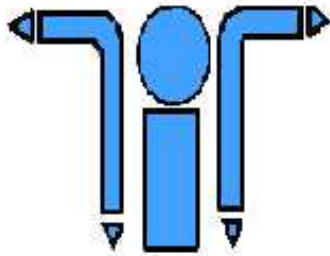


REQUEST FOR PROPOSAL

FOR

Selection of Agency for Hiring Skilled Manpower for ICDS ISSNIP Project



MAP_IT

Madhya Pradesh Agency for Promotion of Information Technology
State IT Centre, 47 -A, Arera Hills, Bhopal
Ph: 0755-2518714

Feb-2016

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

DISCLAIMER

All information contained in this Request for Proposal (RFP) provided/ clarified are in the good interest and faith. This is not an agreement and this is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested firms shall satisfy it-self that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

Madhya Pradesh Agency for Promotion of Information Technology (A society under Department of Science & Technology, Government of Madhya Pradesh) reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. Madhya Pradesh Agency for Promotion of Information Technology also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. Madhya Pradesh Agency for Promotion of Information Technology reserves the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on the website of Madhya Pradesh Agency for Promotion of Information Technology (www.mapit.gov.in).

Neither Madhya Pradesh Agency for Promotion of Information Technology nor their employees and associates will have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of Madhya Pradesh Agency for Promotion of Information Technology or their employees and Prime applicant (PA)/ Consortiums or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of RFP process is confidential to Madhya Pradesh Agency for Promotion of Information Technology and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**TABLE OF CONTENTS**

NOTICE INVITING TENDER (NIT).....	6
IMPORTANT DATES.....	7
SECTION 1. INTRODUCTION.....	8
1. ABOUT MAP_IT.....	8
2. INTRODUCTION ABOUT ICDS ISSNIP PROJECT.....	8
3. BACKGROUND.....	9
4. SCOPE OF WORK.....	10
4.1 State level Engaged Manpower.....	11
4.2 District level Engaged Manpower.....	11
4.3 Block/Project level Engaged Manpower.....	11
4.4 Software Support.....	12
4.5 Hardware Support.....	13
4.6 Implementation Support.....	14
4.7 Monitoring and Supervision.....	14
4.8 Placement of manpower at required locations.....	14
4.9 Reporting Structure.....	15
4.10 Training & orientation Overview of Training Model.....	15
4.11 Others	16
4.12 Job description & qualification of personnel to be hired.....	17
5. BIDDER ELIGIBILITY/ QUALIFYING CRITERIA.....	18
SECTION 2. TERMS AND CONDITIONS	19
6. SUBMISSION OF BID.....	19
7. PERIOD OF VALIDITY OF PROPOSAL.....	19
8. PERIOD OF CONTRACT	20
9. AMENDMENTS TO RFP.....	20
10. LANGUAGE OF PROPOSAL.....	20
11. CURRENCY OF PROPOSAL AND PAYMENT.....	20
12. TECHNICAL BID (Online Submission).....	21
13. FINANCIAL BID.....	21
14. CLARIFICATIONS ON BIDS.....	22
15. PAYMENT TERMS.....	22
16. CONFIDENTIALITY.....	23
17. TIME SCHEDULE.....	23
18. MAP_IT RESERVES THE RIGHT TO THE FOLLOWING.....	24
19. OTHER INSTRUCTIONS.....	24
20. DISQUALIFICATION.....	24
21. MODIFICATION, SUBSTITUTION & WITHDRAWAL OF PROPOSAL.....	25

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

22. LIQUIDATED DAMAGES..... 25

23. EVALUATION CRITERIA..... 26

24. SELECTION OF AGENCY OF SKILLED MANPOWER 26

25. EARNEST MONEY DEPOSIT (EMD) 26

26. PERFORMANCE SECURITY..... 27

27. SERVICE LEVEL AGREEMENT (SLA)..... 28

28. FORCE MAJEURE 29

29. TERMINATION FOR INSOLVENCY..... 30

30. TERMINATION FOR CONVENIENCE..... 30

31. DISPUTES AND ARBITRATION..... 30

SECTION 3. JOB DESCRIPTIONS /POSITIONS..... 31

TABLE B..... 31

TABLE C..... 32

SECTION 4. ANNEXURES..... 35

32. ANNEXURE A - PROPOSAL FORM..... 35

33. ANNEXURE B - QUALIFICATION OF THE BIDDER..... 37

 a) BIDDER INFORMATION SHEET..... 37

 b) FINANCIAL CAPABILITY..... 38

 c) EXPERIENCE..... 38

34. ANNEXURE C – FINANCIAL BID FORMAT 39

35. ANNEXURE D -EMPLOYEE ON PAYROLL FORMAT 41

36. ANNEXURE E--ICDS OFFICE STATISTICS 42

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

GLOSSARY AND DEFINITIONS

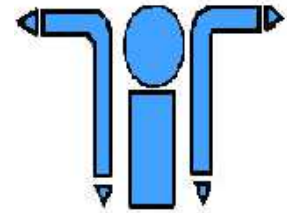
AWW	Anganwadi Worker
CAS	Common Application Software
CDPO	Child Development Project Officer
DPO	District Programme Officer
ICDS	Integrated Child Development Services
ICT	Information and Communication Technology
ISSNIP	ICDS Systems Strengthening and Nutrition Improvement Project
MIS	Management and Information System
RTM	Real Time Monitoring
SDA	Software Development Agency
SLA	Service Level Agreement
SPO	Special Programme Officer
MWCD	Ministry of Women & Child Department
DC	District Coordinator
DPA	District Project Assistant
BC	Block Coordinator
BPA	Block Project Assistant

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

**Madhya Pradesh Agency for Promotion
of Information Technology (MAP_IT)**

State IT Center, 47-A, Arera Hills, Bhopal (MP) PIN-462011
Phone: +91-755-25518702, Fax: +91-755-2579824

www.mapit.gov.in



**Notice Inviting Tender (NIT)
Tender No: ICDS/ISSNIP/MAP_IT/RFP/2396**

**RFP for Selection of Agency for Hiring Skilled Manpower for
ICDS ISSNIP Project**

MAP_IT invites Request for Proposals (RFP) from qualified and experienced bidders for above.

Interested Bidders, who qualify as per the criteria mentioned in the document, may submit their proposals through e-tendering latest by 21st March 2016 till 03:30 p.m. on e-Procurement portal (www.mpeproc.gov.in). Bidder has to submit the document fee of Rs. 1,000/- (Rupees One Thousands only) for RFP document, e-Procurement Processing fees, amount through online payment at e-Procurement portal. The detailed RFP document can be downloaded from www.mapit.gov.in www.mpwcdmis.gov.in <http://mpeproc.gov.in> from 27-02-2016 onwards.

(Addl.Chief Executive Officer)

MAP_IT

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**IMPORTANT DATES****Table A**

1	Issuance of RFP Document	27-02-2016
2	Pre-Bid Conference will be held in MAP_IT Office(Aryabhat Conference Room, MAP_IT, 2 nd Floor, State IT Centre, 47 -A, Arera Hills, Bhopal)	08-03-2016 at 3:30 PM
3	Last Date and Time for Submission of Bids	21-03-2016 Up-to 3:30 PM Online on www.mpeproc.gov.in No Offline Bids shall be accepted.
4	Technical Bid Opening	21-03-2016 at 04:00 PM IST
5	Financial Bid Opening	Will be communicated to the qualified bidders
6	Tender Document Fees	Rs. 1000.00 + processing fee as applicable (non-refundable) to be paid online through the e-procurement portal.(website www.mpeproc.gov.in)
7	Earnest Money Deposit (EMD)	Demand Draft or Bank Guarantee of Rs. 5 Lakhs to be submitted to MAPIT before opening of Technical Bids. Scan copy of EMD to be submitted along with technical proposal through e-Procurement portal
8	Bid Validity Period	180 days from the date of opening of bid.
9	EMD Validity Period	In case of Demand Draft 80 days and in case of Bank Guarantee, 180 days from the date of Bid Submission
10	Performance Guarantee Value	Demand Draft or Bank Guarantee of 10% of Bid Value to be submitted by successful bidder before signing the Agreement.
11	Performance Guarantee validity period	3 Months beyond the contract period

NOTE:

1. Bids can be downloaded from the website www.mpeproc.gov.in,
2. Any future Corrigendum/Information shall be posted only on our website www.mpeproc.gov.in

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**Section 1. INTRODUCTION****1. ABOUT MAP IT**

Madhya Pradesh Agency for Promotion of Information Technology (here-in-after referred to as MAP_IT) is a government society which has been established to propel the growth of Information Technology (IT) and e-governance in Madhya Pradesh and to provide institutional setup for implementation National e-governance Plan. Established in 1999, MAP_IT provides IT support to the government departments and facilitate Human Resource Development activities in the field of IT. MAP_IT also co-ordinate with investors, industries, trade organizations and financial institutions in public and private sector so as to promote growth in the IT sector. Office of the MAP_IT is situated at the 2nd Floor, State IT Center, 47-A, Arera Hills, Bhopal.

MAP_IT has been entrusted to draft this RFP and conduct fair and transparent bidding process to select Implementation Agency (IA). Representative of Integrated Child Development Services (ICDS) will lead the technical screening and evaluation process being owner of Technical Evaluation Committee and Financial Evaluation Committee. After conducting the bidding process, MAP_IT will submit technically qualified and financially viable bidder's proposal before ICDS to release work order and sign Service Agreement. MAP_IT will also provide technical and project management support at the time of project implementation by providing a dedicated team of consultants named as Project e-Mission Team (PeMT) and by providing it's representation in high level project management committees.

2. INTRODUCTION ABOUT ICDS ISSNIP PROJECT

The Integrated Child Development Services (ICDS) is a flagship programme of the Government of India for meeting the holistic needs of children and addressing the challenge of malnutrition amongst children, pregnant women and lactating mothers. The Ministry of Women and Child Development (MWCD) is implementing Common Application Software (CAS), an Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) system which will strengthen data collection from the field to enable effective monitoring and timely intervention for improved service delivery MWCD at the Anganwadi Centre (AWC) level. In view of the above, MWCD has laid out the Guidelines detailed in this document to support the States in implementation of the ICT-RTM ISSNIP Project.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**3. BACKGROUND**

The Integrated Child Development Service (ICDS) scheme is one of the flagship programmes of the Government of India and represents one of the world's largest programmes for early childhood development. It addresses the nutritional needs of children, pregnant and lactating women. Efficient service delivery, effective monitoring and supervision are critical factors in the implementation of ICDS scheme for better outcomes. The Ministry of Women and Child Development (MWCD) has decided to leverage ICT to set up a Real Time Monitoring System (RTM) for improving the service delivery and ensuring better supervision of ICDS Scheme by deploying the Common Application Software (CAS) solution across Anganwadi Centres (AWCs) in the eight ICDS Systems Strengthening and Nutrition Improvement Project (ISSNIP) States. The CAS solution is designed to be a beneficial job aid for Anganwadi Workers (AWWs) and Supervisors that will assist them in catering to the needs of women and children more efficiently through mobile based application. The CAS solution will also allow automation of ten out of eleven ICDS registers, thus empowering the State and Central Governments to undertake real time monitoring and make timely interventions. However, during the implementation the State Government shall continue to maintain the ICDS registers. MWCD shall subsequently release Guidelines in regards to maintenance of ICDS registers.

The goal of ICT-enabled RTM of ICDS is to bring a system strengthening in ICDS service delivery and hence improving the nutrition outcomes. MWCD aims to involve innovative IT solution to improve the implementation of ICDS and enhance service delivery. The MWCD with support of BMGF has developed the CAS. CAS is a software application for the AWWs that will allow them to capture the data from the field on electronic devices (mobile/tablet). The CAS would enable collection of information on ICDS service delivery and its impact on nutrition outcomes in children on a regular basis. This information will be available to State and Central Government on real time basis on dashboards. This will improve the services and also enable the Government to effectively plan and take fact based decisions. Further, the application also aims at replacing the manual upkeep of ICDS registers at the AWC level and hence making more time available to AWWs in delivering the designated services.

The objectives of ICT-RTM ISSNIP Project are as follows:

- a) Exhaustive inclusion of all the households in each AWC catchment area
- b) Household-wise, name-based, to the extent possible UID-linked, registration of all the members
- c) Automated generation of ICDS beneficiaries in the AWC catchment area
- d) Real time capturing of ICDS service delivery to the beneficiaries at AWC thereby providing

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

- e) platform for concurrent monitoring of the service delivery system
- f) Creating dashboards to provide real time reports and information enabling timely interventions
- g) and fact based decision making
- h) Enabling ICDS system to bring real time reports based area specific interventions
- i) Improving inter personal communication of AWW
- j) General enhancement of the efficiency and effectiveness of AWWs

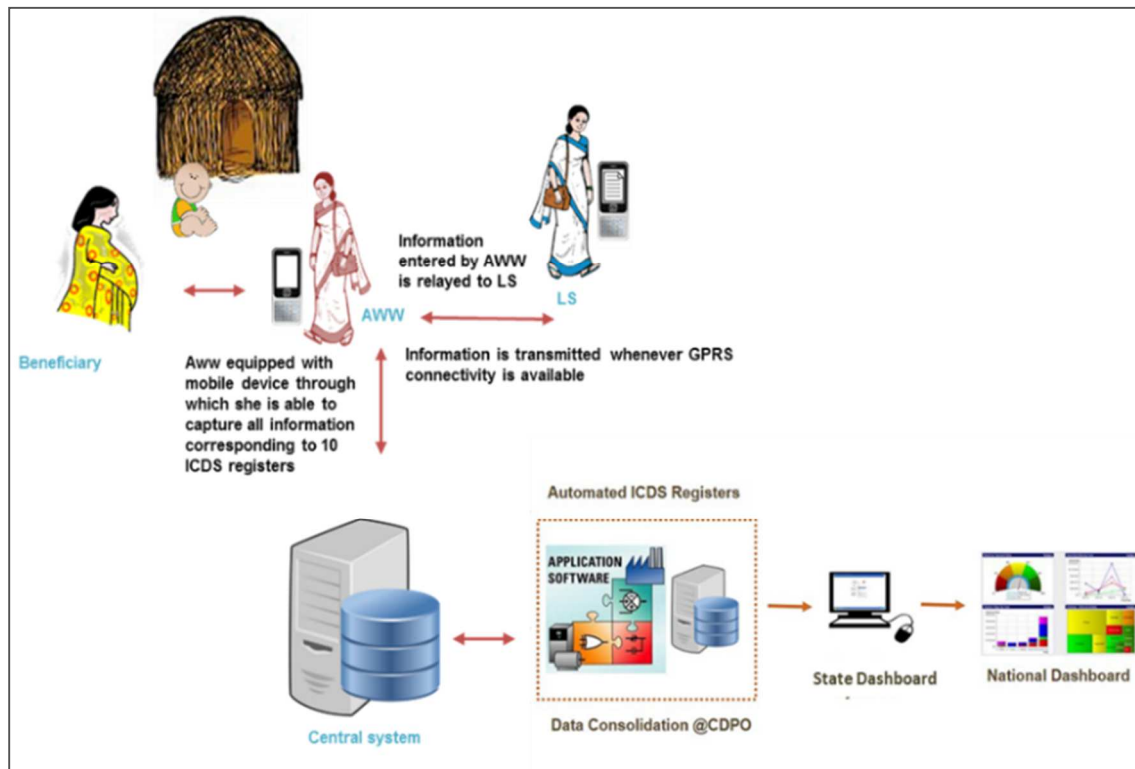


Figure 1

4. SCOPE OF WORK

The scope of work (can also be termed as expectations of the ICDS) can be defined as follows:

Provision of Skilled Manpower the selected bidder shall be required to deploy IT trained manpower at various offices of the ICDS. The required manpower would be deployed at the State, District, Block & Project, offices spread across various locations of Madhya Pradesh (refer Annexure E for details of location). The Project Associate would be responsible for doing the following activities in the State, District, Block and Project Offices where they are deployed:

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**4.1 State level Engaged Manpower**

- IT Helpdesk
 - Manage District staff and escalated technical issues
 - Coordinate with NIC and SDA to resolve L3 bugs
 - Manage application translations

- Project Management
 - Support State Working Group in rollout of CAS and monitoring of AWC activities
 - Coordinate logistics for trainings

4.2 District level Engaged Manpower

- Manage Block staff and escalated technical issues
- Support DPO in monitoring program activities through reports

4.3 Block/Project level Engaged Manpower

- Provide direct support to AWWs and Supervisors.
- Coordinate with device vendor and telecom operator to resolve issues within stipulated time period
- Support induction and refresher trainings
- Support CDPO in monitoring program activities through reports

Software and hardware issues for ICDS-CAS will be resolved by the Helpdesk at different levels from Block level to State level. For issues that need a change in software (Level 3 support), the resolution will be undertaken by the Software Development Agency. There are four major areas of support required for ICDS-CAS:

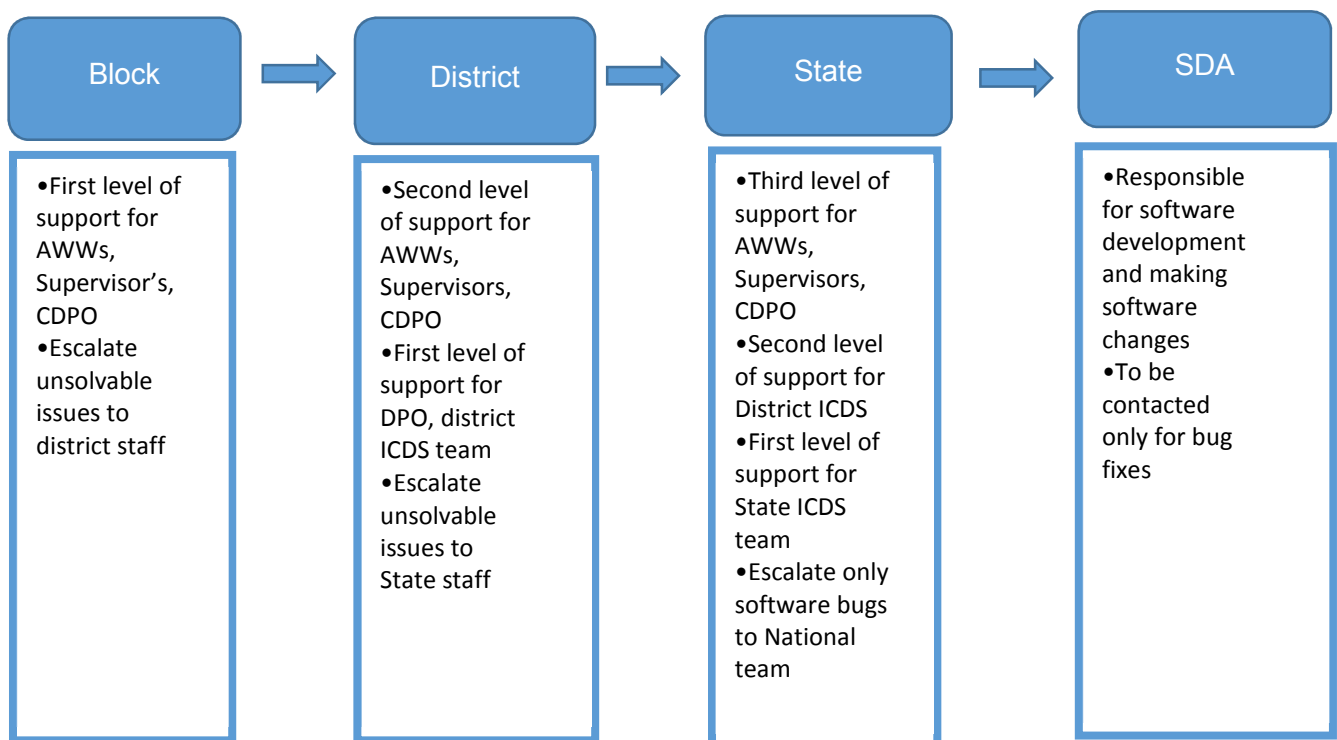
- a. Software support
- b. Hardware support
- c. Implementation support
- d. Monitoring and supportive supervision

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

4.4 Software Support

Software support for CAS will include providing troubleshooting for mobile applications for AWWs and Supervisors and reports and dashboard for ICDS functionaries. The escalation process is shown in the figure below.

Figure 2 Escalation matrix for software related issues



All Helpdesk personnel will use the Issue Tracker application to record issues. The application has the provision to escalate an issue to the next level with full details about the issue faced and reason for escalation, in addition to providing basic troubleshooting and issue diagnosis. Block staff will use the application on their mobile phones while District and State staff can use the web interface of Issue Tracker.

Examples of issues that might need to be escalated to the next level could include:

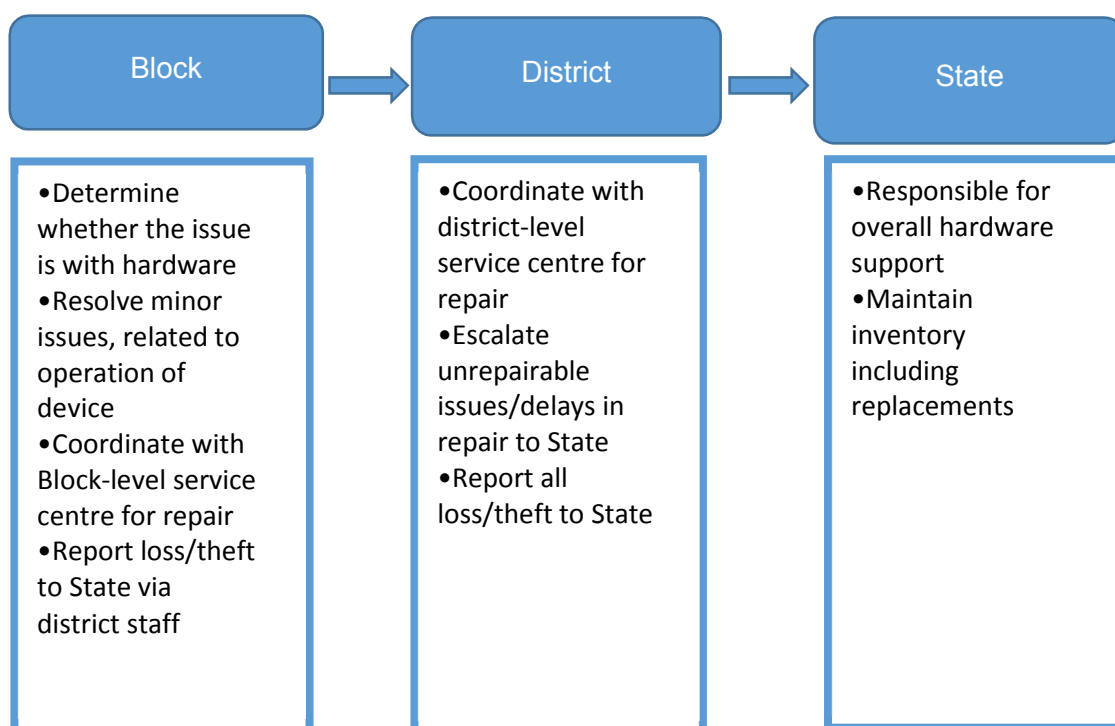
- The user reports missing data
- The user reports an error in the software that prevents them from using it
- The application has been corrupted
- Inability to diagnose the problem

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

4.5 Hardware Support

Hardware support for ICDS-CAS will be of two types, support for the handheld devices and support for Server hardware. While the former will be provided by the Helpdesk, the latter will be provided by the Hosting Provider for ICDS-CAS. Server hardware support will include support for hardware of storage and servers and network issues at the server end. All of this support will be managed centrally by MWCD. Support for mobile phones and tablets will include resolution of hardware issues by coordination with the device vendor and loss/theft of phones. If a service centre for the device is present at the Block level, device repair can be coordinated at the Block level. In case such a service is not available, repair will be coordinated at the District level. In case of non-performance or delays by the vendor, the District staff must escalate the issue to State Helpdesk. All cases of loss/theft will be reported to the State Helpdesk.

Figure 3 Escalation matrix for hardware related issues



REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**4.6 Implementation Support**

Besides direct support for hardware and software, the Helpdesk will play a crucial role in implementation. User management including adding or removing users, changing password etc. will be done by the State Helpdesk under the direction of SPO. Implementation support also includes the role that the different Help Desks will play in trainings and refresher trainings, as detailed in the Training Model for ICDS-CAS. The SDA will train Helpdesk staff to manage the ICDS-CAS implementation and provide support documentation.

4.7 Monitoring and Supervision

The Helpdesk will also assist ICDS functionaries in monitoring and supervision. Unlike the software and hardware support, the escalation of issues will be from Helpdesk to ICDS functionaries and not vertically within the Helpdesk levels. At the time of any training at Block level, the District Help Desk will assist the DPO in monitoring by providing summary of worker performance monitoring reports to the DPO. Similarly for any training at the District level, State Help Desk will assist in monitoring.

On a regular basis, the District and State level Help Desks will regularly monitor system usage. In case of any anomalies, the same shall be highlighted to the concerned ICDS functionaries, either the Block level Help Desk staff or the user directly. The Helpdesk needs to monitor app usage in order to proactively attempt to identify potential issues. For example, the District or State Helpdesk monitoring usage reports will be one of the first to know if an AWW hasn't submitted a form in over seven days. This could be a result of poor usage, a broken phone, a software issue, or something else. In this case, the Helpdesk can proactively reach out to the Block level Helpdesk, the AWW, or the AWW's supervisor to appropriately identify the issue and remedy it. The SDA will train State Helpdesk staff to monitor and supervise ICDS-CAS and provide support documentation.

4.8 Placement of manpower at required locations

Manpower needs to be deployed as per the locations mentioned in annexure E.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**4.9 Reporting structure**

The reporting structure for the helpdesk will follow a cascading approach wherein the Block level helpdesk will report to the District level helpdesk and the District level helpdesk will report to the State level helpdesk. The helpdesk lead at the State level will head the entire helpdesk set up and will be the single point of contact for the State Government. The helpdesk lead at the State level will also be responsible for liaising with the Software Development Agency (SDA).

4.10 Training & orientation Overview of Training Model

For the successful rollout and implementation of the ICDS-CAS, it is essential that the key stakeholders work in collaboration and execute their tasks effectively and timely. This is critically dependent on ensuring that the stakeholders are proficient in using the ICDS-CAS and are aware of their roles and responsibilities. Broadly, a cascading training approach is envisioned where in all stakeholders are responsible for training the stakeholders present at the next level of disaggregation. For example, the State helpdesk personnel will be trained by the Software Development Agency (SDA) and will then further train the District helpdesk personnel which will train the Block helpdesk personnel. At each level the helpdesk will also be responsible for training the corresponding State ICDS officials. For the Supervisors and AWWs, the SDA will train a set of Master trainers who will then undertake training for the Supervisors and AWWs. All trainers are expected to fulfil the responsibilities detailed below:

- a. Execute the trainings as per the schedules assigned by the state team
- b. Develop effective ICDS-CAS module/s personal instructions/methodologies to complement the training sessions.
- c. Leverage innovative way of utilizing job aids and training materials
- d. Lead trainees through the learning process
- e. Being patient with trainees during ICDS-CAS features/doubts clarifications
- f. Acting as mentor for the trainees
- g. Responsible in certifying the trainees after the training schedule
- h. Testing the trainee's understanding and provide feedbacks as per training design at each level of training, there will also be a monitoring body which will ensure the proper organization, meticulous conduction and timely completion of training. The approach, content, sequence, infrastructure and cost heads for

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

trainings will be detailed in the document on training model which will be subsequently circulated by MWCD.

4.11 Others

Salary payment to the employees to be made on the last working day of the month.

Bidder to ensure all compensation and benefits related processes are handled smoothly. Further to ensure that statutory and regulatory compliances, including Taxes are adhered to consistently manage all necessary statutory requirements related to joining and relieving of candidates including accounting and administrative process for the period of employment of the candidates deputed with ICDS ISNNIP Project. If ICDS is not satisfied with the performance of the resource, it may ask the bidder to replace the resources that shall be adhered too in the agreed timelines.

If the deployed resources are required to travel for official purpose, the travelling & incidental charges will be reimbursed directly to the resources, in line with the government directions.

The bidder shall use the web based HR Management to streamline HR processes and provide the services of the following HRIS modules to its employees:

1. Employee Information Portal
2. Leave & Attendance
3. Employee Separation
4. Compensation and Benefits
5. Compulsory core

The agency would require to submit regular and updated MIS to ICDS to bring in greater transparency and effective tracking of the services being provided.

ICDS should be part of the selection process and take the interviews along with agency. State and district level positions interviews are to be held at Bhopal. Block level positions interviews are to be held in the respective division headquarters.

Agency should provide a minimum of 3 CVs for each positions meeting the said criteria. This means that for 30 vacancies, they would provide 90 CV's. Department will interview them along with the agency and select them. If agency cannot provide 1:3 CVs for all the positions. Exemptions can be provided by ICDS on a case to case basis.

The resource should be available on all working days as per the M.P Govt. Calendar. The resource will be eligible for 15 paid leaves per year.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

Agency shall take a group accident insurance policy for all the resources which will be reimbursed by ICDS on submission of bills by the agency.

The resource should have own arrangement for local travel. In case the resource have to travel Outside of his/her base location then the travel cost will be paid to the agency as per the Govt. /ICDS norms. The agency will pay the same amount to the concerned resources.

The agency will provide a under taking for conducting the background check of all the employees.

4.11 Job description & qualification of personnel to be hired

The job description of work force alongside the desired qualification is provided in **Table 2.**

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**5. BIDDER Eligibility / Qualifying Criteria**

Following are the essential qualifying criteria for the Agency for Supply of Skilled Manpower:

- a. The Bidder should be a legally registered entity in India since last 5 (Five) years. Incorporation/Registration certificate along with MoA/Bylaws (or similar legal document) should be furnished as documentary proof. A Consortium/ Joint Venture are not allowed.
- b. The bidder should have minimum average annual turnover of **Rs. 25 crore** in last 3 years (F/Y 12-13, 13- 14 & 14-15). As documentary proof, Audited Balance Sheet & Profit & Loss A/c is to be submitted.
- c. The Bidder should have experience of running at least **three** similar projects of providing minimum 200 IT related Skilled Resources in each project in last five years for any Central/ State Government/ Government Corporation/ PSU or reputed private organization. Copy of Work Orders/ PO should be furnished as documentary proof.
- d. The bidder must have valid service tax registration certificate, EPF Registration & ESIC Registration as on the date of submission of bid, copy of certificates/ relevant documents should be submitted along with the bid.
- e. The bidder shall not have been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation as on the date of RFP opening. An undertaking to this effect should be submitted by the bidder on its letter head.
- f. The Bidder should have a local support office at Bhopal and should provide the supporting documents for the same. If the Bidder does not have any local support office at the time of Bidding then he must submit an undertaking on his letter head that if selected he shall open a local support office at Bhopal within 3 weeks from the date of award of contract.
- g. The bidder should, at present, have minimum of 100 employees of profiles similar to our Job Descriptions (Section 3) hired on its payrolls for other organizations. Any documentary proof available (like PF/ESIC challans or similar documents for the month of May 2015) to this effect would have to be submitted as part of technical bid in the attached format as per Annexure 'D'

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**Section 2. Terms and Conditions****6. Submission of Bid**

The bidder is responsible for registration on the e-procurement portal www.mpeproc.gov.in) at their own cost. The bidders are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website, and in case of any difficulty related to e-procurement process, may contact the helpline number 18002588684. The Bidder shall submit the proposals online as described below

- a) Proposal that are incomplete or not in prescribed format may be rejected.
- b) The Technical and Financial proposal should be submitted only through the e-procurement Portal.
- c) Technical Proposal - Scanned copies in PDF file format, signed on each page, be as per the Technical Proposal format provided in Annexure A: Technical Proposal Formats
- d) Financial Proposal –submitted as per online submission process.
- e) Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
- f) Bidders are advised to upload the proposals well before time to avoid last minute issues.
- g) The bid has to be submitted only through online through www.mpeproc.gov.in website. No physical submission of bids would be acceptable.
- h) The bids should be submitted so as to reach by the date & time mentioned aforesaid in **Table A**.

7. Period of Validity of proposal

The Proposals submitted by bidders shall be valid for a period of “180 days” from the date of submission of the bid. On completion of the validity period (180 days), in case required, MAP_IT, GoMP would solicit the bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing by post or email.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**8. PERIOD OF CONTRACT**

The contract period is for one (1) year from the date of signing of Agreement. The contract shall be offered for District, Block & project level locations (**Annexure E**). In case, the number of locations increases during the contract period, the bidder shall have to provide the additional manpower at the same price as offered in Financial Bid in all the required locations. If the department is satisfied with the performance of the agency, the contract can be extended for a further period of one year. In such a scenario, the department may at its discretion increase the salaries of the manpower deployed, upto a maximum limit of 8%.

9. AMENDMENTS OF RFP

At any time prior to the deadline for submission of Proposal, MAP_IT may amend the RFP documents by issuing suitable Corrigendum. Any corrigendum issued in this regard shall be uploaded on MAP_IT website. To give reasonable time to the vendors, so that they can take corrigendum into account in preparing their Proposals, the Department shall extend (if necessary), the deadline for submission of Proposals.

10. LANGUGAE OF PROPOSAL

The Proposal, and all correspondence and documents related to the Proposal exchanged by the bidder and the Department should be in English. Supporting documents and printed literature furnished by the bidder may be in any language other than English provided they are accompanied by an accurate translation of the relevant passages in English language. Supporting material, which is not translated in English, will not be considered for evaluation. For the purpose of evaluation and interpretation of the proposal, the English language translation shall prevail.

11. CURRENCY OF PROPOSAL AND PAYMENT

The currency (ies) of the Proposal offer and the payments made (commercial transactions) shall be in Indian Rupees (INR).

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**12. TECHNICAL BID (Online Submission)**

The PDF file should be titled as “**Technical Bid RFP-Selection of Agency for Hiring Skilled Manpower for ICDS**” should contain Technical Proposal. The points mentioned in eligibility criteria should be supported by relevant documents such Work order, scope of work, certificate from client etc.:

1. Technical bid Form as per **Annexure A**
2. Qualification of Bidder as detailed in **Annexure B** (Bidder’s Profile along with documentary evidence of services offered and all relevant enclosures.)
3. Copy of Power of Attorney/ Board Resolution authorizing the person for signing the bid documents.
4. Any additional information that the bidder may think fit but not included elsewhere in the proposal, which will help the Competent Authority to assess the capabilities of the Agency.

Note: The Technical Proposal shall not include any financial bid information.

13. FINANCIAL BID

The digitally signed Excel file titled as “**Financial Bid RFP-Selection of Agency for Hiring Skilled Manpower for ICDS**” has to be uploaded electronically on e-Procurement Portal and shall be in accordance to **Annexure C**. Bidders would be required to download the Financial Bid Excel Sheet from the portal and after filling the same, it would be required to be uploaded on the portal under ‘Financial Bid’ section only.

After opening the Technical Bid and verifying the eligibility criteria, MAP_IT shall notify the eligible Bidders indicating the date, time and place for financial bid opening. The Financial Bid of technically qualified Bidders shall be opened in the presence of Bidders who choose to attend.

The Financial Bid should be submitted strictly in the format given by MAP_IT as **Annexure C** of this document and should not have any deviations, restrictive statements, etc. therein. Otherwise, such bids are liable to be rejected at the sole discretion of MAP_IT. If any calculation error is found in the Financial Bid that would be corrected by MAPIT and if any difference in the figures or words is found, then the values in words shall prevail.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

In case more than one bidder quoted the lowest equal price (Tie), the bidder whose date of registration/ incorporation is earlier in time shall be considered as the selected bidder.

14. CLARIFICATION BID

During the evaluation of bids, if required, MAP_IT may seek clarification(s) of the bid from the bidder via email / post / in person. If required clarification is not received in the specified time limit, MAP_IT will have rights to reject the bid.

15. PAYMENT TERMS

The Service Provider can raise claim on monthly basis according to the number of manpower engaged in the project. The department will release the payment to the service provider within 30 days or earlier of their claim after acceptance of monthly deliverables. All claims will be submitted to following address:

**Directorate of Integrated Child Development Services
Plot No-28-A Arera Hills
Vatsalya Bhawan Bhopal**

Payment Terms:-

1. The payment shall be made against the monthly invoice to be raised by the successful bidder.
2. The payment shall be made subject to deduction of applicable taxes.
3. Upon successful deployment of selected candidate, while raising the invoice, successful bidder has to enclose a copy of PF & ESIC (if applicable) challans, without which, the payment would not be processed. Further, the copies of TDS/Professional tax paid if any, shall also be enclosed with the Invoices.
4. Payment would comprise of the salary paid to the number of resources deployed and the corresponding percentage as quoted in the Financial Bid by the successful bidder.
5. The payment shall be made only for the number of days the resources were actually available/present.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**16. CONFIDENTIALITY**

The RFP contains information proprietary to MAP_IT. MAP_IT requires the recipients of this RFP to maintain its contents in the same confidence as their own confidential information and refrain from reproducing it in whole or in part without the written permission of MAP_IT.

MAP_IT will not return the bids/responses to the RFP received. The information provided by the bidder/s will be held in confidence and will be used for the sole purpose of evaluation of bids.

17. TIME SCHEDULE

The entire assignment has to be completed within a period as mentioned below:

Activity	Duration
Signing of Agreement with successful bidder	T1
Submission of CV's	T2=T1 +7 Days
Interviews Conduction	T3=T2 +10 Days
Placing of the Manpower at State, District, Block & Project offices. Approval of training plan.	T4=T3+30 days
Induction and Training	T1 + 55 days
Start of work by the deployed resources on ICDS ISNNIP PROJECT	T1+ 60 days

Within a week of a signing an agreement, the agency would provide at least 3 CVs for each position. The directorate of ICDS would conduct an interview within ten days of receipt of the CVs from the agency.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**18. MAP_IT RESERVES THE RIGHT TO THE FOLLOWING**

- Reject any or all proposals received in response to the RFP without giving any reason whatsoever.
- Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery.
- Extend the time for submission of proposal.
- Modify the RFP document, by an amendment/ corrigendum that would be published on the MAP_IT's website.
- Independently ascertain information from other organizations to which bidder has already extended a service for similar assignments.
- To terminate the services if the assignment is not proceeding in accordance with the terms of contract

19. OTHER INSTRUCTIONS

- The successful bidder should treat all data and information about MAP_IT obtained in the execution of the proposed assignment as confidential, hold it in strict confidence and should not reveal such data/information to any other party without the prior written approval of MAP_IT.
- The proposal should be submitted strictly in the format provided in this RFP document and should be signed by the authorized signatory with seal of the Company.
- Bidders responding to the bids with their proposals shall be considered as a token of acceptance of RFP terms & conditions.
- The proposal should be free of overwriting/ corrections/ alterations.
- The proposals should be signed by the authorized representative/s of the bidder.

20. DISQUALIFICATION

The proposal submitted by a bidder is liable to be disqualified if:

- Not submitted in accordance with this document.
- During validity of the bid or its extended period, if any, the bidder increases his quoted prices.
- Bid received in incomplete form or not accompanied by bid security amount.
- Bid received after due date and time.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

- Bid not accompanied by all requisite documents.
- Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.
- Bidder fails to **enter into a contract** within 15 days of the date of notice of the award of tender or within such extended period, as may be specified by MAP_IT/ICDS.

Bidders may specifically note that while processing the tender documents, if it comes to our knowledge expressly or implied, that a bidder has intended to form a cartel resulting in delay / holding up the processing of tender then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by MAP_IT.

It is also clarified that if need arises MAP_IT would go in for appointment of outside party(s) to undertake the work under the captioned tender. In case any party submits multiple bids or if common interests are found in two or more Bidders, then such Bidders are likely to be disqualified, unless additional bids / bidders are withdrawn immediately upon noticing such things.

21. MODIFICATION, SUBSTITUTION & WITHDRAWAL OF PROPOSAL

At any time prior to the deadline for submission of bids, MAPIT for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by amendment. Any such communication shall be posted on website and bidders are requested to visit the e-procurement website for updates, modification and withdrawal of Offers.

No proposal may be modified or substituted subsequent to the deadline for submission of proposal. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the bidder on the Proposal Form.

22. LIQUIDATED DAMAGES

In case the successful bidder encounters conditions that are likely to affect the timely delivery of the systems and performance of Services during the performance of the Contract, they shall promptly notify ICDS in writing of the fact of the delay, its likely duration and its cause(s) with justification. As soon as practicable after receipt of the successful bidder notice, ICDS shall evaluate the situation and may, at its discretion, extend the Successful bidder time for performance with or without liquidated damages.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

Except as provided above, a delay by the successful bidder in the performance of its delivery obligations shall render the successful bidder liable to the imposition of liquidated damages pursuant to conditions of Contract. The bidder shall indemnify ICDS in case any of the resources deployed by them damages the equipment, assets etc. Further, without prejudice to its other remedies under the Contract, the contract can be terminated by ICDS and the Performance Bank Guarantee can be forfeited.

23. EVALUATION CRITERIA

Lowest bid (L1) shall be the method to evaluate financial bids

Only those bidders who qualify as per the Eligibility criteria and technical evaluation will qualify for the financial evaluation.

24. SELECTION OF AGENCY OF SKILLED MANPOWER

- a) Successful bidder (s) will be engaged for an initial period of 1 years from the date of signing of agreement which shall be extendable on mutually agreed terms & conditions.
- b) The financial bid would be evaluated as per the format and process mentioned in the RFP.
- c) The L1 (Lowest Bidder) would be identified as the bidder who has quoted the lowest in the Financial Bid.
- d) The department may its discretion hire more manpower from the successful bidder if required for the project at the rates discovered in this bid. If the Successful bidder refuses to provide manpower or is not in a position to do so, then the department may choose to give an offer to other eligible bidders at the L1 cost.

25. EARNEST MONEY DEPOSIT (EMD)

The Bidder shall furnish, as part of its bid, a refundable EMD of **INR 5,00,000/- (Rupees Five Lakhs only)** through Bank Guarantee/ Demand Draft. The BG/ demand draft should be drawn on a nationalized / scheduled bank valid for minimum 180 days (80 days in case of DD) in favor of the “MAP_IT Bhopal” payable at Bhopal.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

In case of bidder's representative is willing to participate in bid opening process, it is advised to bring original EMD DD/BG 30 minutes before opening of bid and submit the same directly to Tender Opening Committee offline.

The bid will be disqualified if the EMD is not submitted within the stipulated timeline as mention in Table A. Unsuccessful bidder's EMD will be released as promptly as possible, but not later than 120 days after the award of the contract to the successful bidder.

The EMD may be forfeited in following cases:

1. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
2. In the case of a successful bidder, if it fails within the specified time limit to sign the Agreement

26. PERFORMANCE SECURITY

The Bidder shall at his own expense, deposit with ICDS, within Fifteen (15) working days of the date of notice of award (LOI) or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled/ nationalized Bank of a value equivalent to 10% of the Contract Value, acceptable to department, payable on demand, for the due performance and fulfilment of the contract by the successful bidder.

ICDS may, without prejudice to any other remedy for breach of contract, by written 7 days' notice of default sent to the Successful Bidder, terminate the Contract in whole or part.

If the Successful Bidder fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to conditions of contract clause or if the Successful Bidder fails to perform any other obligation(s) under the Contract.

In the event that ICDS terminates the Contract in whole or in part, pursuant to the conditions of contract clause, it may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered, and the Successful Bidder shall be liable to pay ICDS for any excess costs for such similar systems or services. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

27. SERVICE LEVEL AGREEMENT (SLA)

Penalty for the delay in deployment of Resources and Start of work:-

Subject to conditions of contract if the successful bidder fails to commence the activities within the time period as mentioned in Time Schedule (clause no 17) of the bid document, competent authority shall without prejudice to its other remedies under the contract may levy following penalties:-

a. Deployment Penalties

S I	Parameter	SLA	Penalty
1	First time deployment of all the required resources after the agreement is signed.	Deploy all the required resources at all the locations specified in Annexure 'E' within the timelines mentioned in clause 17.	Penalty of Rs. 200/- per day per person for resources not deployed.

Note:- If the delay is beyond the timelines as per clause 17, and no extension of time is given by the department, the contract may be terminated by department and the entire Performance Bank Guarantee will be forfeited. It is clarified here that if the delay in deployment of resources is on the request of the department then, no penalty shall be imposed on the bidder for that time period.

b. Operational Penalties:-

S/I	Parameter	SLA	Penalty
1	Shortfall of attendance of resources deployed	If a resource is absent for 3 consecutive working days without any prior notice & approval.	Penalty of Rs. 200 per day per resource absent, starting from the 3 rd day onwards upto 2 weeks.
2 (a)	Replacement of resources deployed	Resources initially deployed are not to be replaced during the tenure of the project. In case resources are replaced, penalties will apply.	Monthly replacements upto 5% of total resources deployed – penalty is NIL Monthly replacements beyond 5% - Penalty of Rs. 1000/- per resource shall apply beyond 5% resource replacement.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

2 (b)	Inability to Provide/ deploy human resources	At least one Hired manpower should be available on a full time basis at all times. In case no resource is made available by Agency for a period of more than 2 weeks at a given location/ position, penalties will apply.	Penalty of Rs. 500/- per day per resource absent/ not deployed starting from the 3 rd week onwards.
-------	--	---	--

Note: - The penalties, if applicable, shall be deducted from the monthly payment against the invoices of the agency. The maximum 'operational penalty' that can be deducted from the monthly invoice would be 25% of the 'monthly service fees' (i.e. row Y of the financial bid). Further, in case the value of total monthly 'operational penalties', is 25% or more of the monthly service fees for 2 consecutive months, the contract may be terminated and the performance guarantee may be forfeited.

28. FORCE MAJEURE

Notwithstanding the provisions of conditions of contract the Successful Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its' delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purpose of this Clause, Force Majeure means an event beyond the control of the Successful Bidder and not involving the Successful Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of ICDS 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 Successful Bidder shall promptly notify ICDS in writing of such conditions and the cause thereof. Unless otherwise directed by ICDS in writing, the Successful Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**29. TERMINATION FOR INSOLVENCY**

ICDS may at any time terminate the Contract by giving written notice to the Successful Bidder, if the successful bidder becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to COMPETENT AUTHORITY.

30. TERMINATION OF CONVENIENCE

ICDS, by written notice sent to the Successful Bidder 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 ICDS convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective. However any undisputed payment to the invoices of the task accomplished by successful bidder would be paid by ICDS.

31. DISPUTES AND ARBITRATION

If any dispute of any kind whatsoever shall arise between ICDS and the Successful Bidder in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference by mutual consultation, the dispute shall be settled through a process of arbitration as defined in the provisions of the **Madhya Pradesh Madhyastam Adhikaran Adhiniyam, 1983** and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. The Arbitration proceedings will be held at Bhopal, Madhya Pradesh, India.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**Section 3. JOB DESCRIPTION /POSITIONS****Table: - B**

Sl	Positions	No of Position	Fixed Consolidated Remuneration (in Rs. per Man-Month)
1	Project Associate	3	22,500/-
2	District Coordinator	31	27,000/-
3	District Project Assistant	31	13,500/-
4	Block Coordinator	259	10,500/-
5	Block Project Assistant	259	7,500/-
	Total	583	

Note:-

1. In addition to above, there may be some additional job description/ positions as per the requirement, which may be notified to the successful bidder from time to time.
2. The remuneration to be paid to each position is mentioned above.
3. The payment of Minimum wages shall be complied with across all positions.
4. Payment would comprise of the salary paid to the number of resources deployed and the corresponding percentage as quoted in the Financial Bid by the successful bidder.
5. The Agency shall submit the relevant credentials/ documents to the authorities/department regarding the qualifications & experience of the deployed resources. The authorities reserves the right to reject the candidate if the qualification/ experience doesn't match with the desired levels. The agency in such a case shall deploy the alternate resource within the overall specified timelines. It is advisable that the Agency should keep some backup of resources to comply with the resource change requirement, if any to meet the overall timelines.
6. If the department/ Authorities are not satisfied with the performance of a resource, a notice can be issued to Agency for replacement of such resources. The Agency shall replace resources within one month of such notice to Agency.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**Table: - C****Resource Profiling**

Sl. No.	Position	Essential Qualification	Essential Experience	Key Responsibilities
1	Project Associate	Graduate in Computer Science or IT	<input type="checkbox"/> At least 2 years work experience in the relevant field <input type="checkbox"/> Formal training in IT/mobile applications. <input type="checkbox"/> Experience in working with technology and software application support. <input type="checkbox"/> Previous experience in working with front line workers of Government Department and training on IT/Mobiles/Computers. <input type="checkbox"/> Good oral and written communication skills in local language. <input type="checkbox"/> Computer literacy must.	<ol style="list-style-type: none"> 1. User account management, including updating roles and permissions. 2. Master data management and updating. 3. System administration. 4. Provision of support to State level officials in using CAS web application. 5. Coordination with OEMs, telecom companies, etc. on issue resolution. 6. Training of District helpdesk. 7. Supervision District helpdesk. 8. Escalation of issues to Software Development Agency as needed. 9. Provision of general application support i.e. solve issues escalated from Block level in regard to mobile application, web application or reporting. 10. Management of web application i.e. extend user management support, set and update new roles and permissions and release new apps for auto-update. 11. Management of addition and removal of users from system 12. Data analysis and knowledge extraction. 13. Any other tasks that may be assigned by the Director.
2	District Coordinator	Graduate or Certification/ Diploma in Computer Science or IT	<input type="checkbox"/> At least 2 years' experience in application maintenance & support. <input type="checkbox"/> Good oral and written communication skills in local language. <input type="checkbox"/> Computer literacy must. <input type="checkbox"/> Willingness to travel a must.	<ol style="list-style-type: none"> 1. Supporting training of Block helpdesk in ICT-RTM. 2. Supervise Block helpdesk. 3. Support District level ICDS officials on usage of CAS system. 4. Escalate issues as needed. 5. Logging and managing issues in the Issue Tracker application (CAS application). 6. Provide general application support i.e. solve issues escalated from Block level in regard to mobile application, web application or reporting. 7. Extend help for lost/stolen phones. 8. Monitor worker activity reports. 9. Follow up on actions from activity reports. 10. Any other tasks that may be assigned by the Director.
3	District Project Assistant	Post Graduate Degree/Post Graduate Diploma in	Minimum 2 years work experience <input type="checkbox"/> Experience of capacity building,	<ol style="list-style-type: none"> 1. Support and supervise timely implementation of all project activities in the district.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

		Management/ Social Sciences/ Nutrition,	with supervisory skills <input type="checkbox"/> Good oral and written communication skills in local language and fair skills in English <input type="checkbox"/> Good computer skills/knowledge of internet/email <input type="checkbox"/> Ability to work in a team and willingness to travel extensively.	<ol style="list-style-type: none"> 2. Facilitate and participate in all capacity building initiatives undertaken within the project at district and block levels. 3. Periodically assess capacity building needs of district and block level ICDS staff and functionaries and organize and facilitate relevant trainings as per the guidance of the DPO and Commissioner/Director, ICDS. 4. Ensure timely completion and monitoring of planned community mobilization activities within the district to strengthen the demand for ICDS services. 5. Make regular monitoring and supportive supervision visits within the district to provide on-site support to CDPOs and the ICDS Supervisors to ensure all project activities are completed as per schedule. 6. During monitoring and supervision visits review and ensure maintenance of reporting formats for all project activities. 7. Ensure effective coordination between the existing ICDS programme activities and project activities, wherever required, in collaboration with the DPO. 8. Ensure collation of Utilization Certificates from Project Aanganwadis for activities under the project and their correct aggregation at the CDPO and DPO levels. 9. Prepare monthly progress/monitoring reports in the prescribed formats for project activities and submit the same to the DPO and Commissioner/Director, ICDS. 10. Coordinate with the related line departments at the district level for facilitating convergent/ multi-sectoral activities under the project. 11. Facilitate engagement with potential civil society organizations, NGOs, etc. for partnership and support for project implementation. 12. Any other task assigned by DPO.
4	Block Coordinator	Graduate	Application maintenance & support – minimum 1 year	<ol style="list-style-type: none"> 1. Supporting training of AWWs and Supervisors in Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) of ICDS. 2. Monitoring usage of ICT-RTM by AWWs by using CAS Reports and follow-up on low usage. 3. Providing in-person and over-phone troubleshooting support to users facing hardware or software problems with mobiles, tablets and basic issues with CAS application. 4. Logging issues in the Issue Tracker application, which is part of CAS. 5. Training reinforcement to AWWs identified as low performers using CAS Reports. 6. Providing performance feedback to AWWs.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

				<p>7. Submitting phones to Original Equipment Manufacturer (OEM) for hardware replacement and repair.</p> <p>8. Escalation of issues to Block/District Coordinator via the Issue Tracker application. Criteria for escalation will be defined in CAS Guidelines.</p> <p>9. Supporting Block level ICDS officials on usage of CAS system.</p> <p>10. Any other task as indicated by CDPO.</p>
5	Block Project Assistant	Graduate in Social Sciences / Nutrition / Home Science	<input type="checkbox"/> Experience of working with Community/Local Government <input type="checkbox"/> Good oral and written communication in local language environment <input type="checkbox"/> Attention to detail and problem solving skills	<p>1. Supervising overall implementation of the project activities in the block.</p> <p>2. Organization/facilitation of the trainings of the ICDS Supervisors and AWWs in coordination with the District Team.</p> <p>3. Making regular supportive supervision visits to AWCs provide on-site support to AWWs and monitor project implementation.</p> <p>4. Preparing monthly progress/monitoring reports in the prescribed format and submit the same to the District Coordinator; etc.</p> <p>5. Any other task as indicated by CDPO.</p>

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

Section 4. ANNEXURES

32. ANNEXURE A - PROPOSAL FORM

(Technical Proposal Format)

Date: ___/___/2015

To,
The Chief Executive Officer, MAP_IT
State IT Center, 47 A,
Arera Hills, Bhopal 462004

Subject: Proposal for Selection of Agency for Hiring Skilled Manpower for ISSNIP PROJECT at ICDS M.P.

Dear Sir,

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for **Selection of Agency for Hiring Skilled Manpower for ISSNIP PROJECT at ICDS M.P** and to meet such requirements & provide such services as are set out in the Bid Document.

We hereby attach the Technical Bid as per the requirements of the tender document.

We undertake, if our Bid is accepted, to adhere to the implementation plan (Key Events/Activities and dates of the project) put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and MAP_IT, GoMP or its appointed representatives.

We agree that you are not bound to accept the lowest or any Bid 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 Bid Response without assigning any reason whatsoever.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

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

Dated this Day of20XX

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

.....

(Name and address of the Bidder)
Seal/Stamp of Bidder

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**33.ANNEXURE B - QUALIFICATION OF THE BIDDER****a) BIDDER INFORMATION SHEET**

S/N	Particulars	Details	Page no. (for any attachment)
1	Name of the Entity/ Organization		
2	Registered office address Telephone number Fax number Email		
3	Correspondence Address		
4	Details of the Contact Person (name, designation, address) Telephone number Fax number Email		
5	Year and Place of the establishment of the entity/organization		
6	Service Tax Registration details		
7	EPF Registration details		
8	ESIC Registration details		
9	Details of the offices present in Madhya Pradesh, if any		

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**b) FINANCIAL CAPABILITY**

Format for providing Financial Information

S No	Description	Financial Year 2012-2013	Financial Year 2013-2014	Financial Year 2014-2015	Average of three Years
1	Turnover				

Note:- Audited Balance Sheet & P&L Statements to be enclosed with technical proposal.

c) EXPERIENCE

Specific experience in **Three projects** should be submitted wherein minimum 200 IT related skilled resources have been provided in last five years. (Separate sheet shall be used for each project)

S. No	Item	Guidelines	Attachment Ref. No. for Details
1	Name of the project		
2	Client Details	Name; Contact Person's name and number.	
3	Relevant Work Area/domain	Please specify the area of work/domain relevant to the requirement of this RFP.	
4	Manpower Hired	Domain/Type of Human resources on payroll of bidder hired for other organizations.	
5	No. of resources hired		

Note: Relevant work order/ PO shall be enclosed along with the proposals.

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS**34. ANNEXURE C - FINANCIAL BID FORMAT**

FINANCIAL BID
(To be included in Financial Proposal)

Date:

To,
The Chief Executive Officer, MAP_IT
State IT Center, 47 A,
Arera Hills, Bhopal 462004

Dear Sir,

In reference to the Request for Proposal (RFP) for **Selection of Agency for Hiring Skilled Manpower for ISSNIP Project at ICDS M.P** In terms of the above-mentioned RFP document we submit herewith the Financial Bid (fees) for the assignment proposed by MAP_IT as Agency for Hiring Skilled Manpower for ICDS.

Sl	Proposed Position	Unit Rate per month in Rs.	No of Positions	No of Months	Value In ₹
(A)	(B)	(C)	(D)	(E)	(F=CxDxE)
1	Project Associate	22,500	3	12	8,10,000
2	District Coordinator	27,000	30	12	97,20,000
3	District Project Assistant	13,500	30	12	48,60,000
4	Block Coordinator	10,500	259	12	3,26,34,000
5	Block Project Assistant	7,500	259	12	2,33,10,000
Total Estimated Charges towards remuneration of manpower for one year (X)					7,13,34,000
Fees to be charged by the bidder as a % of Salary being paid to the Deployed resources (inclusive of all taxes, duties etc. except Service Tax) (To be Quoted by the bidder in % only) (Y)					__ %
Total Fee Amount (Z) = (X) x (Y%)					
Total Bid Value (ZT) = (X) + (Z)					

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

Notes:-

1. Bidders are required to Quote only in percentage in column (Y) and calculate the Total Amount as (Z) & (ZT). No other values shall be changed as these are for the purpose of calculations.
2. The % values quoted in row (Y) shall be up to maximum of two digit decimal place and it shall be more than 0 value (no negative or zero value shall be allowed to quote, else the bids shall not be considered for evaluation)
3. In case of any discrepancy in calculation of percentage value, or total value, the percentage mentioned in row (Y) by the bidder shall be considered final and other values to be corrected as per that percentage value.
4. The above quoted fee includes all applicable duties, levies & taxes except service Tax which would be payable extra at prevailing rates.
5. The fee Quoted as above would remain fixed for the entire contract period.
6. The Payment shall be paid in accordance with the clause 'Payment Terms'.
7. While the Total Amount (ZT) arrived as above is the final amount taken into consideration for the purpose of Bid Evaluation, the rates mentioned in row (Y) above is the final % applicable for raising the invoices by the bidder.
8. The Unit rate mentioned in aforesaid column (C) is the fixed per month amount payable to the resources deployed.

All above terms & conditions are agreed upon.

Place:

Bidder's signature with seal

Date:

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

35.ANNEXURE D - EMPLOYEE ON PAYROLL FORMAT

DETAILS OF CURRENT EMPLOYEES ON THE PAYROLL OF THE AGENCY							
ANNEXURE D							
S. No	Name of Employee	Designation	Date of Joining	Educational Qualification	Experience (In years)	Annual CTC (In RSs. per annum)	Client for which employee is Hired
1	Raj Singh	Software Developer	16-Jan-15	B.E (CS)	3	3.5 Lacks	XYZ Company
2							
3							
4							
5							

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

36.ANNEXURE E - ICDS OFFICE STATISTICS

District/ Project wise Manpower Details

S.NO	District Headqu arters	Project location (HQ for block resources)	Total AWC	Location wise deployment of resources			
				No. of DC	No. of DPA	No. of BC	No. of BPA
1	Rajgarh	Biaora	230	1	1	10	10
2		Jeerapur	256				
3		Khilchipur	234				
4		Khujner	141				
5		Kurawar	123				
6		Narsinghgarh	234				
7		Pachore	236				
8		Rajgarh	165				
9		Sarangpur –R	252				
10		Suthalia	139				
11	Vidhisha	Basoda	245	1	1	9	9
12		Basoda-2	115				
13		Gyaraspur	176				
14		Kurwai	293				
15		Lateri	178				
16		Nateran	208				
17		Sironj	278				
18		Vidisha	206				
19		Vidisha U	156				
20	Bhind	Ater	271	1	1	10	10
21		Barohi	78				
22		Bhind – r	287				
23		Bhind – u	171				
24		Gohad	290				
25		Gormi	89				
26		Lahar	277				
27		Mao	89				
28		Mohanaroan	194				
29		Mohgaon – R	276				
30	Morena	Ambah	199	1	1	11	11
31		Bamor	125				
32		Jaura-2	130				
33		Jora	142				

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

34		Kailaras	230				
35		Khadiahar	101				
36		Morena –R	221				
37		Morena-U	256				
38		Pahargarh	227				
39		Porsa	220				
40		Sabalgarh	207				
41	Shoepur	Karahal	248	1	1	6	6
42		Shoepur-1	148				
43		Shoepur-2	121				
44		Shoepur-u	103				
45		Vijaypur-1	147				
46		Vijaypur-2	127				
47	Datia	Bhander	194	1	1	6	6
48		Datia	123				
49		Datia urban	74				
50		Datia-2	131				
51		Indergarh	110				
52		Shevda	152				
53	Guna	Aron	115	1	1	6	6
54		Bamori	158				
55		chachoda	256				
56		Guna-R	238				
57		Guna-U	110				
58		Raghogarh	248				
59	Shivpuri	Badarawas	187	1	1	9	9
60		Karera	243				
61		Khaniyadhana	275				
62		Kolaras	209				
63		Narwar	170				
64		Pichhore	234				
65		Pohri	209				
66		Shivpuri	100				
67		Shivpuri Rural	205				
68	Alirajpur	Alirajpur	260	1	1	6	6
69		Bhabhra	143				
70		Jobat	207				
71		Katthiwada	230				
72		Sondwa	408				
73		Udaigarh	134				
74	Barwani	Barwani	220	1	1	8	8
75		Niwali	119				
76		Pansemal	186				
77		Patti	151				

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

78		Rajpur	297				
79		Sendhwa	191				
80		Sendhwa-2	151				
81		Thikari	187				
82	Indore	Depalpur R1	124	1	1	15	15
83		Depalpur R2	91				
84		Indore R1	140				
85		Indore R2	125				
86		Indore U1	90				
87		Indore U2	93				
88		Indore U3	87				
89		Indore U4	88				
90		Indore U5	89				
91		Indore U6	74				
92		Indore U7	76				
93		Mhow Cant	90				
94		Mhow R1	107				
95		Mhow R2	114				
96	Sanwer	194					
97	Jhabua	Jhabua	264	1	1	6	6
98		Megnagar	225				
99		Petlavad	397				
100		Rama	215				
101		Ranapur	197				
102	Thandla	308					
103	Khandwa	Baldi	59	1	1	8	8
104		Chaigaon-makhan	143				
105		Harsud	118				
106		Khalwa	300				
107		Khandwa-Rural	183				
108		Khandwa-Urban	172				
109		Pandhana	286				
110	Punasa	207					
111	Khargon	Barwaha	135	1	1	11	11
112		Bhagwanpur	174				
113		Bhikangaon	229				
114		Gogawan	122				
115		Jhiraniya	301				
116		Kasrawad	199				
117		Khargone	119				
118		Khargone Naveen	81				
119		Maheshwar	244				
120		Sanawad	126				
121	Segoan	127					

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

122	Chindwara	Amarwada	184	1	1	14	14
123		Bhichuwa	156				
124		Chaurai	206				
125		Chhindwada	144				
126		Chindwara	169				
127		Harai	332				
128		Jamai	165				
129		Jamai-2	234				
130		Mohkhed	210				
131		Padurna	274				
132		Parasia	149				
133		Parasia-2	172				
134		Sausar	221				
135		Tamia	198				
136		Dindori	Amarpur				
137	Bajag		244				
138	Dindori		322				
139	Karanjiya		237				
140	Mehandwani		209				
141	Samnapur		225				
142	Shahpura		222				
143	Jabalpur	Bargi	305	1	1	13	13
144		Jabalpur-1	91				
145		Jabalpur-2	85				
146		Jabalpur-3	91				
147		Jabalpur-4	89				
148		Jabalpur-5	90				
149		Jabalpur-6	87				
150		Kundam	190				
151		Majhauili	205				
152		Panagar	247				
153		Patan	188				
154		Shahpura	290				
155	Sihora	143					
156	Katni	Badwara	235	1	1	7	7
157		Bahoriband	214				
158		Dheemarkheda	255				
159		Katni	219				
160		Mudawara(katni)	135				
161		Rithi	189				
162		Vijairaghavgarh	262				
163	Sidhi	Kusmi	225	1	1	7	7
164		Majhauili-R	320				
165		Rampur Naikin	169				

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

166		Rampurnekin-2	158				
167		Sidhi 1	338				
168		Sidhi-2	200				
169		Sihawal	362				
170	Singhroli	Chitrangi	209	1	1	6	6
171		Chitrangi-2	200				
172		Deosar	455				
173		Singhroli	192				
174		Singhroli-3	152				
175		Singroli- naveen	127				
176	Damoh	Batiyagarh	141	1	1	8	8
177		Damoh	237				
178		Damoh naveen	80				
179		Hatta	151				
180		Jabera	203				
181		Patera	153				
182		Patharia	177				
183		Tendukheda	167				
184	Panna	Ajaygarh	206	1	1	6	6
185		Gunnore	237				
186		Panna	51				
187		Panna Rural	237				
188		Pawai	235				
189		Shahnagar	204				
190	Tikamgarh	Baldeogarh	270	1	1	8	8
191		Jataraa	149				
192		Jataraa-2	115				
193		Niwari-R	235				
194		Palera	217				
195		Prathvipur	146				
196		Tikamgarh Rural	210				
197		Tikamgarh Urban	64				
198	Umaria	Manpur	206	1	1	4	4
199		Pali-II	165				
200		Umaria	150				
201		Umaria-2	122				
202	Agar	Agar	167	--	--	4	4
203		Barod	146				
204		Nalkheda	136				
205		Susner	149				
206	Dewas	Bagli(Aadiwasi)	259	1	1	9	9
207		Bagli-1(ghaat)	129				
208		Dewas navin	117				
209		Dewas south	111				

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

210		Dewas-R	220				
211		Kannod	280				
212		Khategaon	193				
213		Sonkhach	176				
214		Tonkkhurd	150				
215	Mandsaur	Bhanpura	189	1	1	9	9
216		Gaoth-2	65				
217		Garoth	184				
218		Malhargarh	244				
219		Mandsaur	136				
220		Mandsaur Rural	188				
221		Mandsaur-2	137				
222		Sitamau	214				
223	Sitamau-2	142					
224	Neemuch	Jawad	195	1	1	6	6
225		Manasa	217				
226		Neemuch Rural	209				
227		Neemuch Urban	96				
228		Rampur	106				
229		Ratangarh	134				
230	Ratlam	Alot	174	1	1	10	10
231		Bajna	343				
232		Jaora Rural	161				
233		Jaora Urban	51				
234		Namli	123				
235		Piploda	192				
236		Ratlam Urban-1	156				
237		Ratlam Urban-2	131				
238		Ratlam-r	148				
239		Sailana	193				
240	Shajapur	Bercha	117	1	1	6	6
241		Kalpipal	211				
242		Moman badodiya	197				
243		Polaykala	114				
244		Shajapur	168				
245		Shujalpur	116				
246	Ujjain	Badnagar	175	1	1	14	14
247		Badnagar-2	128				
248		Ghatia	119				
249		Khachrod	153				
250		Khachrod-2	141				
251		Mahidpur	129				
252		Mahidpur-2	117				
253		Nagda	93				

REQUEST FOR PROPOSAL – SELECTION OF AGENCY FOR HIRING SKILLED MANPOWER FOR ICDS

254		Tarana	300				
255		Ujjain - Rural	158				
256		Ujjain - U	106				
257		Ujjain-2	105				
258		Ujjain-3	79				
259		Ujjain-4	85				
		Total	46879	30	30	259	259