

UTTARAKHAND WORKFORCE DEVELOPMENT PROJECT (UKWDP)

REQUEST FOR EXPRESSION OF INTEREST (REoI)

Request for Expression of Interest (REoI) for the implementation of Web based
Enterprise Resource Planning (ERP) in Priority ITI's in Uttarakhand

August, 2022

SUBMISSION DEADLINE FOR EOI: 02.09.2022, 1700 HRS

OFFICE OF THE PROJECT DIRECTOR
STATE PROJECT IMPLEMENTATION UNIT (SPIU)
UTTARAKHAND WORKFORCE DEVELOPMENT PROJECT (UKWDP),
DEPARTMENT OF SKILL DEVELOPMENT & EMPLOYMENT (DSDE),
GOVT. ITI (WOMEN) CAMPUS, 26 EC ROAD, DEHRADUN

REQUEST FOR EXPRESSION OF INTEREST
(CONSULTING SERVICES-FIRMS SELECTION)

Name of Country	: India
Loan No.	: 8877-IN
Project No.	: P-154525
Name of Project	: Uttarakhand Work Force Development Project (UKWDP)
Assignment Title	: Implementation of Web Based ERP in Priority ITI's in Uttarakhand
Period of Consultancy	: 45 Months (09 Months for Implementation and 36 Months for Operation & Maintenance)
Reference No	: IN-SPIU-UKWFDP-105875

Expression of Interest:

1. The Project Director, Uttarakhand Work Force Development (UKWDP), Government of Uttarakhand, has received a loan from the International Bank for Reconstruction and Development (IBRD), and intends to apply part of the loan proceeds to make payments under the contract for Uttarakhand Work Force Development Project.
2. The UKWDP is a Workforce Development Project for improving the skills development system to provide better quality and more labour-market relevant training, and to provide equitable access to training opportunities among disadvantaged population in Uttarakhand. The duration of the project is approximately 5 years i.e. Dec'2018 to Jun'2023.
3. The Project Director, UKWDP, Dehradun now invites eligible Design & Implementation ERP firms to indicate their interest in providing the services. Interested Firm should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services
4. The eligibility criteria for selecting the consulting firm is included in **Annexure-1**.
5. The Terms of Reference (ToR) are included in **Annexure-2**.
6. The attention of interested Firms is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers* (January 2011, revised July 2014) ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest. In addition, please refer to the following specific information on conflict of interest related to this assignment: conflict between consulting activities and procurement

of goods, works or non-consulting services; conflict among consulting assignments; and relationship with borrower's staff.

7. Consortium or Joint venture is not allowed by the consulting firm.
8. A Firm will be selected in accordance with the QCBS method in the ratio 80:20 i.e. 80% weightage to the technical score and 20% weightage to the financial score. The method is set out in the procurement guidelines for selection of the firm.
9. It is hereby mentioned that the staffing schedule and deliverables mentioned in this EoI may be modified to some extent depending upon their suitability in the consulting assignment.
10. All the key experts (as detailed in the Terms of Reference) proposed for this engagement by the firm shall be on the payrolls of the firm and will not be sub-contracted to other agencies / 3rd parties.
11. Further information can be obtained at the address below during office hours from 10:00 to 17:00 hours or by attending a pre-consultation meeting to be held **25.08.2022 at 1100 Hrs.** at SPIU Conference Hall, Govt. ITI(Women), 26 EC Road, Dehradun. Queries shall be forwarded on email spiuukwdp@gmail.com by the prospective firms prior to the Pre-Consultation meeting. If any prospective firms are unable to attend the Pre-Consultation meeting mentioned above due to unavoidable circumstances, they may attend the virtual pre-consultation meeting. The details of the meeting shall be shared on the email through which queries are received from the firms. Attending the pre-consultation meeting is not mandatory. The minutes of this meeting can be viewed by all on the website-www.uksdm.org.
12. Expressions of interest (EoI) must be delivered in a written form and should include firm's demonstrated capacity to provide the required expertise. Expressions of interest must be delivered to the address below through post/speed post/courier/by-hand till **02.09.2022; 1700 Hrs.**

The Project Director
Uttarakhand Workforce Development Project (UKWDP)
State Project Implementation Unit (Govt. Girls ITI Campus),
26 EC Road, Near Survey Chowk, Dehradun, 248001, Uttarakhand
e-mail: spiuukwdp@gmail.com

(Annexure – 1)

ELIGIBILITY CRITERIA FOR SELECTION OF CONSULTING FIRM

SI #	Basic Requirement	Specific Requirement	Documents to be submitted with the REoI
1	Legal Entity	The entity must be legally registered under appropriate authority in India. The firm must be registered under GST Act 2017. The firm should be in business in India for the last 5 years.	Copy of certificate of Incorporation /Registration Copy of GST Registration Copy of valid PAN
2	Product OEM	The Firm be an OEM of ERP Product.	Declaration on Letter Head of the Firm.
3	Turn Over	The entity should have an average annual turnover of INR Five (5) Crore during the financial years mentioned below: - (FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20 & FY 2020-21).	Copies of audited balance sheet and profit and loss account with all schedules or a Turnover certificate certified by the Chartered Account and by the bidder along with the acknowledgement of Income Tax returns as proof.
4	Experience	The entity should have experience of carrying out a minimum of Three (3) similar ERP Implementation assignments each having a Contract value \geq INR 30 Lakhs, during the last five (5) Years (FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21 & FY 2021-22) under Central or State Government/ PSUs / National & International organization (Externally-aided projects funded through Ministry of Economic affairs, Govt of India by World Bank, DFID, JICA, ADB, etc.)/Universities.	Copies of engagement such as Work Order / Contract Document / Completion Certificate (Information to be provided as per format Annexure-3)
5	Employees on Payroll	The firm shall have at least 50 professionals on payrolls working on consulting services for Govt./Private sector.	Proof of count on firm's letter head/other valid document to support count.
6	Affirmative statement	Bidder shall furnish an affirmative statement as to the existence of any potential conflict of interest on the part	Self-Declaration from the Bidder as per the format (Annexure-4)

		of the bidder due to prior, current or proposed agreements, engagements, or affiliations with the Client.	
7	Blacklist	The firm should not have unsatisfactory track record resulting in adverse action taken by Central/State Governments in India Mandatory Certificate to be enclosed with REoI.	A notarized undertaking on Rs.100/- non judicial stamp paper must be submitted to SPIU office by the authorized person of the firm. (Annexure-5).

***Mandatory Requirement-**

It is mandatory for the consulting firm that it meets all the eligibility criteria as listed above. If any of the criteria is not met, then in that case the applicant consulting firm shall be declared ineligible.

(Annexure – 2)
Terms of Reference (ToR) for the implementation of
Web based Enterprise Resource Planning (ERP) & Mobile App

I. BACKGROUND

The World Bank-funded Uttarakhand Workforce Development Project (UKWDP) aims to improve the quality and relevance of training at the priority Industrial Training Institutes (ITIs) and increase the number of labor-market-relevant workers through the short-term training courses in Uttarakhand.

The UKWDP contributes to these objectives by supporting the state of Uttarakhand to strengthen the delivery of skills and training programs to produce higher-quality workers with relevant market skills and increased access. This state-level skills development project would also play a strategic role in the World Bank's engagement in the skills agenda at the national level. An in-depth experience of activities/challenges and lessons learnt from this project would play an imperative role in the implementation of the skill development programs at a national level.

In Industrial Training Institute, there are various sections like training, accounts, establishment and store and these sections handle all trainee's information and institute database. These sections are linked with each other. Current system of ITIs has problems with interlinking and data repetition. To overcome these problems, an ERP system is being proposed, which shall be automated and centralized.

II. OBJECTIVES

The main objective of ERP implementation shall be digitize the data and processes of ITIs with a user friendly interface. Through implementation of the ERP, details shall be fed into the system wherein there shall be no need for the various person to deal with separate sections. Therefore, the ERP shall cater and ensure the followings:

- Adoption of paperless system
- Seamless integration of various existing ITI functional sections namely training, accounts, establishment and store etc.
- Efficient and flexible dynamic data management.
- Generation of dynamic reports and dashboard.
- Reduced human intervention.

III. SCOPE OF WORK

The ERP is intended to be implemented across all the Government ITIs in Uttarakhand in phased manner. Initially, the ERP will be implemented in 24 priority ITIs from the World Bank funds. Upon satisfactory performance, the contract later may be extended to include other Government ITIs in the state subject to the decision of state Government including funds and time availability.

List of 24 Government ITI has been annexed as Annexure-6 and the list of other Government ITIs as Annexure-7.

The following is the list of modules to be implemented in all priority ITIs:

- 1. E-class/ e-Training**
- 2. Staff Register**
- 3. Stock Register**
- 4. E-Library**
- 5. Examination**
- 6. Alumni**

3.1 Module-1 e-Class/ e-Training

1. Each ITI shall have in the ERP an admission register as per DGT norms which will be pushed to DGT portal by the ERP through API. The successful firm will make the provision in the ERP so that the admission data of ITI Trainees can be pushed to the DGT portal automatically once the data entered into the admission register in the ERP. The system will confirm the process of data transfer for every Trainee and flag any failure.
2. The admission register data will be mapped with Class/Trade Register and the data entered in the admission register will show automatically in corresponding Class/ Trade Registers.
3. The system will have provision to create timetable of individual ITI in the Principal Login and the timetable created will be visible to all Foreman, Instructors and Trainees on Web Portal and Mobile App. In case any Instructor is on leave (link with staff module for leave information), the system will flag it along-with the list of free instructors to the Principal and Foreman for assigning the free instructor to the class.
4. The attendance data of all ITI Trainees will be imported to the e-Class module of the ERP from the biometric system twice a day and will be stored separately as morning attendance and evening attendance. However, in case of malfunction of biometric device, instructors can use their login in the mobile app to mark the attendance of Trainees. Trainees' attendance data will be visible class wise to concerned instructors, foreman, and the principal through their respective logins.
5. There shall be provision for Trainees to apply for leave through mobile app which will be further approved by the concerned Instructor and the Principal in their respective apps or portal.
6. The e-Class module will have the provision to collect Trainees feedback for each subject/course in a prescribed format through web portal and mobile app quarterly. The feedback data will be visible to Principal only.

7. The instructor shall have the provision to upload, create, modify, and evaluation of assignments for their subjects/classes in the e-Class module. The assignment marks will be visible to students at their login.
8. There should be provision in the instructor login for uploading the syllabus, session plan and subject notes. The lesson plan should be visible to all Trainees of that class in their login.
9. There shall be provision for announcements.
10. The Industrial Linkage Cell (ILC) data (i.e general activities, institute level activities, industry related activities) will be integrated in e-Class module through API or any other integration method.

3.2 Module-2 Staff Register

1. There should be provision of storing ITI Staff Information which includes Name, Designation, Mobile Number, email ID, Alternate Number, Present and Permanent address, Joining/transfer Dates, Photo, Qualification, Details of Personal Assets, Aadhaar Card & PAN. (Assests, Aadhar, and PAN details should be in encrypted format only visible to concerned principal)
2. There should be provision to store Training Data for each staff in a pre-designed format (developed by the client), updatable from the principal login. It should have provision to store pre-training and post-training assessment score for each training.
3. The staff should have the provision to apply for the leave and the principal should have the provision to approve.
4. Principals, Foreman, and the instructors can mark their attendance through biometric system or the mobile app. This module should be able to pull the data from the biometric system.

1.3 Module-3 Stock Register

1. There should be provision for entry of ITI infrastructure i.e. Master Data of Land, Building, equipment's etc. which includes IT, Non-IT, Workshop Items, Equipment's, Trade related Goods, Tools and Machines. This information should be recorded in Live and Dead Stock Register.
2. There should be information on required stock, current stock and shortage of items in the Stock Register.
3. Procurement of required stock should be entered in the stock register and further entry shall be made towards its issuance to instructors/sections.

3.4 Module-4 e-Library (Optional)

1. The e-Library module should be designed as a repository of digital content including audio, video, presentation, PDF files, images, external links etc. The repository should be indexed by file type, subject area, trade, etc. and should be searchable by keywords.

3.5 Module-5 Examination (Optional)

1. The examination module of the ERP should have provision for weekly tests, monthly test, and six monthly sessional exams in each subject/course. The module should keep record of all tests and be able to push the sessional marks to the DGT portal.
2. The module should also have a provision to record qualitative assessment of the Trainees in a standard checklist by all the instructors and the results should be available to principal in compiled form.
3. Trainees payment status should be available in the module and should be pushed to the DGT portal through API.
4. The module should have provision to pull admit card, date sheet, final marks and degree certificate of all Trainees from the DGT Portal and Trainees should be able to download their date sheet, admit card, marks-sheet, certificate, forms etc.
5. The module should have the provision to download Re-appear/ Re-exam form from the DGT portal for Trainees with the backlog.
6. The module should have the provision to send SMS alerts to Trainees for various activities including:
 - a. Upcoming exam schedule
 - b. New assessment/assignment due
 - c. Fee payment status
 - d. Admit card/ date sheet availability
 - e. Marks-sheet/ National Trade Certificate availability

3.6 Module-6 Alumni (Optional)

1. The Class/Trade Register data will be mapped to Students' Alumni wherein student placement details (trainee picture, name of company, offer letter, date of appointment, annual package) will be updated by ITI.
2. There trainees' data will be archived in students' alumni database.

IV. ERP Dashboard

ERP Dashboard will show trade-wise attendance status of the trainees, employee present and absent status, trade wise enrollment and male-female ratio in graphical form. The system should display the MIS Reports (class attendance, trade wise trainee record, timetable etc.) on the dashboard.

V. Web Portal

There should be a Web Page as Home Page on which ERP information and login should be Provided. *e.g. <https://ukwdperp.uk.gov.in> or <https://itierp.uk.gov.in> or any DSDE suggested URL.*

The firm will follow the Guidelines for Indian Government Websites (GIGW) and Mobile App for the designing/customization of ERP System.

VI. Mobile App

Compliance to Guidelines to Indian Government Portal / Mobile Apps MieTY, State IT Department Uttarakhand. Mobile App should be accessible on Android, iOS and Windows platforms.

The feature in the web portal should closely match the features in the mobile app and integrate with the same API integration layer of ERP.

Following are some of the features that should be enabled through the ERP:

1. The app should provide quick and responsive experience even with limited bandwidth.
2. It should work on both online and offline mode wherever the pages are locally cached. Further, it has to be ensured that the cached data is not exposed to any 3rd party in any form.
3. It should work on all Android, iOS and Windows devices with the versions of operating systems released by them in last three years from the date of work order and all future releases.
4. The App should support security features such as mobile Open Web Application Security Project (OWASP) and should pass security testing by a third party.
5. It should be able to use the device features to capture data like Images, Audio, Videos, GPS, Document pages along with date and time stamping and be able to sync these to the ERP.
6. It should also allow uploading stored data from the device i.e., structured and unstructured data in the ERP.
7. It should have search functionality across all the pages.

VII. TASKS AND RESPONSIBILITIES FOR THE FIRM TILL THE COMPLETION OF CONTRACT

1. The firm is responsible for the successful commissioning of Web and Mobile App which includes designing, developing and maintaining, customization of the Web and Mobile App which should be complied with all MieTY, GoI Regulations.
2. Responsible for integration with SMS Gateway and Email Gateway.
3. Responsible for day-to-day operation of the ERP, Mobile App and all its associated pages, service including reporting, issue resolution etc. for duration of the contract.
4. Responsible for creating APIs for stakeholder department integration requirements, if any.
5. Responsible for creation of APIs for external entities/third parties for data export and import, if required.
6. The firm will implement FAT (Functional Acceptance Testing), Load Testing, Performance Scalability Testing. The firm will be providing the necessary baseline documents and other documentary evidence of carrying out the testing for the complete project.
7. The firm will be responsible for getting all necessary sign offs and approvals from individual ITI Principals & DSDE during implementation.
8. The firm is not allowed to sub-contract the work pertaining to ERP & Mobile App.
9. The firm will implement single database for ERP.
10. Design and development of Web Portal to access various modules of ERP Solution and synchronization of Mobile App Data in Real Time.
11. The firm will process the data conversion / data migration of existing data /data porting and digitization of existing manual data available in registers, records and files in every priority ITI.
12. The firm will provide training to new joined and existing Government ITI staff on ERP and Mobile App during the implementation and operation and maintenance phase as per the directions of DSDE.
13. The operation and maintenance of the ERP system and Mobile App shall be for three years from the date of Final Go-live.
14. The selected firm will have to ensure certification for of the ERP solution by CERT – in empaneled auditor after fulfilling all the security compliances.
15. An ERP Solution developed or customized for ITI, shall be the property of DSDE only. Software, Documents, Information and other elements of the project shall have the copyrights of DSDE. The firm will use the name of DSDE for any registration related to ERP.
16. The firm will assist in mapping the Domain Name System (DNS) with State Data Centre (SDC)/ GoI Cloud Data Centre (i.e. Meghraj Cloud) for hosting the ERP. The DSDE will assist for DNS acquiring process with NIC/ITDA. The remaining technical configuration and management will be done by

selected firm on SDC provided VM/Server. In case of private server hosting, the firm will manage the entire process of hosting including the payment of charges till the completion of contract period.

17. The ERP Web and Mobile System should be user friendly, comprehensive, integrated information system, responsive, and future scalable for the implementation in entire Uttarakhand State Government ITIs.
18. The Mobile App should be available to Principal, Foreman, Instructor and Trainees with single name in Google Play Store, iOS Store and Windows Platform. There should be separate login control in Single Mobile App for Principal, Foreman, Instructor and Trainees.
19. The firm shall register the name of the Mobile App as UK GITI or DSDE suggested name on Google Play Store, iOS, and Windows environment. The firm will also register and provide the Mobile App on Government Mobile Platforms e.g. mSeva AppStore, UMANG etc. The firm will manage the complete hosting of Mobile App including payment of registration and maintenance charges if any till the completion of contract.
20. **The firm will submit the complete Source Code, Database Backup and Database Schema and Technical hosting details of ERP Web and Mobile to the DSDE in media before clamming for Phase-2 Final Go Live Payment.**

VIII. FIRM STAFFING

The successful bidder shall provide the following staff:

Role	Main Task	Minimum qualification and professional experience desired
<p>Program Manager (01 Nos) 9 Months Full Time</p>	<p>The Program Manager shall be responsible for complete scope of work and smooth implementation of ERP across all Priority ITIs</p> <p>Presentation of the Project Status to the Government Department and Officials as and when required by DSDE.</p> <p>Resolution of work flow changes as per the need of ITI</p> <p>Monthly Progress Report of ERP Implementation</p> <p>Liaison with Technical Team for any modification as per the need of ITI</p> <p>Submission of all Reports, Training & Operational Manual</p> <p>Implementation issues and their resolution</p>	<ul style="list-style-type: none"> • B. Tech. with MBA having atleast 8-10 years of experience in ERP solution design, deployment and troubleshooting with complete product management responsibilities with demonstrable experience end to end program or project management responsibilities. <p>Experience of working in design and implementation of ERP.</p> <ul style="list-style-type: none"> • Experience of handling at least 3 projects involving cloud or State Data Centre implementation with Central Government / State Governments or PSUs
<p>Master Trainer /Technical Support (06 Nos) 9 Months each Full Time</p>	<p>All types of Training of DSDE, Principal, Foreman & Instructor and other ITI Staff</p> <p>Resolution of Queries</p> <p>Online and Offline training as per DSDE need</p> <p>Field visit to ITI as per DSDE Need</p>	<ul style="list-style-type: none"> • BTech with at least 3 years of experience on ERP Training in Government Departments

The firm has to quote separately the rates of one Program Manager and two Master Trainers for the Operations and Maintenance (O&M) phase (36 months) from the date of Final Go-Live i.e., scope of work completion in 24 priority Government ITIs.

IX. DURATION OF THE ASSIGNMENT

Nine Months for Implementation and 36 Months for Operations & Maintenance.

X. OWNERSHIP OF THE DATA, DOCUMENTS, AND EQUIPMENT

- DSDE shall be the owner of all the data collected, data sets, reports, documents, etc. prepared by the firm and any equipment procured under the assignment.
- All the documents collected and software procured, if any, will be handed over to DSDE before final payment.
- All documents, reports and information from this work will be regarded as DSDE's property which cannot be sold or used in any case without the prior permission of DSDE.

XI. GENERAL TERMS & CONDITIONS

1. The firm will have to implement ERP across all priority Government ITIs (24) in Uttarakhand on or before June, 2023.
2. The ERP License Web and Mobile App will be in the name of Secretary, DSDE.
3. The firm will implement ERP in all the priority Government ITIs (24) of Uttarakhand as mentioned in Annexure-6. However, the department may later extend the contract to implement the ERP in other Govt ITIs in the state.
4. The firm should quote for all the modules as per the Terms of Reference (ToR) at the later stage i.e. RFP stage. The firm should also provide a cost breakup of the modules separately in the financial proposal which will be submitted at the RFP stage.
5. Request for Proposal (RFP) will be issued only to the eligible firms.
6. Using API, if there will be any difficulty for data exchanging ERP and DGT portal (Web and Mobile) the firms will inform to DSDE in writing with suggestive method for approval.
7. The Final Go Live will be considered from Phase-2: Final Go Live and Operations & Maintenance phase will be started after completion vis-à-vis scope of work and ERP implementation by the firm and approved from DSDE.

XII. DELIVERABLES

SNo.	Milestone	Deliverables	Timeline	Payment
1.	Implementation Time (T+ 9 Months)	*T= Date of Work Order		
1.1	Phase-1	<p>System Requirement Study</p> <p>1. Architecture and design for ERP, Implementation Architecture,</p> <p>2.Network Architecture, Security architecture etc.</p> <p>3.FRS and SRS including Solution Architecture,</p> <p>4.Application Design Documents (HLD & LLD) of the ERP</p> <p>5.Security Audit Certificate of Web & Mobile App ERP from Cert-In Empanelled Security Auditor.</p> <p>6.SSL Certificate after implementation</p> <p>7.Hosting on State Data Centre, Uttarakhand/GoI Cloud/ Private Cloud/Own Data Centre</p> <p>8.Registration Certificate on Google Play Store & iOS, Windows Platform</p> <p>9.Complete Modules Presentation to DSDE on ToR Web Portal and Mobile App of ERP</p>	T+3 Month	30 % of Total Contract Value without GST

		<p>after which Go-Ahead will be granted to firm for Priority ITI Implementation.</p> <p>10. Training Plan, Training Contents in English, Operational Manual in English, Technical Manual for Administrator</p> <p>11. Source Code, Database Backup and Database Schema and Technical hosting details of ERP Web and Mobile</p>		
1.2	<p>Phase-2: Final Go Live</p> <p>Operationalization of ERP in 24 ITI's (14 Garhwal ITI + 10 Kumaon ITI)</p> <p>Web and Mobile App</p>	<p>Training and Implementation</p> <p>Signed Reports from ITI Principals & Verified by DSDE (State Project Implementation Unit)</p> <p>Readiness Report/ Sign Off, User Acceptance Testing Delivery Acceptance Reports Installation & Commissioning Report Phase 2: ERP implementation Progress Report & Presentation</p>	T+9 Month	40% of Total Contract Value without GST, if they desired however the firm can claim the payment of Phase-2 by implementing minimum 15 ITIs in one go and remaining payment will be released based on ERP implementation in remaining ITIs on pro-rata basis.
	Final Go Live	<p>Final Go Live includes:</p> <ol style="list-style-type: none"> 1. Final Go live Certificate of ERP and Mobile App 2. State Data Centre Hosting Certificate 	T+9 Month= T1	Upon all work completion as per scope of work and submission of documents the starting of Operation & Maintenance

		<p>3. Security Audit Certificate</p> <p>4. SSL Certificate</p> <p>5. Mobile App registration certificates/forms on Google Play Store, iOS and Windows</p> <p>6. Sign Off Certificate from all ITI Principals</p> <p>7. Training Completion Certificate from all ITI Principals</p> <p>8. Scope of Work Completion Certificate signed by DSDE</p> <p>9. Manpower details deployed in ERP implementation phase and (Name, Mobile, email, Designation in Project, Permanent Address, Qualifications & Certifications)</p> <p>10. Details of Manpower to be deployed for Operations and Maintenance Phase (Name, Mobile, email, Designation in Project,</p>	<p>Phase letter will be issued by DSDE.</p>
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		<p>Permanent Address, Qualifications & Certifications)</p> <p>11. Technical Manual for Administrator</p> <p>12. Operational Manual for User</p> <p>13. Final Presentation of ERP Implementation across all Govt ITI's</p> <p>14. Challenges & Bottlenecks on ERP implementation</p>		
2.	Operation & Maintenance Phase= T1+ 36 Months from Phase-2 Final Go Live date			
2.1	<p>Operation & Maintenance Project Operations & Maintenance phase for a period of 36 months from the date of Final Go Live Including Manpower, and 5,00,000 SMS (should be available at the initiation of O&M phase)</p>	<ul style="list-style-type: none"> • Monthly & Quarterly SLA Reports • Training Report for new joined and transferred employees 	T1+ 36 Months	<p>30% of Total Contract Value without GST</p> <p>(Operation & Maintenance Phase payment will be paid in three (3) equal yearly instalments spread across 3 years Post Final Go-Live)</p>

XIII. PAYMENT SCHEDULE

The bidder should quote separately for **implementation of the ERP in 24 priority ITIs** and for **Operation and Maintenance for 36 months** after implementation.

SNo.	Milestone	Timeline	Payment Percentage
1.	Design and Implementation = 9 Months		
1.1	Phase-1	T+3 Month	30 % of the Design & Implementation cost without GST
1.1	Phase-2: Final Go Live & Submission of Source Code, Database Backup and Database Schema and Technical hosting details of ERP Web and Mobile	T+9 Month= T1	70 % of the Design & Implementation cost without GST
2.	Operation and Maintenance= 36 Months		
2.1	Operation & Maintenance Phase	T1+ 36 Months	Will be paid in three (3) equal yearly instalments spread across 3 years Post Final Go-Live without GST

***The Design & Implementation phase payment (T+9 Months) will be done from the funds of World Bank. The Payment of Operation and Maintenance Phase (T1+36 Months) will be decided by the DSDE subject to funds availability before issuing the Final Go Live Certificate to the firm. However, the DSDE shall reserve the rights to continue or discontinue the Operation & Maintenance Phase from the scope of work. The work will be awarded to the selected firm for Phase-1 & 2 , However , the proposer has to quote the prices for Operation & Maintenance Phase which will be evaluated during the RFP stage.**

XIII. RIGHTS

- The DSDE will reserves the Intellectual Property Rights for all deliverables of the ERP.
- The DSDE reserves the right to accept, reject or provide time extension to improve the system requirement study report (SRS)). In the event of unsatisfactory system requirement study report and modules presentation the DSDE reserves the right to delay or disallow the Phase-1 & Phase-2 payment until accepted by the DSDE as per scope of work.

(Annexure-3)

(Firm's Past Experience Details)

Table-1 (List of completed or ongoing assignments on ERP Implementation during last 5 years)

Sl. No	Period	Name of the Assignment with Details thereof	Name of the client	Contract Value (in Rs.) and Duration in Month	Date of Award / Commencement of assignment	Date of Completion of Assignment	Remarks if any	Page No
A	B	C	D	E	F	G	H	I
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Note: firms are requested to furnish the list of the assignments undertaken/completed during the last 5 Years as per the above prescribed format only. Information not conforming to the above format will be treated as non-responsive. Copies of the Work order/ Contract Document/ Completion Certificate from the previous Clients need to be furnished along with the above information.

*Assignments having Contract Value of \geq Rs. 30 Lakh only will be taken into consideration.

** firms are requested to refer to the eligibility criteria available at Annexure: 1- Evaluation Criteria

(Annexure-4)

Information Regarding any Conflicting Activities and Declaration Thereof

Are there any activities carried out by your agency which are of conflicting nature as mentioned in Eligibility Criteria: S. No-04. If yes, please furnish details of any such activities.

If no, please certify,

In Bidders Letter Head

I, hereby declare that our agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned in **Eligibility Criteria: S. No-05**.

I, also acknowledge that in case of misrepresentation of any of the information, our proposal / Contract shall be rejected / terminated by the Client which shall be binding on us.

Authorized Signatory [In full initials with Date and Seal]: _____

Communication Address of the Bidder: _____

(Annexure-5)

Declaration on Rupees 100/- Stamp Paper not having unsatisfactory track record

To
The Project Director
Uttarakhand Workforce Development Project
Govt. (Women), ITI Campus,
26 EC Road, Dehradun

Ref.: EOI Dated _____

Sir,

I hereby declare that our agency does not have unsatisfactory track record resulting in adverse action taken by Central/State Governments in India as mentioned in **Eligibility Criteria: SNo-06**.

I, also acknowledge that in case of misrepresentation of any of the information, our proposal / Contract shall be rejected / terminated by the Client which shall be binding on us.

Authorized Signatory [In full initials with Date and Seal]: _____

Communication Address of the Bidder: _____

Annexure-6

List of Priority Govt. ITIs under UKWDP

S. No	Name of ITI	District	Region	Total Seats	Total Faculty
1	GITI Dehradun (B)	Dehradun	Garhwal	1000	61
2	GITI Almora	Almora	Kumaon	672	30
3	GITI Haldwani	Nainital	Kumaon	584	33
4	GITI Srinagar	Pauri	Garhwal	452	26
5	GITI Kashipur	Udham Singh Nagar	Kumaon	520	23
6	GITI Pithoragarh	Pithoragarh	Kumaon	448	10
7	GITI Barkot	Uttarkashi	Garhwal	384	14
8	GITI New Tehri	Tehri Garhwal	Garhwal	360	18
9	GITI Tanakpur	Champawat	Kumaon	260	13
10	GITI Rudraprayag	Rudraprayag	Garhwal	212	8
11	GITI Haridwar Vishist	Haridwar	Garhwal	160	14
12	GITI Karanprayag	Chamoli	Garhwal	120	10
13	GITI Kanda	Bageshwar	Kumaon	112	4
14	GITI Vikasnagar.	Dehradun	Garhwal	256	9
15	GITI Women Dehradun	Dehradun	Garhwal	316	11
16	GITI Dugadda	Pauri	Garhwal	288	14
17	GITI Pirankaliyar	Haridwar	Garhwal	172	7
18	GITI Bazpur	Udham Singh Nagar	Kumaon	288	5
19	GITI Pantnagar Vishist	Udham Singh Nagar	Kumaon	24	3
20	GITI Rajpur Road	Dehradun	Garhwal	296	14
21	GITI Delna	Haridwar	Garhwal	80	6
22	GITI Sitarganj	Udham Singh Nagar	Kumaon	68	5
23	GITI Kaladhungi	Nainital	Kumaon	68	4
24	Govt. ITI, Narsan	Haridwar	Garhwal	40	3
Total				7180*	345*
* 6 Faculty @ Directorate level (not included above) _ (Faculty nos. as per PDP list)					351*

***The numbers are tentative**

Number of priority Government ITIs: Garhwal= 14, Kumaon= 10

Annexure-7

List of other Government ITIs in Uttarakhand State

S. No	Name of ITI	District	Region	Total Seats	Total Faculty
1	GITI Thalısain	Pauri Garhwal	Garhwal	20	7
2	GITI S.Mahadev	Pauri Garhwal	Garhwal	280	19
3	GITI Pokhra	Pauri Garhwal	Garhwal	196	15
4	GITI Jaiharikhal	Pauri Garhwal	Garhwal	44	9
5	GITI Ekeshwar	Pauri Garhwal	Garhwal	40	11
6	GITI Kotdwar	Pauri Garhwal	Garhwal	88	9
7	GITI Purula	Uttarkashi	Garhwal	13	68
8	GITI Chinyalisaur	Uttarkashi	Garhwal	8	68
9	GITI Uttarkashi	Uttarkashi	Garhwal	16	84
10	GITI Mori	Uttarkashi	Garhwal	11	40
11	GITI Dunda	Uttarkashi	Garhwal	10	20
12	GITI Ukhimath	Rudraprayag	Garhwal	44	2
13	GITI Haridwar	Haridwar	Garhwal	380	40
14	GITI Khanpur	Haridwar	Garhwal	60	10
15	GITI Laksar	Haridwar	Garhwal	40	6
16	GITI Sikroda	Haridwar	Garhwal	40	3
17	GITI Danya	Almora	Kumaon	88	10
18	GITI PJJ Almora	Almora	Kumaon	60	10
19	GITI Jyanti	Almora	Kumaon	180	9
20	GITI Dhaulchhina	Almora	Kumaon	20	4
21	GITI Syalde	Almora	Kumaon	24	5
22	GITI Someshwar	Almora	Kumaon	40	9
23	GITI Binta	Almora	Kumaon	44	8
24	GITI Machor	Almora	Kumaon	40	6
25	GITI Daula	Almora	Kumaon	44	7
26	GITI Khoont	Almora	Kumaon	84	2
27	GITI Masi	Almora	Kumaon	20	6
28	GITI Mussoorie	Dehradun	Garhwal	44	8
29	GITI Kalsi	Dehradun	Garhwal	192	12
30	GITI Tyuni	Dehradun	Garhwal	20	5
31	GITI Chamiyala	New Tehri	Garhwal	64	5
32	GITI Devprayag	New Tehri	Garhwal	68	10
33	GITI Chamba	New Tehri	Garhwal	328	17
34	GITI Roudhdhar	New Tehri	Garhwal	24	8
35	GITI Anjinısain	New Tehri	Garhwal	20	5
36	GITI Munikireti	New Tehri	Garhwal	40	12
37	Rajakhet	New Tehri	Garhwal	40	10
38	Thatyur	New Tehri	Garhwal	64	12

39	GITI Gairsain	Chamoli	Garhwal	24	7
40	GITI Gopeshwar	Chamoli	Garhwal	152	10
41	GITI Tapovan	Chamoli	Garhwal	132	11
42	GITI Dewal	Chamoli	Garhwal	24	4
43	GITI Nandasain	Chamoli	Garhwal	80	6
44	GITI Narayanbagar	Chamoli	Garhwal	24	6
45	GITI Pokhari	Chamoli	Garhwal	80	12
46	GITI Khetikhan	Champawat	Garhwal	64	9
47	GITI Champawat	Champawat	Garhwal	40	6
48	GITI Kapkot	Bageshwar	Kumaon	20	9
49	GITI Okhalkanda	Nainital	Kumaon	44	12
50	GITI Tandi	Nainital	Kumaon	296	15
51	GITI Betalghat	Nainital	Kumaon	176	9
52	GITI Bhowali	Nainital	Kumaon	88	7
53	GITI Dhokane	Nainital	Kumaon	120	7
54	GITI Ramnagar	Nainital	Kumaon	188	10
55	GITI Bindukhatta	Nainital	Kumaon	80	9
56	GITI Jaspur	U.S.Nagar	Kumaon	208	6
57	GITI Dineshpur	U.S.Nagar	Kumaon	244	16
58	GITI Gadarpur	U.S.Nagar	Kumaon	84	9
59	GITI Khatima	U.S.Nagar	Kumaon	120	10
60	GITI Gangolihat	Pithoragarh	Kumaon	24	8
61	GITI Askote	Pithoragarh	Kumaon	316	16
62	GITI Dharchula	Pithoragarh	Kumaon	44	6
63	GITI Bankote	Pithoragarh	Kumaon	40	2
64	GITI Jakhpuran	Pithoragarh	Kumaon	40	1
65	GITI Munsyari	Pithoragarh	Kumaon	40	4
66	GITI Raiagar	Pithoragarh	Kumaon	40	8
67	GITI Pankhu	Pithoragarh	Kumaon	40	0
Total				5710*	826*

*** The numbers are tentative**

Number of other Government ITIs: Garhwal= 36, Kumaon= 31