

# Expression of Interest (EOI) For Empanelment of Technical and Core Competency Support Service Providers for VSK, Cloud & other ICT Projects

EOI No. EdCIL/DES/EoI/2022-23/002

Date: 17.11.2022



**EdCIL (India) Limited**

**(A Mini Ratna Category - 1 CPSE, Under the Ministry of Education, Government of India)**

**‘EdCIL House’, Plot No. 18A, Sector- 16A NOIDA – 201301 (UP), INDIA**

**Tel: 0120-4156001-02, 4154003, 0120-4310840, 0120-2970206-207**

**Registered Office: Vijaya Building, 5th Floor, 17 – Barakhamba Road, New Delhi – 110001 (India).**

# Table of Content

<b>1.</b>	<b>Invitation for Expression of Interest</b>		<b>3</b>
<b>2.</b>	<b>Background</b>		<b>5</b>
	2.1	About EdCIL	5
	2.2	About NEP	5
	2.3	About NDEAR	6
	2.4	About Vidya Samiksha Kendra	6
	2.5	About SWAYAM	7
<b>3.</b>	<b>Instructions to Bidders</b>		9
	3.1	Instructions for Online EoI Submission	9
	3.2	Preparation of EoIs	10
	3.3	Submission of EoIs	11
	3.4	Assistance to applicants	11
	3.5	Minimum requirements at applicant's end	12
<b>4.</b>	<b>Objective</b>		<b>13</b>
<b>5.</b>	<b>Scope of Work</b>		<b>14</b>
	5.1	Indicative Resource Requirement	14
	5.2	Regions	19
	5.3	Resource Management	19
<b>6.</b>	<b>Eligibility and Evaluation Criteria</b>		<b>21</b>
	6.1	Empanelment Procedure	21
	6.2	EoI Evaluation	22
	6.3	Pre-Qualification Criteria	22
	6.4	Tender Evaluation among empaneled partners	24
<b>7.</b>	<b>Formats</b>		<b>25</b>

7.1	Annexure – 1 Undertaking for Expression of Interest	25
7.2	Annexure – 2 Details of Applicant’s Firm	26
7.3	Annexure - 3 Financial Summary	27
7.4	Annexure – 4 Experience in Related Fields	28
7.5	Annexure – 5 Details of Full Time Experts on Firm Payroll	29
7.6	Annexure – 6 Financial Quote	30
7.7	Annexure – 7 Pre-Bid Query Format	32

# Section 1

## INVITATION FOR EXPRESSION OF INTEREST

**EdCIL (INDIA) LTD**

**(A Mini Ratna Category - 1 CPSE, Under the Ministry of Education, Government of India)**

**PLOT NO. 18A, SECTOR 16A, NOIDA**

**No.: EOI No. EdCIL/DES/EoI/2022-23/002**

**Dated: 17.11.2022**

1. EdCIL (India) Ltd. invites Expression of Interest (EOI) from the registered companies/firms in India for “Empanelment of Technical and Core Competency Support Service Providers for VSK, Cloud & other ICT Projects.”
2. The purpose of this EoI Document is to provide interested parties with the relevant information regarding the EoI and invite feedback from them. The applicants are advised to study this EoI Document carefully before submitting their response.
3. The feedback & suggestions received as part of the response from the applicants may be used while formalizing the RFP.
4. Sealed envelope, containing EOI along with the copies of supporting documents shall be submitted to the address given below mentioning “Empanelment of Technical and Core Competency Support Service Providers for VSK, Cloud & other ICT Projects.” on the top cover:  
  
To,  
Chief General Manager (DES)  
EdCIL (India) Limited, 18 A, Sector-16A,  
Noida-201301 Uttar Pradesh  
+91-120-4310918
5. In exceptional circumstances and at its own discretion, EdCIL may extend the deadline for submission of proposals by issuing an amendment which will be made available on the EdCIL website. EdCIL reserves the right to amend/add further details in the EoI.
6. After evaluation of EoI responses, EdCIL will empanel technically qualified service providers.

7. The applicants are requested to submit any queries in writing by email. The queries shall be addressed to CGM (DES) at the email id: [destenders@edcil.co.in](mailto:destenders@edcil.co.in) by 23.11.2022 up to 15:00 Hrs. (Mention Email Subject: EoI for Technical and Core Competency Support Service Providers in India).
8. EdCIL (India) Limited reserves the right to cancel this call for EoI and/or invite afresh with or without amendments, without any liability or any obligation and without assigning any reason.
9. Applicants are advised to visit EdCIL’s website regularly for any updates on this EOI.
10. The applicant shall bear all costs associated with the preparation and submission of its response, including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Company, site visits, investigations, studies or any other costs incurred in connection with or relating to its response. All such costs and expenses will remain with the applicant and EdCIL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the applicant in preparation or submission of the response, regardless of the conduct or outcome of the Process.
11. Further Details are given below in the Table:

<b>Name of work</b>	“Expression of Interest (EOI) For Empanelment of Technical and Core Competency Support Service Providers for VSK, Cloud & other ICT Projects”
<b>Product Category</b>	Technical and Core Competency Support.
<b>Place of delivery</b>	PAN India as per project requirement
<b>EOI Publishing Date</b>	17.11.2022
<b>Document Download Start Date</b>	17.11.2022
<b>EoI Submission End Date</b>	08.12.2022 up to 15:00 hrs.
<b>E-mail for Query Submission</b>	EoI queries should be emailed to <a href="mailto:destenders@edcil.co.in">destenders@edcil.co.in</a>
<b>Pre-Bid Query Submission period</b>	23.11.2022 up to 15:00 hrs. EoI queries received later than the date and time as mentioned above shall not be entertained.
<b>Pre-Bid Meeting</b>	24.11.2022, 11:30 a.m. Pre-Bid Meeting address: EdCIL House, 18A, Sector 16A, Noida-

	201301
<b>Validity of Offer</b>	The response shall remain valid for at least 6 months from the last date of submission.
<b>Contact Person</b>	Manager (DES) +91-120-4156001-02, 4154003

Table 1

**Chief General Manager (DES)**  
**EdCIL (India) Limited**  
**18 A, Sector-16A, Noida-201 301**  
**Tel: +91 120-4310840**  
**120-4156001-02, 0120-4154003,**  
**0120-2970206-207.**

# Section 2

## Background

### 2.1 About EdCIL

EdCIL (India) Limited is a Government of India Enterprises (Mini Ratna Category-1) CPSE under Ministry of Education offering management and consultancy services in all areas of education and Ministry of Education, both within India and overseas. The Company strongly believes that digitization will be a game changer in addressing quality, quantity and governance needs in both schools and higher education.

The company accordingly focuses on all emerging areas of IT/ICT applications in the education sector. The vision of the company is to transform the teaching - learning process by improving communication and Collaboration among the faculty, students and administrators of the school through digital initiatives. The aim is to improve integration of technology into the teaching-learning spectrum and encourage students to become creators of their own learning by incorporating 21st century skills such as creativity and critical thinking.

EdCIL has offered services to clients ranging from Central Govt., States Govt., Government of other countries, CPSEs, INIs and autonomous Govt. / Pvt. Institutions / organizations.

### 2.2 About NEP

The New Education Policy 2020 aims to facilitate an inclusive, participatory and holistic approach, which takes into consideration field experiences, empirical research, stakeholder feedback, as well as lessons learned from best practices. NEP 2020 emphasizes infrastructure support, innovative education centers to bring back dropouts into the mainstream besides tracking of students and their learning levels, facilitating multiple pathways to learning involving both formal and non-formal education modes and association of counselors/well-trained social workers with schools. It indicates a progressive shift towards a more scientific approach to education. The prescribed structure will help to cater the ability of the child – stages of cognitive development as well as social and physical awareness. If implemented in its true vision, the new structure can bring India at par with the leading countries of the world.

## 2.3 About NDEAR

NDEAR is a key enabler of National Education Policy (NEP 2020) and acts as super connector to cross leverage ecosystem capabilities and catalyze innovation in skilling and education.

It is an architectural blueprint for the educational ecosystem in the country that defines a set of principles, standards and specifications, guidelines and policies to strengthen the digital infrastructure for education.

- It promotes a ‘digital first’ approach, supporting teaching and learning activities, and facilitating educational planning as well as governance and administrative activities.
- It aims at creating a digital foundation driving towards autonomy and self-governance of all parties involved, particularly states and the Centre.
- NDEAR’s institutional structure, date, governance framework and technology will benefit both the student and the teacher community alike.
- Solutions that adhere to NDEAR frameworks and standards would be considered NDEAR-compliant. NDEAR-compliant solutions would be able to connect with one another.
- The framework implies that systems and solutions that worked in one state can be shared across the country and adapted in other parts.
- Systems that are not NDEAR-compliant would work in silos not being able to be leveraged by others.
- NDEAR can ensure that best practices are replicated across the board.
- NDEAR is not a centrally-controlled framework and it is inherently federated to ensure the autonomy of all stakeholders including the states.
- It is to be noted that NDEAR is not a platform, technology software or solution, application or portal, but an architectural blueprint.

## 2.4 About Vidya Samiksha Kendra (VSK)

The NDEAR compliant VSK is an institutional setup that will enable integrated and shared ‘seeing’ for amplifying data-based decision making and actioning by key stakeholders for academic and non-academic activities and thereby improving learning outcomes.

- To be able to "see" practical insights from the combined data of the numerous Samagra Siksha-related plans and activities.



- To enable administrators and instructors in the field to make data-driven decisions by providing them with data and insights from field-level academic and non-academic activities at the national and state levels.
- With the aid of the student registry, keep tabs on the number of students enrolled, their home learning progress, dropout data, information on child labor that is mainstreamed, children who are not in school, the delivery of textbooks and uniforms, scholarships, allowances, school-based assessment, the support that teachers and schools are required to provide, awards, recognition, etc.
- To boost students' academic achievement, provide teachers more control over their classrooms, and make efficient use of the resources that are already accessible.
- To identify and analyze improvement areas for decision making and program gaps that need immediate attention.
- To create localized and centralized dashboards that offer ongoing and updated data insights on school performance indicators.
- Empower field level staff so see insights from data for their relevant programs/schemes and coach them to take actions to improve educational outcomes
- Data pyritization, which digitalizes information from paper documents like attendance records and grade sheets, can be used to efficiently collect data and speed up the data entry process.

## 2.5 About SWAYAM

SWAYAM (Study Webs of Active Learning for Young Aspiring Minds) is a program initiated by Government of India and designed to achieve the three cardinal principles of Education Policy viz., access, equity and quality. The objective of this effort is to take the best teaching learning resources to all, including the most disadvantaged. SWAYAM seeks to bridge the digital divide for students who have hitherto remained untouched by the digital revolution and have not been able to join the mainstream of the knowledge economy. Offerings of SWAYAM are as follows:

- Courses that are taught in classrooms from 9th class till post-graduation.
- The courses hosted on SWAYAM is in 4 quadrants
  - video lecture
  - specially prepared reading material that can be downloaded/printed

- self-assessment tests through tests and quizzes and
- an online discussion forum for clearing the doubts.
- Categories of courses include - Engineering, Science, Humanities, Management, Language, Mathematics, Arts and Recreation, Commerce, General, Library, Education.
- Courses delivered through SWAYAM are available free of cost to the learners.
- Students wanting certifications need to register and shall be offered a certificate on successful completion of the course, with a little fee.

In view of the above EdCIL (India) Limited is spanning its spectrum in tune with the New Education Policy' agenda by contributing in improving the learning levels of school students through various appropriate interventions in terms of Ed-Tech solutions.

## Section 3

### Instructions to Bidders

#### 3.1 Instructions for Online EoI Submission:

- E-tendering is new technology for conducting public procurement in a transparent and secured manner. As per Government of India's directives, EdCIL (India) Limited has adopted E-tendering.
- For conducting EoI process, EdCIL (India) Limited has decided to use electronic tender portal link available with detailed information on e- tendering process. This portal built using electronic tender's software is referred to as <http://www.tenderwizard.com/EDCIL>.
- The bidders are required to submit soft copies of their EoIs electronically on <http://www.tenderwizard.com/EDCIL> e-tendering website, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Tender Wizard E-Tendering Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Tender Wizard E-Tendering Portal.
- The scope of work is available in the complete EoI documents which can be viewed /downloaded from Tender Wizard E-Tendering Portal of <http://www.tenderwizard.com/EDCIL>. Both Technical and Financial responses will be submitted concurrently duly digitally signed in the website <http://www.tenderwizard.com/EDCIL>. No claim shall be entertained on account of disruptions of internet service being used by the applicant. Applicants are advised to upload their EoIs well in advance to avoid last minute technical snags.
- All Corrigendum/Amendment/Corrections, if any, will be published on the website <http://www.tenderwizard.com/EDCIL> as well as on EdCIL's website.
- It is mandatory for all the applicants to have class-III Digital Signature Certificate (in the name of person who will sign the EoI document) from any of the licensed certifying agency (Bidders can see the list of licensed Certifying Agencies from the link [www.cca.gov.in](http://www.cca.gov.in)) to participate in e- Procurement of EDCIL.
- It is mandatory for the bidders to get their firm/company registered with e- procurement portal of EDCIL, i.e., [www.tenderwizard.com/EDCIL](http://www.tenderwizard.com/EDCIL) to have user ID & password by submitting a non-refundable annual registration charge as follows:

1	Registration charges for 1 year	Rs. 2000/-
---	---------------------------------	------------

(Exclusive of taxes, levies, etc.) which can be paid online using the e- payment gateway to KEONICS through the portal address mentioned above. The registration so obtained by the prospective bidder shall be valid for one year from the date of its issue and shall be subsequently renewed.

- Participant shall safely keep their User ID and password, which will be issued by the service provider i.e., KEONICS Ltd. upon registration, and which is necessary for e-tendering.
- Applicants are advised to change the password immediately on receipt of activation mail.
- Applicants shall not disclose their User ID as well as password and other material information relating to the e-tendering to any one and safeguard its secrecy.
- Submit your EoI well in advance with relevant documents on Tender Wizard E-Tendering Portal <http://www.tenderwizard.com/EDCIL>, as there could be last minute problems due to internet timeout, breakdown, etc.
- EoIs should be submitted only through Tender Wizard E-Tendering Portal and obtain the acknowledgement copy as a proof of successful submission.

### 3.2 Preparation of EoIs

- Applicant should take into account any corrigendum/addendum published on the portal before submitting their EoIs.
- Please go through the EoI advertisement and document carefully to understand the documents required to be submitted as part of the procedure. Please note the number of documents-including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Applicants, in advance, should get ready the EoI documents to be submitted as indicated in the EoI document/ schedule and generally, they can only be in PDF format. Bid documents may be scanned with 100dpi with black and white option.

The Expression of Interest is to be submitted in the manner prescribed below: -

1. Applicant Firm's Details as per Annexure -2.
2. Financial strength of the Applicant Firm as per Annexure -3.

3. Experience of the Applicant Firm as per Annexure -4.
4. Details Of Full Time Experts on Firm Payroll as per Annexure -5
5. Budgetary Quote as per Annexure-6
6. Pre-Bid Query Format as per Annexure – 7

Applicants must ensure that their EoI response is submitted as per the formats attached with this document. Special comments on the objectives and scope of the service projected in the enquiry may also be submitted along with the responses.

### **3.3 Submission of EoIs**

- Applicant should log into the site well in advance for EoI submission and complete all formalities of registration (at least two days in advance of the closing date) so that he/she uploads their response in time i.e., on or before the submission time. Applicant will be sole responsible for any delay in uploading within the stipulated time.
- The applicant has to digitally sign and upload the required documents one by one as indicated in the EoI document.
- The server time will be considered as the standard time for referencing the deadlines for submission of the responses by the applicants. The applicants should follow this time during bid submission.
- Upon the successful and timely submission of EoI responses, the portal will give a successful submission message & a summary will be displayed with the response no. and the date & time of submission with all other relevant details.

### **3.4 Assistance to applicants**

- Any queries relating to the EoI document, and the terms and conditions contained therein should be addressed to the Inviting Authority. For any other related queries applicants are requested to contact on below given contact details.
- For online registration, intended applicants may write us at [harishkumar.kb@etenderwizard.com](mailto:harishkumar.kb@etenderwizard.com) or contact at 080-40482100/9964074577/9650520101.

- For any further query related to Training Session, EoI Uploading/downloading or any other query related to tender please contact Tender wizard Helpdesk.

Telephone	Email
1. 080-40482100	1. <a href="mailto:harishkumar.kb@etenderwizard.com">harishkumar.kb@etenderwizard.com</a>
2. 9650520101	2. <a href="mailto:ratan.thakur@etenderwizard.com">ratan.thakur@etenderwizard.com</a>
3. 9964074577	3. <a href="mailto:varun.b@etenderwizard.com">varun.b@etenderwizard.com</a>
(Note - cc to: <a href="mailto:destenders@edcil.co.in">destenders@edcil.co.in</a> )	

### 3.5 Minimum requirements at applicants' end

- Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity
- Digital Certificate(s)

## Section 4

### Objective

The objective of the EoI is to empanel qualified service providers that can assist EdCIL to deploy Project Management Units (PMUs) incorporated of a team that can ensure the smooth functioning of a project, strengthen the data flow mechanism, decision making, ground level implementation, monitoring, evaluation, data-based problem solving, logistic and technical support to the stakeholders on day-to-day basis and provide technical and support training to the client's personnel.

The empaneled service providers will be required to provide technical and core competency professionals for supporting the e-education initiatives of various States/UTs and Centre in accordance to NEP 2020, NDEAR and VSK.

## Section 5

# Scope of Work

EdCIL has been supporting educational departments in several State and Union Territory Governments in their education initiatives. The initiatives vary from design and implementation of education schemes and are likely to include schemes for implementation of NEP 2020 and other government schemes for Centre, States and Union Territories (UTs).

EdCIL would like to strengthen its program design and implementation support capability so that it is able to serve many more programs/schemes/initiatives at Central Government level and multiple States and Union Territories as well.

In view of the above EdCIL intends to interact with Technical Support Firms with appropriate expertise and experience for onboarding manpower for assisting EdCIL on its projects using Project Management Unit (PMU) Model to execute, implement and rollout its projects and provide better advisory and implementation support to Centre, States and Union Territories

The Technical Support Firm would support EdCIL in one or more of the following:

- e-Governance based Consultancy
- Implementation of IT Projects
- IT Infrastructure and Facility Management Services
- Providing informational, technical and tangible support to the stakeholders.
- Software Development and maintenance projects including web based applications / portals / ERPs / data analysis and other similar applications of IT in general.
- Provide training wherever required to the client's personnel
- Interact with EdCIL for Administrative/Logistic support.

Depending on the needs of the Stakeholders, the services required can be customized.

### 5.1 Indicative Resource Requirement

EdCIL intends to empanel an organization for providing the resources required to fulfill the responsibilities mentioned above. For the same, the following, but not limited to will be required:

#### 1. Project Manager (Min Experience – 8 years)



- a. Management experience with significant software development projects.
- b. Should be capable of assessing project needs and resolving them, as well as system integration and quality assurance, in addition to managing project teams.
- c. Has a strong grasp of web application programming, APIs, databases, and system architecture.
- d. Provide recommendations for process improvement based on best practices and industry standards.

## **2. Program Manager (Min Experience – 8 years)**

- a. Planning events and activities in conformity with the organization's mission and aim.
- b. Creating new initiatives to support the strategic direction of the project.
- c. Creating a mechanism for assessing programme strengths and identifying opportunities for improvement.
- d. Managing a team with a wide set of skills and responsibilities.
- e. Implementing and managing adjustments and interventions to ensure that project objectives are met.
- f. Meeting with stakeholders to facilitate simple and open discussion about project concerns and service decisions.
- g. Evaluate project performance and derive maximum ROI.

## **3. Data Analyst (Min Experience – 3 years)**

- a. Understanding of business requirements, interpretation of data, statistical analysis of outcomes, and development of analytical solution
- b. Recognize, evaluate, and understand trends or patterns in large data sets.
- c. Create programmes that integrate and load data from user departments into the analytics platform.
- d. Extensive knowledge in integrating a visualization tool with modeling data for a dashboard.
- e. Working knowledge of relational and non-relational databases.
- f. Knowledge of data visualization tools such as D3, chart.js, and others
- g. Testing and deploying analytic solution into production
- h. Doing ad-hoc analysis and presenting results in a clear manner
- i. Programming experience, ideally with Python, R, SQL, JavaScript, NOSQL, JSON, etc.,

#### **4. Developer (Min Experience – 3 years)**

- a. A working knowledge of version control systems like Git, SVN, and CVS, as well as experience writing software code for web or mobile apps and automating software deployment in cloud infrastructure for large projects
- b. Expertise with deployment tools such as Puppet, Ansible, etc. tools for log analysis, such as Grafana, Kibana, etc. Development environments based on containers and Docker.
- c. Competent with application stacks such as LAMP, JBoss, .NET, MEAN, etc. programming languages like Ruby, Shell Script, PHP, Java, .Net, Python, R, etc.
- d. Experience in NoSQL solutions would be advantageous.

#### **5. Artificial Intelligence / Machine Learning Engineer (Min Experience – 4 years)**

- a. Practical knowledge of creating web applications, search platforms, API integration, etc. using Python
- b. Development and maintenance of strategic tools used for Modeling in Python.
- c. Extensive hands-on expertise with web frameworks like Django as well as deep learning frameworks like TensorFlow & keras, scikit-learn & pandas, OpenCV library, & NLTK, DASK, etc.
- d. Examining and visualizing data to better understand it, then spotting discrepancies in data distribution that can have an impact on how well the model performs when used in practice
- e. Examining the ML algorithms that could be applied to a particular problem and ranking them according to their likelihood of success.
- f. Provide ongoing development/ maintenance of existing application functionality.

#### **6. Database Operations Specialist (Min Experience – 4 years)**

- a. Proficient in SQL/NoSQL databases
- b. Extensive knowledge of database performance, integrity, and security.
- c. Must be capable of planning, development, and debugging, as well as preserving data standards and adhering to the Data Protection Act.
- d. Controlling access permissions and privileges, as well as writing database documentation
- e. Creating, monitoring, and testing backup and recovery strategies.
- f. Reduce database downtime and control parameters to ensure quick query replies.

**7. Network Engineer (Min Experience – 3 years)**

- a. Installing and configuring network hardware in accordance with setup and regular use.
- b. Investigate network-related problems and collaborate with end users and other teams to find a solution.
- c. Monitor network devices and network traffic through provided tools.
- d. Generate and analyze reports, logs and packet capture as per the requirement.

**8. Solution Architect (Min Experience – 4 years)**

- a. Experience of assessing project needs in various domains.
- b. Must be able to offer value addition to the projected requirements with respect to future needs and socio-economic aspects.
- c. Have a proven ability to be drive complex Solution Architecture engagements at a detailed level across a broad range of engagement and industries
- d. Lead brainstorming sessions and identify areas for process improvements.
- e. Design and develop technical solutions based on existing technologies.

**9. UI/UX Designer (Min Experience – 3 years)**

- a. Experience in designing web sites/portals.
- b. Knowledge in Sketch and Zeplin is a plus. Expertise in Photoshop, InDesign, XD, Illustrator, and Microsoft Office.
- c. Must be proficient in using authorized products like NotePad++, Eclipse, SubLimeText, and other Open-Source Design tools and technologies like GIMP, InkSpace, and MyPainter.
- d. Ability to deliver engaging consumer experiences through performance, architecture, and object-oriented design expertise.
- e. Excellent communication abilities, particularly the capacity to convey complex ideas convincingly to a variety of audiences at various organizational levels.

**10. Quality Assurance/Test Engineer (Min Experience – 3 years)**

- a. Working knowledge of test planning, testing methods (test design and execution), reporting test findings, and problems Using a test automation tool, querying databases, developing tests, etc.
- b. Proficient with bug tracking programmes like Bugzilla and testing tools like JMeter, etc.

- c. Ability to test the security and performance of web and mobile applications.
- d. Review technical design documents, requirements documents, and specifications to offer timely and insightful input.

**11. Cloud Administrator (Min Experience – 4 years)**

- a. Services for management of Cloud Services and related Server Infrastructure to maintain performance at optimum levels and help in running various system Services on 24X7 basis.
- b. Should be capable in setting up Cloud Service environment using various technologies like VMware, Microsoft, Open Stack etc., with installation & configuration of Virtualization environment (i.e., Open Stack Hypervisor s/w, Microsoft System Centre, ESXi/vSphere, Virtual Cloud Suite etc.) Clustering over SAN/NAS Storage environment. Ensure proper configuration of virtualization for hosting multiple VMs with HA environment and tuning and security hardening.
- c. Preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated.
- d. Proactive & Preventive measures against any crash/failures of Services/Servers.

**12. Help Desk Executive (Min Experience – 1 years)**

- a. Exceptional customer service and administration skills
  - b. Previous experience in a similar administrative/customer service role
  - c. Excellent communication skills
  - d. Provide informational, technical, and tangible support to the stakeholders.
  - e. Handle day-to-day queries of all involved parties
- Candidates deployed shall be high performing resources and in case of non-performing candidates, once reported by EdCIL shall be replaced by the firm within 20 working days.
  - Candidates deployed including those re-deployed at client site shall remain employees of the firm and those deployed/re-deployed in EdCIL shall have no claim/right to continue in the office/project after completion of period of empanelment/work order.
  - The firm shall be empaneled to provide support services with different levels of experience of manpower deployed for rendering services against particular service type for each category. Primarily the services would range from management support in carrying out regular operational activities on a day-to-day basis to technical support.

## 5.2 Regions

The interested parties should have their presence or should be willing to work Pan-India or in any one of the regions specified below:

1. **Northern states** (Jammu & Kashmir, Himachal Pradesh, Punjab, Uttarakhand, Haryana, Delhi, Rajasthan and Uttar Pradesh and UT Chandigarh)
2. **Southern states** (Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana and Lakshadweep)
3. **North-eastern states** (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Tripura and Sikkim)
4. **Central states** (Chhattisgarh and Madhya Pradesh)
5. **Eastern states** (Bihar, Jharkhand, Odisha, West Bengal and Andaman and Nicobar Islands)
6. **Western states** (Goa, Gujarat, and Maharashtra along with the Union territory of Dadra and Nagar Haveli and Daman & Diu)

## 5.3 Resource Management

The resource management for different engagements lies within the scope of the empaneled firm.

- The selected firm needs to have skilled manpower on their payroll in sufficient numbers, capable of supporting the requirement in a manner desired by EdCIL and adhere to the Scope of work.
- Whatever be the assignment, the responsibility of effective and efficient delivery of service by the staff deployed shall rest with the empaneled firm. The firm must ensure to deploy appropriate experienced resources as desired from time to time. The initial quality assessment must be done at the vendor side before sponsoring a resource, followed by interviews conducted at the user site. The candidate of any resource will be accepted as per EdCIL's discretion. Further, EdCIL shall have the right to seek replacement of deployed manpower in case of unsatisfactory performance.
- The firm should provide the documentary proof for the qualifications and experience for the manpower being provided by them. The firm should also certify that the CV, qualifications and experience of the manpower is as per the terms and conditions of the EoI.

- The empaneled firm shall ensure that all the Labor Law regulations of the Government are fully complied with, in matters of deployment of manpower to EdCIL.
- In case of support service to critical services, where support services are required round the clock, the service rendered on National/Gazetted Holidays shall entitle compensatory off.
- The salary allocated to the resource should include the EPF (Employer and Employee Contribution), ESI, retirement benefit component, any other statutory payments applicable, Medical Insurance and accidental insurance etc. which should be paid/accounted for in full to the deployed resource.

## Section 6

# Eligibility and Evaluation Criteria

### 6.1 Empanelment Procedure

1. The response submitted by prospective within stipulated time will be evaluated by EdCIL Committee.
2. Applicants will be requested to present and demonstrate their potential services. The date and time of the presentation will be informed to the bidders separately. During the presentation and demonstration, EdCIL's relevant committee will assess the acceptability of alternative solutions in light of the requirements.
3. Shortlisting by the committee of EdCIL will be based on the following parameters:
  - a. Plan/methodology for rendering the services.
  - b. Support and Services Model.
  - c. Knowledge, skills, expertise pertaining to the areas for which proposal is submitted.
  - d. Company credibility.
  - e. Company Strength.
  - f. Risk & challenges.
4. EdCIL will officially communicate to the shortlisted organization about their response for selection.
5. Selected Partner shall submit a performance security deposit of Rs 10 Lakhs in the form of Demand Draft/NEFT Bank Transfer to EdCIL.
6. Selected Partners will be empaneled for a period of one (01) year from the date of empanelment. The empanelment can be renewed for a period of one more year based on the requirement and satisfactory performance.
7. Empanelment can be cancelled in case any fraud is reported regarding the firm, in which the empanelment security shall also be forfeited.
8. Empanelment may also be terminated pre-maturely on mutual agreement with the empaneled firm.
9. If the empaneled partner is blacklisted by any PSU/State or central government department/ministries etc., during the currency of the empanelment period, the

empanelment shall be terminated by EdCIL. The partner is expected to immediately inform EdCIL regarding its blacklisting as per above for necessary action.

## 6.2 EoI Evaluation

Evaluation will be based on the firm meeting the Pre- qualification criteria. It is mandatory for the firm to fulfill all the pre-qualification criteria to be technically qualified. EdCIL reserves the right to assess the firm's capability and capacity to perform the contract, should circumstances warrant such an assessment in the overall interest of the EdCIL or project.

## 6.3 Pre-Qualification Criteria

Sr. No.	Specific Requirement	Documents required
1.	The firm should be a company registered in India under Companies Act 1956, Act 2013 or a partnership registered under the India Partnership Act 1932 or Partnership firm registered under Limited Liability Partnership Act 2008 with their registered office in India in operation for the last ten years.	<ul style="list-style-type: none"> <li>● Certificate of Incorporation</li> <li>● Memorandum and Article of association</li> <li>● Registered Partnership Deed</li> </ul>
2.	<p>Average Annual Turnover of the firm for the last three financial years should be 150 crores i.e., 2019-20, 2020-21, 2021-22 with net profit and positive net worth.</p> <p><b>For MSME registered with NSIC</b> Average Annual Turnover of the firm for the last three financial years should be 120 crores i.e., 2019-20, 2020-21, 2021-22 with net profit and positive net worth.</p>	<ul style="list-style-type: none"> <li>● Audited profit and loss statement and balance sheet</li> <li>● Auditor certificate clearly specifying the turnover from ITeS services with net profit and positive net worth.</li> <li>● <b>MSME Bidders</b> should produce valid registration certificate issued by NSIC/MSME</li> </ul>
3.	The firm should have experience of Establishing a Project Management Unit to assist in operations/implementation of schemes or programs of deployment of manpower Education Sector in the past three	Attach Proof for the projects executed and certificate from client along with Annexure - 4



	financial years, for a similar scope of work.	
4.	The firm must have a valid PAN and a registration number for GST	<ul style="list-style-type: none"> <li>• Copy of PAN card</li> <li>• Copies of relevant GST registration certificates</li> </ul>
5.	The firm must have valid EPF and ESIC registration.	<ul style="list-style-type: none"> <li>• Copy of EPF registration certificate.</li> <li>• Copy of ESIC registration certificate.</li> </ul> <p>If exempted, valid proof should be provided.</p>
6.	The firm should be an ISO 9001:2015 or ISO/IEC 20000-1:2018 or ISO 27001:2018/2013 or CMMI Level 5 certified company.	Copy of Valid certificate(s) in the name of the firm attested by the authorized signatory of the company
7.	The firm must have at least 500 full time professionals on its rolls as on 31st March 2022 in India.	Certificate duly attested by appropriate authority on firm's letterhead signed by authorized signatory of the firm
8.	The firm/company should be a profit-making concern for each of the last three consecutive financial years i.e., 2019-20, 2020-21, 2021-22	Audited and CA Certified financial statements.
9.	Should have presence in at least 10 States/UTs across India as per details defined in clause 5.2	Proof of presence/address proof on firm's letterhead duly signed by the authorized signatory of the firm
10.	A Power of Attorney / Board Resolution in the name of the person signing the EOI.	Original Power of Attorney / Board Resolution Copy on a non-judicial stamp paper
11.	<p>Mandatory Undertaking: firm should:</p> <ul style="list-style-type: none"> <li>• Not be insolvent</li> <li>• Not have been convicted of any criminal offense</li> <li>• Not have been blacklisted by a central/Government institution /PSU/Government Bodies /Autonomous Bodies/Private Sector</li> <li>• Comply with requirements of Registration under contract labor</li> </ul>	The firm shall furnish an undertaking duly attested by notary on a non-judicial stamp paper of value INR100/- (Rupees One Hundred Only)

	(Regulation & Abolish) Act, wherever applicable	
12.	The firm should submit detailed deployment plan and approach for execution	Technical proposal comprising all necessary details

Table 2

Note:

1. EOIs will also be reviewed for compliance with the necessary Instructions, terms and conditions, scope of work, formats etc. as outlined in this document.
2. EdCIL reserves the right to physically verify the office or any document provided by the bidder in the way EdCIL desires
3. All the aforementioned documents must be signed and stamped before uploading on the e-tender portal.
4. EoI response must be properly serial numbered and indexed.

The applicants are expected to examine all instructions, forms, terms and other details in the EOI document carefully. Failure to furnish complete information as mentioned in the EOI document or submission of a proposal not substantially responsive to the EOI document in every respect will be at the Applicant's risk and may result in rejection of the proposal.

EdCIL reserves the right to withdraw, amend, modify the EOI and or vary any part thereof at any stage. EdCIL further reserves the right to cancel the EoI at any stage. The EOI is not an offer and is issued with no commitment.

#### 6.4 Tender evaluation among empaneled partners

1. On case-to-case basis, the RFP will be called among the empaneled partners with the redefined scope of work, technical qualification (as per the quantum of work) and payment terms as per the end client requirement.
2. The bids received against the RFP from the empaneled partners will be technically evaluated and financial bids of technically qualified bidders will be considered for further evaluation.
3. The work order will be awarded to the lowest (L1) bidder.
4. The successful bidder will be required to submit performance bank guarantee equivalent to 10% of the project cost for entire duration of contract.
5. Other terms and conditions of the tender shall be defined on case-to-case basis as per the requirement of end client and EdCIL.

# Section 7

## Formats

### Annexure – 1

#### Undertaking for Expression of Interest

To,

Chief General Manager (DES)

EdCIL (India) Limited, 18 A, Sector-16A, Noida-201 301

Sub: Submission of Expression of Interest (EOI) For Empanelment of Technical and Core Competency Support Service Providers for VSK, Cloud & other ICT Projects in India.

In response to the aforementioned Invitation for Expressions of Interest (EOI) published on \_\_\_\_\_ for the above purpose, we would like to submit the required information and express our interest.

As instructed, we have attached the following documents in response:

1. Applicant Firm's Details as per Annexure -2.
2. Financial strength of the Applicant Firm as per Annexure -3.
3. Experience of the Applicant Firm as per Annexure -4.
4. Details Of Full Time Experts on Firm Payroll as per Annexure -5
5. Budgetary Quote as per Annexure-6
6. Pre-Bid Query Format as per Annexure – 7

Sincerely Yours,

Signature of the applicant

[Full name & Designation of applicant]

Firm Name

Stamp\_\_\_\_\_

Date:

Place:

Encl.: As above.

Note:

1. This is to be furnished on the letterhead of the organization.
2. It is expressly clarified that before submitting the EOI, Applicant must have carefully examined the contents of all the attached documents and any failure to comply with any of the requirements of EOI document will be at the Applicant's risk.
3. It is mandatory to submit all the annexures in full in the EoI response. The response of those applicants who have not submitted all the annexures in full may not be considered.

## Annexure – 2

### Details of Applicant’s Firm

S.No.	Particular	Details Along with the Supporting documents
1.	Firms’ legal entity & Name	
2.	Type of organization (Proprietorship/Partnership/Private Ltd./Public Ltd./ Startup/MSME, etc.)	
3.	Country of Incorporation/Registration	
4.	Incorporation Document / Date of Incorporation/Registration	
5.	PAN Number	
6.	GST Registration Number	
7.	Registered And Corporate Office Address	
8.	Mobile Number	
9.	Email ID	
10.	Company Website	
11.	Empanelment with Govt. Organizations (Mention names along with copies of Certificates)	
12.	Employee Strength	
13.	ISO certification / Other certification (if any)	
14.	Whether the firm has been blacklisted/debarred previously by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof.	

Table 3

Note: Self attested copies shall be provided in support of the documentary evidence mentioned above.

Signature of the applicant

[Full name & Designation of applicant]

Firm Name

Stamp \_\_\_\_\_

Date:

Place:

## Annexure - 3

### Financial Summary

Name of the Applicant Firm:

Turn-over, profit & loss and Net Worth accounts for last three years:

	<b>Particulars</b>	<b>1st FY (2019-20) Rs. (In Lacs)</b>	<b>2nd FY (2020-21) Rs. (In Lacs)</b>	<b>3rd FY (2021- 22) Rs. (In Lacs)</b>	<b>Average Annual Turnover Rs. (In Lacs)</b>
		<b>A</b>	<b>B</b>	<b>C</b>	<b>(A+B+C)/3</b>
<b>1.</b>	<b>Annual Turnover</b>				
<b>2.</b>	<b>Profit &amp; Loss Account</b>				
<b>3.</b>	<b>Net Worth</b>				

Table 4

- Above mentioned statement should be certified by a certified Chartered Accountant.

Signature of the applicant

[Full name & Designation of applicant]

Firm Name

Stamp\_\_\_\_\_

Date:

Place:

## Annexure – 4

### Experience In Related Fields

S.No.	Item	Firm Response
1.	Name of Client	
2.	Assignment Name	
3.	Country	
4.	Contact Details (Contact name, Address & Tel No.) of Client	
6.	No. of Resources deployed	
7.	Approx. Value of Contract	
8.	Duration of Assignment	
9.	Award Date (Month/ Year)	
10.	Completion Date (Month/ year)	
11.	Narrative description of the Project	
12.	Documentary evidence attached <ul style="list-style-type: none"> <li>● Copy of the Work order and</li> <li>● Copy of relevant TDS certificate related to the payment against the said work order or A self-certified statement listing out TDS Certificate Number, Period of TDS and amount of TDS relevant to the work order stated above.</li> <li>● Completion/Deployment certificate from client</li> </ul>	

Table 5

**Note:** Bidders are requested to use additional sheets for individual assignments

Signature of the applicant

[Full name & Designation of applicant]

Firm Name

Stamp\_\_\_\_\_

Date:

Place:

## Annexure - 5

### Details Of Full Time Experts on Firm Payroll

In respect of the team composition and qualification requirements of the key expert, please confirm availability of the experts on your payroll in the table below.

(A)	(B)	(C)
S.No.	Position of key experts	Number of experts Available
1.	Project Manager	
2.	Program Manager	
3.	Data Analysts	
4.	Developer	
5.	AI/ML Engineer	
6.	Database Operations Specialist	
7.	Network Engineer	
8.	Solution Architect	
9.	UI/UX Designer	
10.	QA/Test Engineer	
11.	Help Desk Executive	

Table 6

**Note:** The bidders shall submit above information on their firm's letterhead.

Signature of the applicant

Full name & Designation of applicant

Firm Name

Stamp \_\_\_\_\_

Date:

Place:



## Annexure - 6 Budgetary Quote

**EoI Number:** EdCIL/DES/EoI/2022-23/002

**Subject:** Empanelment of Technical and Core Competency Support Service Providers for VSK, Cloud & other Projects

S.No.	Resource	Salary as per the relevant experience (GST Extra)			
		0-2	2-4	4-6	6 and above
1.	Project Manager				
2.	Program Manager				
3.	Data Analyst				
4.	Developer				
5.	AI/ML Engineer				
6.	Database Operations Specialist				
7.	Network Engineer				
8.	Solution Architect				
9.	UI/UX Designer				
10.	QA/Test Engineer				
11.	Cloud Administrator				
12.	Help Desk Executive				

Table 8

**Note:**

- The firm must avoid any error while quoting prices for the services as per the format given. If any discrepancy is found in the EoI, it will be rejected.
- The quoted budgetary salary should be in accordance with the scope of work for individual post

- Annual increment equivalent to 3% approximately and added to basic pay of the budgetary salary quoted as shown in table 8 of Annexure-6 will be admissible as on 1st of April/October every year to the resources deployed, on/after completion of one year of services subject to the resource/employee passing performance appraisal carried out by the Competent Authority of EdCIL during the period of empanelment.
- The budgetary quote must include all the incidentals including travel, stay etc. There should not be any charges over and above the budgetary quote.

Signature of the applicant

Full name & Designation of applicant

Firm Name

Stamp\_\_\_\_\_

Date:

Place:

## Annexure - 7

### Pre-Bid Query Format

Pre-bid queries should be submitted in .XLS and Word format.

EoI Description		Expression of Interest (EOI) For Empanelment of Technical and Core Competency Support Service Providers for VSK, Cloud & other ICT Projects in India.		
EoI No.		EdCIL/DES/EoI/2022-23/002		
Organization Name				
Address				
Contact Person				
Contact No.				
Official E-Mail Id				
S.No.	Section No.	Page No.	Clause as per EoI	Clarification Sought