools and collect logs to detect and troubleshoot issues proactively.

Security: Implement security best practices, including access control, vulnerability assessments, and incident response.

Collaboration: Collaboration between development and operations teams to streamline the development and deployment processes.

Backend Developers (7)

Server-Side Development: Design, develop, and maintain the server-side components of web and mobile applications.

Database Management: Create and optimize database schemas, write queries, and ensure data integrity.

API Development: Build and maintain APIs that enable communication between the frontend and backend systems.

Performance Optimization: Optimize server performance, scalability, and response times.

Security: Implement security measures to protect against vulnerabilities and data breaches.

Integration: Integrate third-party services and libraries as needed.

Testing: Write unit tests and perform integration testing to ensure the reliability of backend services.

Content Quality and Assessment Management (1)

Academic Strategy Lead & Assessment Co-ordinator (1)

Create an academic strategy roadmap aligned with all relevant stakeholders

Establish and maintain a strong working relationship with the Gujarat Council for Education Research and Training (GCERT) to facilitate seamless content integration.

Collaborate with GCERT representatives to align educational content with State curriculum standards and guidelines.

Supervise Assessment Coordinators and SMEs

Develop a comprehensive assessment calendar that outlines the schedule for Statewide assessments.
Ensure high level assessment items/questions are created suited to the needs of every type of assessment in coordination with the SMEs
Oversee the planning, organization, and execution of Statewide assessments including third party assessment
Collaborate with relevant stakeholders, including educational institutions and exam centers, to ensure the smooth conduct of assessments.
One Coordinator each for Languages (1), Science & Maths (1), Other Subjects (1)

In summary, the following resources will constitute the Digital Transformation Unit (DTU) for Decentralised VSK. The job of these are interconnected as described in the next section.

	Workstream	Total		Composition			
		12	Workstream Owner	Other Team Members			
State Level Team	Technical Development Team	11	Tech Project Manager (1)	Prompt Engineer (1)	Web/Mobile App Support (1)	Dev Ops (1)	Backend Developer (7)
	Academic Content Quality & Assessment Management	1	Academic Strategy Lead & Assessment Co-ordinator (1)				

The selected agency is required to maintain the above-mentioned minimum resources team with the required skillsets across the contract period. Job Title, Summary, Responsibilities and Qualifications are given in **Annexure IV**.

4.7 Capacity Building & handholding support

The State level Digital Transformation Unit team shall be responsible for capacity building & providing continuous handholding support to the resources at State, District, Block, Cluster level, etc. for utilizing the proposed developed applications, dashboards, bots, etc.

The proposed upgraded / developed applications, dashboards, bots, etc. shall bear the logo of Samagra Shiksha, Government of Gujarat.

5) Section V: Project Milestones and Payment Terms

#	Particulars	Deliverables	Timelines
A. New Development, Integration, Hosting and UAT			
1	Inception	1. Project Inception Report 2. Project Charter 3. Detailed Project Management Plan 4. Resource Deployment Plan	T + 2 Weeks
2	System Requirement Study	1. System Requirement Study (SRS) Documentation 2. Technical Architecture & Technical Specification Documentation	T + 4 Weeks
3	Application Development / Customization – Phase I	1. Application Development – Phase I 2. Deployment on cloud environment	T + 12 Weeks
4	Hiring & Deployment	Hiring & deployment to be complete for State Level Digital Transformation Unit	T + 14 Weeks
5	UAT of Application – Phase I	1. Development of testing scenarios 2. UAT to be done by Client 3. Completion of UAT 4. UAT Acceptance Report	T + 16 Weeks
6	Application Development / Customization – Phase II	1. Application Development – Phase II 2. Deployment on cloud environment	T + 28 Weeks
7	UAT of Application – Phase II	1. Development of testing scenarios 2. UAT to be done by Client 3. Completion of UAT 4. UAT Acceptance Report	T + 32 Weeks
8	Application testing & UAT modifications	Updating as per UAT report	T + 36 Weeks
9	Incorporation of Feedback & Application Rollout	Updated application rollout on Cloud Environment	T + 48 Weeks
10	Total Rollout of Application & Total Go Live	1. Application Go Live 2. Go Live Report 3. Go Live Certificate	T _{Go-live} = T + 52 Weeks
B. Operations and Maintenance Phase			
11	O&M Phase Post Go Live	1. Monthly Project Report 2. Managing bugs & patches if any 3. SLA Compliance Report 4. Customize, update and fine tuning of applications and dashboards as required	O&M = T _{Go-live} + 48 Months

Payment Terms for CAPEX (New Development, Integration, Hosting and UAT) Phase:

#	Particulars	Deliverables	Timelines	Payment Milestone in terms of % of Total Contract Value
A. New Development, Integration, Hosting and UAT				
1	Inception	1. Project Inception Report 2. Project Charter 3. Detailed Project Management Plan 4. Resource Deployment Plan	T + 2 Weeks	10% of Financial Bid Item No. 1
2	System Requirement Study	1. System Requirement Study (SRS) Documentation 2. Technical Architecture & Technical Specification Documentation	T + 4 Weeks	10% of Financial Bid Item No. 1
3	Application Development / Customization – Phase I	1. Application Development – Phase I 2. Deployment on cloud environment	T + 12 Weeks	10% of Financial Bid Item No. 1
4	Hiring & Deployment	Hiring & deployment to be complete for State Level Digital Transformation Unit	T + 14 Weeks	-
5	UAT of Application – Phase I	1. Development of testing scenarios 2. UAT to be done by Client 3. Completion of UAT 4. UAT Acceptance Report	T + 16 Weeks	20% of Financial Bid Item No. 1
6	Application Development / Customization – Phase II	1. Application Development – Phase II 2. Deployment on cloud environment	T + 28 Weeks	
7	UAT of Application – Phase II	1. Development of testing scenarios 2. UAT to be done by Client 3. Completion of UAT 4. UAT Acceptance Report	T + 32 Weeks	20% of Financial Bid Item No. 1
8	Application testing & UAT modifications	Updating as per UAT report	T + 36 Weeks	-
9	Incorporation of Feedback & Application Rollout	Updated application rollout on Cloud Environment	T + 48 Weeks	-
B. Final Project Go-Live				
10	Total Rollout of Application & Total Go Live	1. Application Go Live 2. Go Live Report 3. Go Live Certificate	T _{Go-live} = T + 52 Weeks	30% of Financial Bid Item No. 1

Payment Terms for Operations and Maintenance Phase:

1. Quarterly Payments of the Operations and Maintenance Phase will be made at the end of every quarter across the contract period as mentioned below:
 - i. Financial Bid Item No. 2: Quarterly payment in equal quarterly installments
2. The payment will be made in quarterly amounts subject to achievement of all deliverables and work milestones as given above in the Project Milestones post Go-Live based on the deployment of actual resources and their onsite attendance.
3. During the project period, in case of any changes in the project deliverables and/or milestones shall be discussed and mutually agreed. Accordingly, the selected agency shall be required to deploy additional resources onsite / offsite as required to achieve and deliver the agreed milestones, without any additional cost.
4. The bidder shall submit the detailed list of all the proposed applicable software/tools, OS, Database licenses or any other third-party tools /software required to run the proposed developed dashboards/applications
5. Value-added services, if provided may be agreed mutually and be invoiced separately, if applicable.
6. All Invoices raised shall indicate all taxes applicable separately.
7. User means any Teacher, Student, Parent, School/ Departmental Officers, School/ Departmental Staff registered on the Solution.
8. The bidders may visit the site and obtain additional information at their own cost and responsibility.

6) Section VI: Service Level Agreement & Penalties

6.1 Service Level Conditions

SLA is the contract between State Project Director, Samagra Shiksha and the successful bidder. The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the successful bidder to the Department for the duration of this contract period of the Project. It entails the terms of the successful bidder responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance. SLA monitoring shall be performed /reviewed on regular basis. In any case the penalties imposed in a year shall not exceed 10% of the project cost furnished by successful bidder. The Department shall have all the rights to terminate the contract of the service provider in case the penalty amount exceeds the 10% of the total project cost.

#	Particulars	Deliverables	Timelines	SLA Penalty
A. New Development, Integration, Hosting and UAT				
1	Inception	1. Project Inception Report 2. Project Charter 3. Detailed Project Management Plan 4. Resource Deployment Plan	T + 2 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay
2	System Requirement Study	1. System Requirement Study (SRS) Documentation 2. Technical Architecture & Technical Specification Documentation	T + 4 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay
3	Application Development / Customization – Phase I	1. Application Development – Phase I 2. Deployment on cloud environment	T + 12 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay
4	Hiring & Deployment	Hiring & deployment to be complete for State Level Digital Transformation Unit	T + 14 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay
5	UAT of Application – Phase I	1. Development of testing scenarios 2. UAT to be done by Client 3. Completion of UAT 4. UAT Acceptance	T + 32 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay

#	Particulars	Deliverables	Timelines	SLA Penalty
		Report		
6	Application Development / Customization – Phase II	1. Application Development – Phase II 2. Deployment on cloud environment	T + 28 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay
7	UAT of Application – Phase II	1. Development of testing scenarios 2. UAT to be done by Client 3. Completion of UAT 4. UAT Acceptance Report	T + 32 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay
8	Application testing & UAT modifications	Updating as per UAT report	T + 36 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay
9	Incorporation of Feedback & Application Rollout	Updated application rollout on Cloud Environment	T + 48 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay
10	Total Rollout of Application & Total Go Live	1. Application Go Live 2. Go Live Report 3. Go Live Certificate	T _{Go-live} = T + 52 Weeks	0.25% of Financial Bid Item No. 1 per Week in case of delay
B. Operations and Maintenance Post Go Live Phase				
Deliverables: 1. Monthly Project Report including customization updates 2. Managing bugs & patches if any 3. SLA Compliance Report				
10	Unavailability of Dashboard or application due to Bug or Any other reason, except due to any connectivity / internet issue or Cloud Downtime at department site	Unavailability of application / Downtime of portal for more than 24 Hrs	Post Go - Live	0.10% of Quarterly Payment (Financial Bid Item No. 2) Per Day if dashboard / application is down
11	User not able to access due to technical glitch in	End User Query resolution	Response to end user within 2 Days	Delay in response to end user Rs.

#	Particulars	Deliverables	Timelines	SLA Penalty
	Software			1000 Per Day Delay on Resolution Rs 2000 Per Day post breach of agreed timelines

SLA parameters shall be measured on a weekly basis as per individual SLA parameter requirements through appropriate SLA monitoring tools provided by the successful bidder for the purpose and verified by the department for accuracy and reliability. If the performance of the system/services is degraded significantly at any given point in time during the Contract and if the immediate measures are not implemented and issues are not rectified to the satisfaction of Department, then Department will have the right to take appropriate corrective actions including termination of the Contract. Penalties shall get deducted from subsequent payments to successful bidder.

7) Annexure I: Instructions for Pre-Qualification Bid

7.1 Pre-Qualification Cover Letter

Date: dd/mm/yyyy

To

State Project Director,
Gujarat Council of School Education,
Samagra Shiksha, Gandhinagar

Sub: <<<RFP Title>>>.

Ref: Tender No: <No> Dated<DD/MM/YYYY>

Dear Madam/Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for <<.....>>.

We attach hereto our responses to pre-qualification requirements and technical & commercial proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to SPD, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the Statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand & agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 90 days from the date fixed for bid opening. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal) Name :

Designation :

Address :

Telephone & Fax :

E-mail address:

7.2 Checklist for the documents to be included in the Pre-Qualification Folder

#	Pre-Qualification Criteria	Submitted (Y/N)	Documentary Proof (Page No.)
1	Bid Covering Letter		
2	Power of attorney / board resolution to the authorized Signatory		
3	Scanned copy of E.M.D.		
4	Copy of Certificate of Incorporation/ Registration of the Bidder		
5	Audited Statement for last 5 financial years		
6	CA Certificate specifying the average annual turnover for the specified years according to the Format given in 9.4		
7	Copy of Purchase Order / Work Order clearly specifying the complete scope of work		
8	Copy of PAN / TAN		
9	GST Registration Certificate		
10	Proof of EPF Registration		
11	Submission of HR certificate		
12	Undertaking regarding local office according to the format given in 9.3		
13	Notarized Undertaking by the authorized signatory of Bidder regarding non blacklisting, misrepresentation etc.		
14	Power of Attorney in favour of Authorized Signatory signing the Bid.		

This is a tentative checklist and for indication to the bidders. The Bidders are advised to read through the RFP and add any additional documents as may be required.

7.3 Undertaking for having Bidder's Office in Gujarat

Date: dd/mm/yyyy

To
State Project Director,
Gujarat Council of School Education,
Samagra Shiksha, Gandhinagar

Sub : <<RFP Title>>.

Ref : Tender No: <No> Dated<DD/MM/YYYY>

Dear Madam/Sir,

We confirm that our Company <> as on date of submission of the proposal for “<<RFP Title>>” will open its office in Gujarat within 30 days of signing of contract. The office will have at least one Designated officer who will be the contact person for this project with department. In case we fail to open the office at Gujarat within 30 days this will be considered as non-compliance of Pre-Qualification and so Department may take necessary action but not limited to just termination of contract.

Sincerely,
(Signature of the Authorized signatory of the Bidder) Name:
Designation: Seal:
Date:
Place:
Business Address:

7.4 CA Certificate for Bidders turnover

Date: dd/mm/yyyy

To
State Project Director,
Gujarat Council of School Education,
Samagra Shiksha, Gandhinagar

Sub : <<RFP Title>>.

Ref : Tender No: <No> Dated<DD/MM/YYYY>

Dear Madam/Sir,

We, _____, Chartered Accountants, on the basis of Financial Statements, books of accounts and other documents of _____ (hereinafter referred to as "The Company"), having registered office at _____, as produced before us and to the best of our information and according to information given to us, confirm that the company had the below listed total turnover from operations for the FY 2018-19, 2019-20, 2020-21, FY 2021- 2022 & FY 2022-2023

S. No.	Financial Year	Total Turnover (in Rs.)
1	FY 2018-19	
2	FY 2019-20	
3	FY 2020-21	
4	FY 2021-22	
5	FY 2022-23	

The Average Annual Turnover from business in technology domain operations [(Sum of Any three financial Year/3] as above of the company for the last three Financial Years is Rs. _____.

For _____
Chartered Accountants
Firm Registration No. _____

Name
Membership Number
UDIN
Place

7.5 Undertaking for number of employees on company's payroll

Date: dd/mm/yyyy

To
State Project Director,
Gujarat Council of School Education,
Samagra Shiksha, Gandhinagar

Sub : <<RFP Title>>.

Ref : Tender No: <No> Dated<DD/MM/YYYY>

Dear Madam/Sir,

I have carefully gone through the Terms & Conditions contained in the <<RFP Title>>

I further certify that I am competent officer in my company to make this declaration and I hereby State that the number of employees in our firm stand at

Yours Sincerely,

(Signature of the Authorized signatory of the Bidder)

Name :

Designation:

Seal:

Date:

Place:

Business Address:

7.6 Self Declaration – No Blacklisting Certificate

Notarized Affidavit to be submitted by the bidder

To
State Project Director,
Gujarat Council of School Education,
Samagra Shiksha, Gandhinagar

Sub : <<RFP Title>>

Ref : Tender No: <No> Dated<DD/MM/YYYY>

Dear Madam/Sir,

We _____ having our registered office at _____ hereby declare that

- We are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of the foregoing reasons;
- We have not been, and neither our directors and officers have been convicted of any criminal offence related to their professional conduct or the making of false Statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, and have not been otherwise disqualified pursuant to debarment proceedings;
- We do not have a conflict of interest in the procurement in question as specified in the bidding document. We comply with the code of integrity as specified in the bidding document.
- We have not been blacklisted or debarred by any Central / State Government/Union Territories/PSUs in India as on the bid submission date in India.

Yours Sincerely,

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

8) Annexure II: Formats for Technical Bid

8.1 General Instructions for the Technical Proposal

Bidders have to submit a structured and organized technical proposal, which will be analysed by SPD for different compliances with regards to the requirements of the project. Since the cut-off marks for Technical Bid Score is 60%, the quality and completeness of the information submitted by the bidder will matter a lot.

Bidder is expected to divide its proposal in following 5 Sections / Documents:

A) Bidder's Competence to execute the project

This document should bring about the capability of the firm to execute this project. Some of the required documents are as follows:

- Experience of Bidder in required formats and with supporting documents

B) Technical Competence to execute the Project

Broad areas to be covered in the Technical Solution documentation are given below:

1. Describe the proposed Technical Solution in a structured manner. Following should be captured in the same:
 - a. Extent of compliance to technical requirements specified in the scope of work
 - b. Strength of the Bidder to provide services including examples or case-studies of similar solutions deployed for other clients
2. Clearly articulate the Strategy and Approach & Methodology for installation, Configuration & Operationalization of all the key components of the project
3. Approach & Methodology for Management of SLA Requirements specified in the RFP. Bidder is required to clearly articulate how the SLA requirements would be adhered
4. Detailed Project Plan with timelines, resource allocation, milestones etc. in for supply, installation and commissioning of the different project components.

All above mentioned documents shall have an index page with page numbers specified for all the key information / headers on company's cover letter.

Apart from the above, the bidder has to attach all the document that are required to prove his eligibility and marking under the Technical Qualification Criteria as mentioned in relevant Clause.

9) Annexure III: Commercial Proposal Format

9.1 Commercial Proposal Cover Letter

To
State Project Director,
Gujarat Council of School Education,
Samagra Shiksha, Gandhinagar

Sub : <<RFP Title>>.

Ref : Tender No: <No> Dated<DD/MM/YYYY>

Dear Madam/Sir,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of <<RFP Title>> do hereby propose to provide services as specified in the RFP referred above.

1.PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for a period of 180 calendar days from the date of opening of the Tenders.

We hereby confirm that our Tender prices exclude all taxes. Taxes are quoted separately under relevant sections, as specified in the RFP formats.

2. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates. Wherever possible for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the RFP documents and there are no deviations except for those mentioned in Pre-Qualification Envelope, irrespective of whatever has been Stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in our bid documents, other than those Stated in the deviation schedule in Pre-Qualification Envelope, shall not be given effect to.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to

Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP document. These prices are indicated in the subsequent sub-sections of this Section.

6. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the RFP.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial offer.

Thanking you, Yours faithfully,
(Signature of the Authorised Signatory)

Name

Designation

Seal.

Date:

Place:

Business Address:

10.2 Commercial Proposal Format & Instructions

The Bidder must quote the rate exclusive of GST and all other applicable taxes and levies in the BOQ Excel Sheet available online with this RFP. Details to be filled up for price bid are as follows:

Note: The minimum qualifications required is as per mentioned in the RFP

A. Financial Bid Format

Sr. No.	Description	Unit	Qty	Unit Rate	Total Amount (Rs.)	Rate of Tax (%)
1	Design, Development / upgradation, Customization, Integration, Implementation, Capacity Building of Multi – Level Artificial Intelligence (AI) enhanced Vidya Samiksha Kendra (VSK 2.0) including deployment & hosting services till Go-live (as per the technical & functional scope of work, inclusive of all the cost such as one-time cost of software/ application, OS, Database licenses or any other softwares' for the entire contract duration)	Lumpsum	1			
2	Comprehensive Maintenance & management of existing, upgraded & newly developed applications / dashboards for Multi – Level Artificial Intelligence (AI) enhanced Vidya Samiksha Kendra (VSK 2.0) for 4 years	Quarter	16			
	Grand Total (Rs.)					

Note:

1. 'Grand Total (Rs.)' of all line items as mentioned above shall be considered for evaluation.
2. All the prices are to be entered in Indian Rupees ONLY.
3. During the payment stage, GCSE-SS reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
4. The Bidder needs to account for all Out-of-Pocket expenses due to Boarding, Lodging and other related items. No additional/separate payment shall be made regarding the same.
5. Prices quoted by the bidder shall be valid for entire contract duration.
6. Payment for Financial Bid Item No. 1 shall be made according to the payment terms mentioned in Section VI.
7. Quarterly Payments of the Operations and Maintenance Phase (excluding taxes) will be made at the end of every quarter across the contract period as mentioned below:
 - i. Financial Bid Item No. 2: Quarterly payment in equal quarterly installments
8. The payment for Operations and Maintenance Phase will be made in quarterly amounts subject to achievement of all deliverables and work milestones as given above in the Project Milestones post Go-Live based on the deployment of actual resources and their onsite attendance.
9. The bidder shall submit the detailed list of all the proposed applicable software/ application, OS, Database licenses or any other third-party tools /software required to run the proposed developed dashboards/applications

-
10. During the project period, in case of any changes in the project deliverables and/or milestones shall be discussed and mutually agreed. Accordingly, the selected agency shall be required to deploy additional resources onsite / offsite as required to achieve and deliver the agreed milestones, without any additional cost.
 11. Value-added services, if provided may be agreed mutually and be invoiced separately, if applicable.
 12. All Invoices raised shall indicate all taxes applicable separately.

10) Annexure IV: Required Team Profiles

1. Job Title: Academic Strategy Lead & Assessment Co-Ordinator

Points: Qualification = 1 Points, Experience = 1 Points

Job Summary:

The Academic Strategy Lead will play a pivotal role in creating an academic strategy roadmap aligned with all relevant stakeholders, including the Gujarat Council of Education Research and Training (GCERT). This role involves establishing strong working relationships with GCERT, collaborating on content integration, aligning educational content with State curriculum standards, and overseeing Assessment Coordinators and Subject Matter Experts (SMEs).

Responsibilities:

1. Academic Strategy Roadmap:

- Develop a comprehensive academic strategy roadmap that aligns with organizational goals and objectives.
- Ensure that the roadmap addresses the needs and expectations of all relevant stakeholders.

2. Collaboration with GCERT:

- Establish and maintain a strong working relationship with the Gujarat Council of Education Research and Training (GCERT).
- Facilitate seamless content integration and collaboration between your organization and GCERT.

3. Educational Content Alignment:

- Collaborate with GCERT representatives to align educational content with State curriculum standards, guidelines, and educational priorities.
- Ensure that the content supports and enhances the educational goals of GCERT.

4. Supervision and Team Leadership:

- Provide leadership and supervision to Assessment Coordinators and Subject Matter Experts (SMEs).
- Coordinate their activities and ensure that they contribute effectively to the academic strategy.

5. Stakeholder Engagement:

- Engage with internal and external stakeholders to gather feedback, insights, and recommendations to inform the academic strategy.
- Foster a culture of collaboration and shared vision among stakeholders.

Qualifications:

- Bachelor's / Master's degree in Education or a related field.
- Total **5 years** of experience required with Bachelor's Degree **OR** Total **3 years** of experience required with Master's degree
- Proven experience in academic strategy development and implementation, particularly in the education sector.
- Strong knowledge of State curriculum standards and guidelines, particularly in the context of Gujarat.
- Exceptional interpersonal and communication skills.
- Leadership and team management experience.

2. Job Title: Tech Project Manager

Points: Qualification = 1.5 Points, Experience = 1.5 Points

Job Summary:

The Tech Project Manager will be responsible for overseeing and managing technology projects from initiation to completion. This role requires strong project planning, risk management, stakeholder communication, and quality assurance skills to ensure the successful delivery of projects on time.

Responsibilities:

1. **Project Planning:** Develop a comprehensive project plan that includes a clear scope, objectives, tasks, timelines, and resource allocation.
2. **Risk Management:** Identify potential risks and issues that may impact project success and implement effective risk mitigation and contingency plans.
3. **Stakeholder Communication:** Act as the primary point of contact between the project team and stakeholders. Maintain open and transparent communication with all project stakeholders, keeping them informed of project status, changes, and issues.
4. **Quality Assurance:** Establish and oversee quality control processes to ensure that the project adheres to industry standards and best practices.

Qualifications:

- B.E./ B.Tech/ MCA/MSc in IT/CE/CS **AND** M.E./M.Tech/MBA in relevant field
- Total **7 Years** of work experience with **2 years** as a Team Lead
- Excellent project management skills, including the ability to create and manage project plans, budgets, and resources in Government Sectors.
- Strong analytical and problem-solving abilities.
- Exceptional communication and interpersonal skills.
- PMP or other relevant project management certification is a plus.

3. Job Title: Prompt Engineer

Points: Qualification = 1 Points, Experience = 1 Points

Job Summary:

The Prompt Engineer will play a crucial role in enhancing our conversational AI systems by developing and fine-tuning Natural Language Processing (NLP) models. This position involves data collection, model training, performance monitoring, and collaboration with software developers to integrate NLP components into various applications.

Responsibilities:

1. **Natural Language Processing (NLP):** Develop and fine-tune NLP models to enhance the performance of conversational AI systems.
2. **Data Collection and Annotation:** Collect and curate datasets for NLP model training and evaluation. Annotate data to create high-quality training sets that improve model accuracy.
3. **Model Training:** Train, test, and optimise NLP models for various applications, including chatbots, virtual assistants, and automated customer support.

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4. Performance Monitoring: Continuously monitor the performance of NLP models. Identify areas for improvement and make necessary adjustments to enhance accuracy and response times.
 5. Integration: Collaborate with software developers to seamlessly integrate NLP components into applications and systems.

Qualifications:

- B.E./ B.Tech/ MCA/MSc/M.E./M.Tech/MBA in IT/CE/CS or relevant Field
- Total **5 years** of experience required with Bachelor's Degree **OR** Total **3 years** of experience required with Master's degree
- Proficiency in programming languages commonly used in NLP, such as Python.
- Strong analytical and problem-solving skills.
- Excellent communication and teamwork abilities.

4. Job Title: Web/Mobile App Support

Points: Qualification = 1 Points, Experience = 1 Points

Job Summary:

The Web/Mobile App Support role is responsible for providing technical assistance to end-users, tracking and reporting software issues, ensuring users have access to the latest application versions, and monitoring application performance.

Responsibilities:

1. User Support: Provide technical assistance to end-users, addressing inquiries, troubleshooting issues, and resolving problems related to web and mobile applications.
2. Bug Tracking: Document and report software defects or issues to the development team, including detailed steps to reproduce problems.
3. Software Updates: Assist in the deployment of updates, patches, and new features for web and mobile applications. Ensure that users have access to the latest version of the application and provide guidance on updates.
4. Documentation: Create and maintain user guides, FAQs, and knowledge base articles to assist users in resolving common issues.
5. Performance Monitoring: Monitor application performance, identifying bottlenecks or slowdowns. Collaborate with the development team to optimise performance and enhance user experience.

Qualifications:

- B.E./ B.Tech/ MCA/MSc/M.E./M.Tech/MBA in IT/CE/CS or relevant Field
- Total **5 years** of experience required with Bachelor's Degree **OR** Total **3 years** of experience required with Master's degree
- Strong technical troubleshooting and problem-solving skills.
- Excellent communication and interpersonal skills.
- Familiarity with web and mobile applications and their functionality.
- Experience with bug tracking and reporting tools is a plus.

5. Job Title: DevOps Engineer

Points: Qualification = 1 Points, Experience = 1 Points

Job Summary:

The DevOps Engineer will play a crucial role in automating infrastructure provisioning, managing CI/CD pipelines, ensuring server availability and security, implementing monitoring and logging solutions, and promoting collaboration between development and operations teams.

Responsibilities:

1. Infrastructure Automation: Automate the provisioning and configuration of infrastructure using tools such as Ansible, Terraform, or Docker.
2. Continuous Integration/Continuous Deployment (CI/CD): Set up and manage CI/CD pipelines to automate software testing, integration, and deployment.
3. Server Administration: Manage and maintain servers, focusing on high availability, security, and scalability.
4. Monitoring and Logging: Implement monitoring tools and collect logs to detect and troubleshoot issues proactively.
5. Security: Implement security best practices, including access control, vulnerability assessments, and incident response.
6. Collaboration: Foster collaboration between development and operations teams to streamline development and deployment processes.

Qualifications:

- B.E./ B.Tech/ MCA/MSc/M.E./M.Tech/MBA in IT/CE/CS or relevant Field
- Total **5 years** of experience required with Bachelor's Degree **OR** Total **3 years** of experience required with Master's degree
- Proficiency in infrastructure automation tools (e.g., Ansible, Terraform, Docker).
- Familiarity with CI/CD pipeline setup and management.
- Strong server administration skills.
- Experience with monitoring and logging solutions.
- Knowledge of security best practices and incident response.
- Excellent communication and teamwork skills.

6. Job Title: Backend Developer

Points: Qualification = 1 Points, Experience = 1 Points

Job Summary:

The Backend Developer will be responsible for designing, developing, and maintaining server-side components of web and mobile applications. This role involves database management, API development, performance optimization, security implementation, integration with third-party services, and ensuring the reliability of backend services through testing.

Responsibilities:

1. Server-Side Development: Design, develop, and maintain server-side components of web and mobile applications.
2. Database Management: Create and optimize database schemas, write queries and ensure data integrity.

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3. API Development: Build and maintain APIs that facilitate communication between the frontend and backend systems.
 4. Performance Optimization: Optimize server performance, scalability, and response times to provide a smooth user experience.
 5. Security: Implement security measures to protect against vulnerabilities and data breaches.
 6. Integration: Integrate third-party services and libraries as needed to enhance application functionality.
 7. Testing: Write unit tests and perform integration testing to verify the reliability and functionality of backend services.

Qualifications:

- B.E./ B.Tech/ MCA/MSc/M.E./M.Tech/MBA in IT/CE/CS or relevant Field
- Total **5 years** of experience required with Bachelor's Degree **OR** Total **3 years** of experience required with Master's degree
- Proficiency in database management and query optimization.
- Strong API development skills.
- Knowledge of security best practices.
- Experience with performance optimization and testing.
- Excellent problem-solving and teamwork skills.

11) Section VIII: General Conditions of Contract

11.1 Application

- These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

11.2 Country of Origin

- All Services rendered under the Contract shall have their origin in the member countries and territories eligible i.e. India
- The origin of Services is distinct from the nationality of the service provider

11.3 Standards

- The software supplied under this Contract shall conform to the standards and when no applicable standard is mentioned; to the authoritative standard appropriate to the country of origin and such standards shall be the latest issued by the concerned institution.

11.4 Use of Contract Documents and Information

- The service provider shall not, without GCSE-SS's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the in connection therewith, to any person other than a person employed by the service provider in performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purpose of such performance is concerned.
- The service provider shall not, without GCSE-SS's prior written consent, make use of any document or information except for purposes of performing the Contract.
- Any document, other than the Contract itself, shall remain the property of GCSE-SS and shall be returned (in all copies) to GCSE-SS on completion of the service provider's performance under the Contract if so, required by GCSE-SS.
- The service provider shall permit GCSE-SS to inspect the service provider's accounts and records relating to the performance of the service provider and to have them audited by auditors appointed by GCSE-SS, if so, required by GCSE-SS.

11.5 Patent Rights, Copy Right

- The Service Provider shall indemnify GCSE-SS against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.
- When the SP will develop any solution for GCSE-SS as part of project, then the IPR of that solution will be with the GCSE-SS. The bidder cannot sell or use (fully / partly) that software for other customers without written consent from Government of Gujarat.
- Deliverables created by selected Bidder specifically for Govt. of Gujarat and identified as such in the relevant Scope of Work under this RFP, the IPR of the same shall be the Exclusive property of GCSE-SS. The Source Code of all the applications being developed and customized under this contract will solely belong and shall lie with Education Department, Government of Gujarat.
- In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the Bidder shall act expeditiously to extinguish such claim. If the Bidder fails to comply and GCSE-SS is required to pay compensation to a third party

resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. GCSE-SS will give notice to the Bidder of such claim, if it is made, without delay where upon Bidder shall reimburse.

11.6 Inspection/Testing

- Application:
 - GCSE-SS or its representative shall have the right to inspect and/or to test the software or work of the SP to confirm their conformity to the Contract specifications at no extra cost to the GCSE-SS.
- Application Security Audit:
 - In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In or GIL, DST-GoG Empaneled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In or GIL, DST-GoG Empaneled Security Auditors.
 - The SP must submit the test results to GCSE-SS.
 - Should any inspected or tested software fail to conform to the specifications, the GCSE-SS may reject the software and the SP shall either replace/redevelop the rejected software or make alterations necessary to meet specification requirements free of cost to GCSE-SS.
 - GCSE-SS's right to inspect, test and, where necessary, reject the software / deliverable after the software deployment at Project Site shall in no way be limited or waived by reason of the software previously been inspected, tested and passed by GCSE-SS for its representative prior to the software deployment.
 - No clause in the RFP document releases the Service Provider (SP) from any warranty or other obligations under this Contract.
 - The inspection of the working of the developed software shall be carried out to check whether the software is in conformity with the requirements described in the contract. The tests will be performed after completion of installation and commissioning of all the software at the site of installation. During the test run of software, no malfunction, partial or complete failure of any module of software or bugs in the software is expected to occur. All the software should be complete and no missing modules/sections will be allowed. The SP shall maintain necessary logs in respect of the result of the test to establish to the entire satisfaction of GCSE-SS, the successful completion of the test specified. An average uptime efficiency of 99% for the duration of test period shall be considered as satisfactory. On successful completion of acceptability test and after GCSE-SS is satisfied with the working of the software on the, the acceptance certificate of GCSE-SS will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the software.
 - Before the Application modules are taken over by GCSE-SS, the SP shall supply operation manuals. These shall be in such details as will enable GCSE-SS to use the software as Stated in the specifications. The documentation shall be in the English/Gujarati language and in such form and numbers as Stated in the contract document. Unless and otherwise agreed, the software shall not be

considered to be complete for the purpose of taking over until such documentation has supplied to GCSE-SS.

11.7 Change Request Orders

- During the development and operation and maintenance phase, any change in scope of work, or in design and development of modules or Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.
 - GCSE-SS may, at any time, by written order given to the SP make changes within the general scope of the Contract in any one or more of the following:
 - Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for GCSE-SS; □ The place of delivery; and/or the Services to be provided by the SI.
 - The bidder should be responsible for changes in the ERP System and mobile app with respect to user Interface and any the GR issued by govt. time to time during the contract period.
 - Training of personnel of the GCSE-SS in terms of hours/subjects will be without any additional cost.
 - Any change request during the operation and maintenance period will not be considered. However, the bidder has to deploy resources for continuous development support onsite.

11.8 Delivery of Software

- Design/Development/Coding/implementation/maintenance of the software shall be made by the service provider in accordance with the terms specified in this RFP document.
- Upon deployment of the solution / completion of the assigned work under the service, service provider shall notify GCSE-SS accordingly.

11.9 Deployment of Software

- Service provider must deploy the solution at the place specified by GCSE-SS at the time of the contract and ensure smooth running of that solution.

11.10 Prices

- Prices payable to the service provider as Stated in the Contract shall remain firm and fixed during the performance of the Contract.
- The prices quoted should not be conditional/optional and it should be in line with the technology and approach presented during the Approach & Methodology Presentation by the Service Provider before the committee. The bidder should not submit conditional/optional bids. Conditional/optional bids are liable to be rejected out rightly.

11.11 Contract Amendments

- No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

11.12 Assignment

- The service provider shall not assign, in whole or in part, its obligations to perform under the Contract, except with GCSE-SS's prior written consent.

11.13 Delays in the supplier / service provider's Performance

- Delivery of the software and performance of the Services shall be made by the service provider in accordance with the time schedule specified by GCSE-SS in the contract document.
- A delay by the service provider in the performance of its delivery obligations shall render the service provider liable to the imposition of a penalty, unless an extension of time is agreed upon without the application of the penalty.

11.14 Termination for Default

- GCSE-SS may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the service provider, terminate the Contract in whole or part:
 - If the service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by GCSE-SS; or
 - If the service provider fails to perform any other obligation(s) under the Contract.
 - If the service provider, in the judgment of GCSE-SS has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- For the purpose of this Clause:
 - "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
 - "Fraudulent practice: a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;"
- If the Service Provider fails to conform to the quality requirement laid down/third party inspection/consultants' opinion.
- If Bidder has violated / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights. Certificate/affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights.

11.15 Force Majeure

- Notwithstanding anything contained in the tender, the SP shall not be liable for liquidated damages or termination for default, if and to the extent that, it's 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 service provider and not involving the service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a force Majeure situation arises, the service provider shall promptly notify GCSE-SS in writing within 10 days of such conditions and the cause thereof. Unless otherwise directed by GCSE-SS in writing, the service provider shall continue to perform its

obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

11.16 Payments in case of Force Majeure

- During the period of their inability of services as a result of an event of Force Majeure, the SP shall be entitled to continue to be paid under the terms of this contract effective from resumption of services post Force Majeure, as well as to be reimbursed for costs additional costs reasonably and necessarily incurred by them during such period purposes for the purpose of the services and in reactivating the service after the end of such period.

11.17 Limitation of Liability

- In no event shall either party be liable for any indirect, incidental, consequential, special or punitive loss or damage including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof. In any case, the aggregate liability of the bidder, whatsoever and howsoever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received as per the Contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability.

11.18 Suspension

- GCSE-SS may, by written advance notice of 30 days to SI, suspend all payments to the SP hereunder if the SP fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension.
 - a) Shall specify the nature of failure.
 - b) Shall request the SP for remedy of such failure within a period not exceeding thirty (30) days after receipt by the SP of such notice of failure.

11.19 Termination for Insolvency

- GCSE-SS may at any time terminate the Contract by giving written notice to the Supplier / service provider, if the Supplier / service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier / service provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to GCSE-SS.

11.20 Termination for Convenience

- GCSE-SS by written notice sent to the service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for GCSE-SS's convenience, the extent to which performance of the service provider under the Contract is terminated, and the date upon which such termination becomes effective.
- The services / software that is complete and ready for rendering / deployment within 30 days after the service provider's receipt of notice of termination shall be accepted by GCSE-SS at the Contract terms and prices. For the remaining services, GCSE-SS may elect:
 - To have any portion completed and delivered at the Contract terms and prices; and/or
 - To cancel the remainder and pay to the service provider an agreed amount for partially completed services / software and for services / software previously procured by the service provider.

11.21 Right to use defective software/equipment

- If after delivery, acceptance and installation and within the guarantee and warranty period, the operation or use of the software/equipment proves to be unsatisfactory, the Purchaser shall have the right to continue to operate or use such software/equipment until rectification of defects, errors or omissions by debugging / repair or by partial or complete replacement is made without interfering with GCSE-SS's operation.

11.22 Supplier / service provider Integrity

- The service provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using State-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

11.23 Supplier / service provider's Obligations

- The service provider is obliged to work closely with GCSE-SS's staff, act within its own authority and abide by directives issued by GCSE-SS.
- The service provider will abide by the job safety measures prevalent in India and will free GCSE-SS from all demands or responsibilities arising from accidents or loss of life the cause of which is the service provider's negligence.
- The service provider will pay all indemnities arising from such incidents and will not hold GCSE-SS responsible or obligated.
- The service provider is responsible for managing the activities of its personnel or sub-contracted personnel and will hold himself responsible for any misdemeanors.
- The service provider will treat as confidential all data and information about GCSE-SS, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of GCSE-SS.

11.24 Patent Rights

- In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in GCSE-SS, the service provider shall act expeditiously to extinguish such claim. If the service provider fails to comply and GCSE-SS is required to pay compensation to a third party resulting from such infringement, the service provider shall be responsible for the compensation including all expenses, court costs and lawyer fees. GCSE-SS will give notice to the service provider of such claim, if it is made, without delay.

11.25 Unconditional Bid

- Bidders shall not put any condition of any kind in the Technical and Financial Bid, failing which the bid shall be rejected as non-responsive

11.26 No Variable Cost in Financial Bid

- Bids with the variable costs / rates shall not be considered and shall be rejected as non-responsive at the discretion of GCSE-SS.

11.27 Resolution of Disputes**Amicable Settlement**

- If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.
 - Performance of the contract is governed by the terms the conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the Schedule of Requirement, the

clauses of payments etc. In such a situation, disputes arising between parties are out of contract, 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 3.28.2 shall become applicable. Amicable settlement clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of security breach relating to PHI carried out by either bidder organization itself or its employees.

Arbitration

- In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings.
- Arbitration proceedings will be held in India at Gandhinagar/Ahmedabad and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.
- The decision of the majority of arbitrators shall be final and binding upon both the parties
- All arbitration awards shall be in writing and shall State the reasons for the award.
- The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.
- Arbitration clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of confidentiality/security breach relating to PHI carried out by either bidder organization itself or its employees.
- Both the parties agree the jurisdiction of Adjudicating Authority, Gujarat State and Cyber Appellate Tribunal, New Delhi under Information Technology Act, 2000 (including any amendments therein) in case of any contraventions, security and confidentiality breaches

11.28 Governing Language

- The contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

11.29 Applicable Law

- The Contract shall be interpreted in accordance with the laws of the Union of India and that of State of Gujarat.

11.30 Taxes and Duties

- Service providers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted software / service to GCSE-SS. However, Goods and Service Tax in respect of the transaction between GCSE-SS and the service provider shall be payable extra on actuals.

11.31 Binding Clause

- All decisions taken by GCSE-SS regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

11.32 Legal Jurisdiction

- All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Gandhinagar/Ahmedabad of Gujarat only

11.33 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.

11.34 Conflict of Interest

- The Service Provider shall disclose to GCSE-SS in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Service Provider or it's Team) in the course of performing the Services as soon as it becomes aware of such a conflict. Service Provider shall hold GCSE-SS's interest paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments.

11.35 Data Ownership

- All the data created as the part of the project shall be owned by GCSE-SS. The Service Provider shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the Service Provider only to the personnel working on the projects and their names & contact details shall be shared with GCSE-SS in advance. GCSE-SS / its authorized representative(s) shall conduct periodic / surprise security reviews and audits, to ensure the compliance by the Service Provider to data / system security.

11.36 Fraud and Corruption

- GCSE-SS requires that Service Provider must observe the highest standards of ethics during the execution of the contract. In pursuance of this policy, GCSE-SS defines, for the purpose 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 GCSE-SS in contract executions.
 - b. "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to GCSE-SS, 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 GCSE-SS of the benefits of free and open competition.
 - c. "Unfair trade practices" means supply of services different from what is ordered or change in the Scope of Work which has been finalized.

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.

- If it is noticed that the Service Provider has indulged into the Corrupt / Fraudulent / Unfair / Coercive practices, it will be a sufficient ground for GCSE-SS for termination of the contract and initiate black-listing of the vendor.

11.37 Exit Management

(i) Exit Management Purpose

This clause sets out the provisions, which will apply during Exit Management period. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.

The exit management period starts, in case of expiry of contract, at least 3 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the Service Provider. The exit management period ends on the date agreed upon by GCSE-SS or Three months after the beginning of the exit management period, whichever is earlier.

(ii) Confidential Information, Security and Data

Service Provider will promptly on the commencement of the exit management period, supply to SPD or its nominated agencies the following:

- a) Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to the Project, Project's Intellectual Property Rights; any other data and confidential information related to the Project.
- b) Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacing Successful Bidder in a readily available format.
- c) All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable GCSE-SS and its nominated agencies, or its Replacing Vendor to carry out due diligence in order to transition the provision of the Services to GCSE-SS or its nominated agencies, or its Replacing Vendor (as the case may be).

(iii) Rights of Access to Information

At any time during the exit management period, the Service Provider will be obliged to provide an access of information to SPD and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, Live data, policy documents or any other material related to this Project.

(iv) Exit Management Plan

Successful Bidder shall provide GCSE-SS with a recommended "Exit Management Plan" within 90 days of signing of the contract, which shall deal with at least the following

aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

- a) A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
- b) Plans for the communication with such of the Successful Bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer.
- c) Plans for provision of contingent support to the Web Portal Project and Replacement Vendor for a reasonable period (minimum one month) after transfer.
- d) Exit Management Plan shall be presented by the Service Provider to and approved by SPD or its nominated agencies.
- e) The terms of payment as Stated in the Terms of Payment Schedule include the costs of the Service Provider complying with its obligations under this Schedule.
- f) During the exit management period, the Service Provider shall use its best efforts to deliver the services.
- g) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

11.38 Confidentiality

"Confidential Information" means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and operational affairs, business rules, citizen information, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party or its subcontractors (whether a Party to the contract or to the SLA) in the course of or in connection with the contract (including without limitation such information received during negotiations, location visits and meetings in connection with the contract or to the SLA) or pursuant to the contract to be signed subsequently.

Except with the prior written permission of GCSE-SS, the Service Provider and its Personnel shall not disclose such confidential information to any person or entity not expected to know such information by default of being associated with the project, nor shall the Service Provider and it's Personnel make public the recommendations formulated in the course of, or as a result of the Project.

The Service Provider recognizes that during the term of this Agreement, sensitive data will be procured & made available to it, its Sub contractors & agents & others working for or under the Service Provider. Disclosure or usage of the data by any such recipient may constitute a breach of law applicable causing harm not only to the Department whose data is used but also to its stakeholders. Service Provider needs to demonstrate utmost care, sensitivity & strict confidentiality. Any breach of this Article will result in

SPD & its nominees receiving a right to seek injunctive relief & damages, from the Service Provider.

The restrictions of this Article shall not apply to confidential Information that:

- i. is or becomes generally available to the public through no breach of this Article by the Recipient; &
- ii. was in the recipient's possession free of any obligation of confidence prior to the time of receipt of it by the Recipient hereunder; &
- iii. is developed by the Recipient independently of any of discloser's Confidential Information; &
- iv. is rightfully obtained by the Recipient from third Parties authorized at that time to make such disclosure without restriction; &
- v. is identified in writing by the Discloser as no longer proprietary or confidential; or
- vi. is required to be disclosed by law, regulation or Court Order, provided that the recipient gives prompt written notice to the Discloser of such legal & regulatory requirement to disclose so as to allow the Discloser reasonable opportunity to contest such disclosure.

To the extent that such disclosure is required for the purposes of this Agreement, either Party may disclose Confidential Information to:

- i. its employees, agents & independent contractors & to any of its affiliates & their respective independent contractors or employees; &
- ii. its professional advisors & auditors, who require access for the purposes of this Agreement, whom the relevant Party has informed of its obligations under this Article & in respect of whom the relevant Party has informed of its obligations under this Article has used commercially reasonable efforts to ensure that they are contractually obliged to keep such Confidential Information confidential on terms substantially the same as set forth in this Article. Either Party may also disclose confidential Information or any entity with the other Party's prior written consent.

The provisions of this Article shall survive the expiration or any earlier termination of this Agreement.

11.39 Compliance with Labour regulations

The Service Provider shall pay fair and reasonable wages to the workmen employed, for the contract undertaken and comply with the provisions set forth under the Minimum wages Act and the Contract Labour Act 1970. The salary of the manpower

working on GCSE-SS project should be paid using ECS / NEFT / RTGS. A record of the payments made in this regard should be maintained by the Service Provider. Upon request, this record shall be produced to the appropriate authority in State Government and/or Judicial Body. If complaints are received by Government of Gujarat (or any appropriate authority) appropriate action (Liquidation of Security Deposit, Blacklisting, etc.) may be initiated as deemed necessary against the Service Provider.

11.40 Single tender opening:

In case single tender is received, or only single tender is technically qualified, due to the importance of timely completion of this project GCSE-SS has the rights to go ahead on opening of single tender. In such situation GCSE-SS may take the negotiation process for reasonableness of the price.

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