Invitation of proposal for designing and development of Website on Job Portal for the Persons with Disabilities (PwDs) reg.

Dear Sir/Madam,

National Handicapped Finance and Development Corporation has been entrusted the job of development of job portal for Persons with Disabilities by Department of Disability Affairs, Ministry of Social Justice and Empowerment, Govt. of India.

NHFDC intends to invite Bids from reputed software development organizations /firms for designing and development of online application on Job Portal for the PwDs. The purpose of development of a job portal is to enhance employment opportunities for Persons with Disabilities.

In case your organisation is willing to participate in the Bid to develop and design the website for the Job Portal for Persons with Disabilities and you meet the eligibility conditions mentioned in the enclosed Tender Document, you may kindly submit the proposal in the prescribed formats available in the website (www.nhfdc.nic.in).

The details related to tender and last date & time of submission is given below:-

Sl. No.	Description	Date & Time
01.	Date from which availability of Tender	10.10.2014
02.	Last Date and Time for submission of Tender.	27.10.2014
03.	Opening of Technical Bids.	27.10.2014 (3.00 p.m.)
04.	Opening of Financial Bids.	27.10.2014 (4.00 p.m.)

(Name and Signature with seal of tenderer)

Tender Document for Invitation of proposal for designing and development of Website on Job Portal for the Persons with Disabilities (PwDs) reg.

Enhancing employment opportunities for people with disabilities is one of the main concerns of the disability sector in India. Many job seekers with disabilities have the necessary knowledge and skills for the job but they are not able to get job in absensce of information about oppertunities. Similarly job providers, who want to even sincerely wants to employ PwDs are not able to get PwDs as per the requirement/ skills. Thus, in absense of a common platform for the employers and Job seeker PwDs despite possessing the requisite qualification, skill and experience is not able to get suitable job.

So, Department of Disability Affairs, Ministry of Social Justice and Empowerment, Government of India has decided to develop a Job Portal for the Persons with Disability and entrusted this responsibility to NHFDC for and behalf of Department of disabilities. The proposed web job portal for the PwDs shall improve the employability of Persons with Disabilities (PwDs).

Development of Job Portal:-

In order to address the need for common platform which provides information of availability of jobs to job seekers and potential employees to potential employers, the need has arisen to develop a Job Portal for the Persons with Disabilities which shall act as a common, centralized platform that can provide a better range of services, viz. transparent and wider choices for candidates, guidance / counselling to assist PwDs in choosing their career.

The "Job Portal " shall include the following indicative basic services:

- Able to connect all registered employers (Public & Private), training organiztions, industry associations, expert groups, a non-governmental organisations, state governments and PwDs to ensure their employment.

- Details of Job seekers and availability of jobs/opportunities shall be provided on Job Portal.

- Job Portal shall have facility to search disability wise job and industry/profession wise job.

- Provision of on-line counselling/human interface by way of BPOs/NGOs for prospective employers and employees shall be available to assist them, in case of need.

- The facility of generation of various types of reports like disability-wise placements, employer-wise placements, location-wise placements etc. shall be provided on Job Portal.

- The Job Portal shall be made Bi-lingual (English & Hindi) with a provision of translating in regional languages for the benefit of PwDs located in various parts of the country.

- Government/Public Sector organisations shall be requested to provide link on their website to Job Portal for PwDs.

- The Job Portal shall be easily accessible by all categories of disability.

- The job portal should be able to create adequate publicity among job-seekers and recruiters of the target group.

- On line Registration,updation of job seekers / Employers.

- On line service for notification of vacancies by the Job-providers.

- On line sponsoring of job-seekers against requisition received from Job providers.

- On line career counsiling.

- On line SMS / Email facilities regarding job vacancies.

- Publishing of vacancies advertised by Central / State Governments / PSUs / Other Government Organisation.

- Effective monitoring mechanism/feedback.

- To organize ROZGAR MELAS / CAREER EXHIBITIONS / Skill Development Training Programs for the Job-seekers and students through resource persons/experts from various organizations.

- Online details of the government polices related to employment and employability.

- Assistance to job seekers through Vocational guidance.

Expectation from Job Portal:

a) Candidates(PwDs) Module:-

- The candidate module needs to allow an unemployed PwDs to register. It should allow candidates to view , update and print their information.

- It needs to publish vacancy advertisements of various Government Departments as well as Private Organizations in the Candidate's Section to apply.

- Search Jobs, View Job Description, Apply Jobs, View Job alerts (SMS).

- Candidates can avail Vocational Guidance, Career Counseling and Talent Assessment Services.

- Candidates can go for Training / Skilling Programs provided by Training Institutes.

- Candidates can lodge their grievances online and obtain relevant information , if desired.

- Self-employment Guidance Activities:
  The portal should provide information about linkages to various sites relevant to unemployed youth (including Competitive   Examinations,   Books, publications , Newspapers, and   Television   and Radio programs.) .

- To maintain data of job-seekers according to their qualification, experience and other eligibility criteria and sponsor their candidature to the employers according to their requirement.

- To provide linkage with Govt. authorities/autonomous bodies/N.G.O. and general public in exchanging necessary information/data about employment marketing and the job-seekers, Govt. policies etc.

- Online registration, renewal and updation for job seekers.

- Online data base of jobseekers for prospective employers.

- Facilitate manpower planning and analysis.

- Effective implementation of Employment market Information.

- Promote coordination between manpower supply and demand.

- Online expert sessions for the candidates .

- Online details of the government polices related to employment and employability.

- Assistance to job seekers through Vocational guidance.

- The on-line services shall be supported by mobile application related to the job opportunities, sponsorship , information relating to Vocational Guidance, Government policies.

b) Employers / Training /Vocational Institute Module:

- Employers/Training Institute can register and update their profile. .

- Employer/Training Institute will have their secured My Account Page through which they can post their jobs on the portal for inviting applications from candidates.

- The Employer/Training Institute Corner will allow searching the candidate data base to find suitable candidates.

- Vocational Training Institutes will also be able to use the interface provided for the portal,sharing details about various courses, duration, eligibility, fees and schedule.

Ease and Speed of Access of Job Portal

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

- It can be accessed through mobiles also.

- This portal needs to fulfill most of the major credentials of an e-governance Endeavour like centralized initiative, decentralized implementation, standardization and localization.

- Proposed Portal will be available in Hindi & English & other vernacular language as the case may be in States so that its service is accessible to semi literate people.

- Government/Public Sector organisations shall be requested to provide link on their website to Job Portal for PwDs.

- The proposed Job Portal shall be easily accessible by all categories of disability.

- The proposed job portal should be able to create adequate publicity among job-seekers and recruiters of the target group.

- On line Registration,updation of job seekers / Employers.

- On line service for notification of vacancies by the Job-providers.

- On line sponsoring of job-seekers against requisition received from Job providers .

- On line career counsiling

- On line SMS / Email facilities regarding job vacancies.

Scope of Work:

The primary objective of this work is to develop and design the job portal to perform the following activities in a timely manner as elaborated below.

- Design, development, implementation, installation and commissioning off a Job Portal, complete with a search engine having interfaces for Job Seekers, Employers, Training Institutes as well as other governmental stakeholders. It should have a robust search engine for matching the profiles of the job seekers with the employers. The portal will be used for skill and capability development initiatives as well, thereby helping in increasing the Employability in the state.

- The system should have a Modular architecture and should be scalable to meet the growing demand of a dynamic job market in the state.

Technology Platform:

The portal will be developed using Open standards based Technologies.

Sl. No.	Details	Platform
01	Web/Application Server with version	IIS 6.0 / Higher
02	Front-end Tool (Server side Scripts)	ASP . Net / C# / PHP
03	Back –end Database (RDBMS)	SQL Server 2008 / My SQL
04.	Database Access Type	Read / Write
05.	Application	N Tier Architecture
06.	Security	Audit Trial Enable security

Schedule for completion of tasks :-

The development and implementation of Job Portal is required to be prepared **within a period of one month** from the date of award of the work.

Standard Features of the Portal:

The Imlementing Agency will need to follow and implement some of the features as a standard across the portal.

S.No.	Standard Feature List
01	Creation of a Job Portal to be accessed by prospective Employees, Students, Employers, Training Institutes and other stakeholders and to operate as well as manage it till the end of the contract period.
02	The portal shall provide a log-in and User ID mechanism for end-users, where users can create a profile. Profile information and records shall be saved and be accessible by the user.
03	The portal shall be accessible over the Internet and on mobile devices through a mobile version.
04	The portal shall have updated Government Information and Department information via linkages with the appropriate websites.
05	The portal shall have special users/ groups with administrative privileges to update / change the information. The Technology Partner must create an updated information review, verification and approval process for updating the information in the portal.
06	The portal shall allow Unicode based twin languages for all sections including forms, information etc. Two languages must be supported: English & Hindi / Vernacular Language.
07	The portal shall be designed to be accessible to the handicapped or people with disabilities.
08	The portal must allow for CAPCHA's or other challenge-response test to ensure human input in all forms and transactional sections.
09	The Portal shall allow the users to provide comments and feedback on online services. This is specific to the portal usage, as against the Grievance Redressal Module.

10	N-tier Browser Based Architecture
11	The portal with compliance for at least IE, Firefox, Chrome, Safari

Auditing and Reporting facilities: The portal solution must provide auditing and reporting facilities to be utilized in system performance and security access controls monitoring.

MIS Reporting: The implementing Agency would need to create the necessary reports that need to be generated on a periodic basis. Overall the portal should have a MIS reporting module, with which it becomes easy to configure any report from the system. For this purpose, the Implementing Agency shall provide user id and password for the employees identified by the respective departments, who shall have access to the MIS engine of the portal solution.

The Implementing Agency shall have to develop, where the data is available.The systems operated, maintained and implemented for the project should be highly secure.

The main security considerations are:

- The application and database security should integrate with platform security and system security.

- The solution should provide for maintaining an audit trail of all the transactions and all entries into the system.

- The security services used to protect the information infrastructure shall include: Identification, Authentication, Role Assignment & Access Control, Administration and Audit and support for industry standard protocols.

- The solution should provide Single-Sign-On features with password encryption and capability to enforce changing the passwords at system-defined intervals.

- The solution should handle errors due to communication failure, hardware failure, etc. and roll back the changes appropriately so that transaction consistency is maintained at all times.

- Adherence to Localization Standards for e-Governance: Adherence to Localization Standards for E-Governance issued by NIC, hence Unicode should be used to target the users in their Regional Languages. Keeping in view the less educated candidates, the portal will need to be designed in Hindi (local language, Devnagari script) using Unicode. Since a Unicode based design is adopted, no proprietary fonts are required to be downloaded to view the portal.

Database driven Information:The data in respect of candidates, employers, schemes, agencies and training is massive and dynamic. So, a complete database driven solution is provided **in SQL 2008/MySQL**. Data Volume will be huge.

Portability: The design will be such that the portal can be enabled for any regional language without any programming effort. It can be converted for a particular language by translating the content to the desired language, all dynamic data stored in a database is to be entered in the given language and all static information like labels, messages and help accessed from common include files is to be converted to the target language. The portal will be developed on the Open Source Platform.

Maintainability: All care will be taken so that the portal can be easily maintained by the respective users. All information displayed on the portal will be from a database and a facility will be provided to authenticated users to add, update and delete the data elements as per the permissions granted to them. Style sheets will be used to give uniform look and feel to all pages, facilitating easy maintainability. All labels and messages, the color scheme used will be defined in common files.

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

Security Audit: The implementing Agency is responsible for audit the portal for hosting the web portal in NIC server.

SMS Gateway: The SMS gateway / Mobile services shall provide most of the services of the Portal over SMS and/or through a mobile browser or mobile application. It is assumed that standardized mobile phone browser shall also allow access to the Job Portal.

Content Management: The Implementing Agency should include flaw less Content Management features in the portal including Content Creation, Translation, Approval and updation mechanisms , so that a portal which is rich in terms of contents and accessed by people largely from rural background or with lower qualification can be created.

The following Interface may incorporate in Job Portal:-

a) **Candidate Interface:**

1	Candidate Registration, Login and their Control Panel
2	Notify Jobs & Follow-ups
3	Online Assessments
4	Grievance Redressal, RTIs
5	View Employment Market Information
6	View Information / Alerts about Rozgar Melas / Career Exhibitions
7	View / Download Information / Alerts about Vocational Guidance
8	View Information / Alerts about Career Counseling

b) **Employer Interfaces**

1	Employer Registration, Login and their Control Panel
2	Job Posting / Vacancies Notification
3	Resume database access (RDA) / Sponsoring of Candidates
4	Reports / MIS

c) **Training Institutes Interface**

1	Training Institute Registration, Login and their Control Panel
2	Upload Trainees' / Student's Data
3	Communicate Students to Register themselves: SMS, email
4	Candidate approval by the Training Institute
5	Candidate Search within Institute
6	Reports / MIS
7	Notify Jobs & Follow-ups
8	Alerts: Rozgar Melas, Vocational Guidance, Counseling, Assessments
9	Assessments
10	Communicate: SMS, email
11	Grievances & RTIs

1. General Instructions and important conditions.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the tender documents. Failure to furnish all information required as mentioned in the tender documents or submission of a proposal not substantially responsive to the tender documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security. All the notifications related to tender and bid process schedule, shall be available on website.

1.1 Pre-Bid Conference

NHFDC may host one or more Pre-Bid Conferences. The representative's of the interested organizations may attend the pre-bid conference at their own cost.

1.2 Bidders' Enquires

All enquiries from the bidders relating to this Tender must be submitted in writing, exclusively to the contact person notified by NHFDC in "Tender Notification for Job Portal".

1.3 Earnest Money Deposit (EMD)

The bids must be accompanied by Earnest Money Deposit (EMD) of Rs **5000/-** in the form of Demand Draft drawn on any Nationalised bank and drawn in favour of National Handicapped Finance and Development Corporation payable at Faridabad.

- Bidders shall submit, along with their Bids, bid security as stated in the Bid document.

- The bid security amount is interest free and refund to all unsuccessful bidders by NHFDC within 15 days .The bid security of successful bidder would be returned upon submission of Performance Guarantee **(10% of the Work order amount)** by the Bidder.

- The bid submitted without bid security, mentioned above, will be liable for rejection without providing any further opportunity to the bidder concerned.

- The bid security may be forfeited:

  If a bidder withdraws its bid during the period of bid validity.

  In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions.

1.4 Disqualification

The bidder's proposal is liable to be disqualified in the following cases:

- Proposal submitted without bid security;
- Proposal not submitted as prescribed in this document or treated as non-conforming proposal;
- The bidder qualifies the proposal with its own conditions or assumptions;
- Proposal is received in incomplete form;
- Proposal is received after due date and time;
- Proposal is not accompanied by all the requisite documents;
- A commercial bid submitted with assumptions or conditions .
- If the bidder provides any assumptions in the commercial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest (best value)
- All deviation should be submitted as part of technical proposal however NHFDC reserve the right to ask for clarification on solution assumption if any.
- Proposal is not properly sealed or signed;
- Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract.
- Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process;
- In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified;

1.5 Mode of Submission

NHFDC will not accept delivery of proposal in any manner other than as prescribed in this document.

- Both the envelopes for commercial and technical proposals shall have the name and address of the bidder to enable the proposal to be returned unopened in case it is declared "late" or the proposal does not qualify
- Technical proposal should not contain any commercial information.
- If any bidder does not qualify in technical evaluation, their Commercial Proposal shall not be opened.
- NHFDC will not accept delivery of proposal by fax or e-mail. Such proposals shall be rejected.
- The proposals shall be valid for a period of 03 months from the date of opening of the proposals.

1.6 Eligibility and pre-qualification criteria-

The tenderer should meet the following criteria for becoming eligible for submitting their proposal.

- The bidder should have experience of at least 03 years in the field of development of dynamic website / online applications . They should submit documents in support of the above during the last 03 years.

- The bidder should be Company registered under Companies Act, 1956 and Registered with the Service Tax Authorities.

- The bidder should have an annual turnover of not less than INR 10 Crores in each of the last three financial years (i.e. 2011-12, 2012-13 & 2013-14).

- The Bidder should have successfully completed at least three web based dynamic application / project of value or Rs 10 lakhs for a Central Government/State Government/ PSU/Government bodies of India, within the last 3 years.

- The bidder should submit copies of the Income Tax returns of the last 03 years and a copy of the Service Tax Registration Number.

- The bidder should not have been black listed by any Central / State Government / Public Sector Undertaking / Autonomous bodies under Central or State Governments.

- The bidder should have their office / set up in Delhi or NCR as at times interaction between NHFDC/Department of Disability Affairs and the firm may be required.

1.7 Performance Bank Guarantee

A PBG of 10% of quoted value would be furnished by the bidder in the form of an irrevocable unconditional Bank Guarantee in favour of NATIONAL HANDICAPPED FINANCE AND DEVELOPMENT CORPORATION. The PBG should be furnished within 15 days from the signing of the contract and should be valid for entire term of the contract. The PBG should be valid for a period 60 days beyond of expiry of agreement of contract period

1.8 Development and ownership rights:

a)   The tenderer will provide all the source code of the web application software (Job Portal) to NHFDC/DDA,MSJ&E.

b)   The job portal designed and developed by the tenderer will be sold property of NHFDC/DDA.MSJ&E with all rights.

c)   The tenderer shall not copy or replicate the developed software for any other purposes.

1.8 Documentation:

a)   The tenderer shall provide technical & user manual documents to NHFDC.

b)   The tenderer should maintain the confidentiality of business affairs method of operation or other information.

1.9 Penalty:

The tenderer should complete the work within the scheduled time frame (i.e in one month). Failure to complete the work in the schedule time frame, a penalty @5% of awarded amount extra per week will be levied.

1.10 Payment terms:

a)   Payment will be made on the successful completion of work order.

b)   No advance payment will be made.

c)   All the payments made through e-payment only.

d)   All the payments will be made subject to deduction of tax, duties and   levies if any as per rules.

e)   The tenderer should provide **free of cost maintenance of work for one year.**

Bid evaluation criteria and selection procedure:-

The bids are required to be submitted in two separate sealed covers using one for Technical Bids and one for financial bids, both contained in a separate sealed cover super-scribed as "Tender for Job Portal" on or before **15:00 hrs on 27th October 2014**.

The technical Bids will be opened first, on the same day i.e on **27th October 2014 at 15:00 hrs**. One representative of the firm, if so desired by them, may be present at the time of opening of Technical Bid.

The Financial Bids will be opened in due course in respect of technically qualified bidders only.

The Bidder who meets the minimum eligibility criteria and has quoted the lowest rates shall be awarded the work.

Standard format for Technical and Financial proposal:

The formats for submission of Technical and Financial proposals are given in Annexure – I and II respectively.

General Terms & Conditions

- The Bid shall remain valid for a period of not less than three months after the deadline stipulated for submission.

- The Bid should be submitted under the signature of the authorized signatory of the agency.

- NHFDC reserves the right to reject any or all the quotations without assigning any reasons therefore.

- NHFDC reserves the right to terminate the contract with the selected agency, any time without assigning any reason therefore.

- If the organisation / firm commits breach of any of the terms and conditions of the Tender Document or is not able to complete the work in time orthe quality of work is not of the desired level, the contract will be concelled and security deposit shall be forfeited and the work will be assigned to another firm at the rist and cost of the contractor.

- By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this Tender document, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

- The proposal and all correspondence and documents shall be written in English.

Tentative Calendar of Events

Sl. No.	Description	Date & Time
01.	Date from which availability of Tender	10.10.2014
02.	Last Date and Time for submission of Tender.	27.10.2014
03.	Opening of Technical Bids.	27.10.2014 (3.00 p.m.)
04.	Opening of Financial Bids.	27.10.2014 (4.00 p.m.)

Tender Enquiry document issuing Authority

01.	Project title	Tender enquiry for selecting a agency for the development / designing of Job Portal for Persons with Disabilities
02.	Project Initiator's details	National Handicapped Finance and Development Corporation, Red Cross Bhawan, Sector-12, Faridabad-121007, Haryana
03.	Ministry/ Department	Department of Disability Affairs, Ministry of Social Justice and Empowerment, Government of India.
04.	Contact Person	Shri G. S. Panwar, Chief Manager (P&A), NHFDC, Faridabad, Haryana 09468000211, 0129-2287513 (Ext-205)
05.	Website	www.nhfdc.nic.in,

Availability of Tender Document

Tender Document can be downloaded from the web-site of NHFDC i.e www.nhfdc.nic.in . The bidders are requested to examine all instructions and forms, terms, project requirements and other details in the Tender document. Failure to furnish complete information as mentioned in the Tender Document or submission of a proposal not substantially responsive to Tender document in every respect will be at the bidders risk and may result in rejection of proposal.

Last Date for submission of Proposals / Bids.

The bids can be submitted up to 15:00 hrs on 27th October 2014 . No Tender / Bid shall be accepted after the last day and time mentioned in the Tender Document.

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TECHNICAL BID FORMAT

Technical Bid Evaluation: Previous Project Experience

Sl. No.	Particulars	
01.	Name of the Agency	
02.	Complete Address	
03.	Contact person with designation	
04.	Telephone Number & other contact details	Office_____ Shop_____ Residence_____ Fax _____ Email_____
05.	Date of Establishment of Firm	
06.	PAN No. (Self attested copy to be enclosed)	
07.	Service Tax No. (Self attested copy to be enclosed)	
08.	Copies of Income Tex Returns for the last 03 years may be enclosed (2011-12,2012-13,2013-14)	

09.	Previous Project experience	
10.	Name of the project	
11.	Client for which the project was executed	
12.	Name and contact details of the client	
13.	Project Details	
14.	Project Name & Description of the project	
15.	Project Type	
16.	Scope of work	
17.	Project Components	
18.	Scope of services (functions/ modules etc)	
19.	Service levels being offered/ Quality of service (QOS)	
20.	Duration of the project (no. of months, start date, completion date, current status)	

21.	Mandatory Supporting Documents:
	    a) Work Order or
	    b) Self Certified copies or
	    c) Letter from Clients	

22.	Experience criteria : Details of firms experience in the relevant field (Self attested duly work completion certificate to be enclosed)1	

10.	Annual Turnover during the last three years (Audited Statement of Accounts may be enclosed) 2011-2012 2012-2013 2013-2014	
11.	Earnest Money Deposit of Rs._____/-	EMD Vide No._____ Dated_____ Amt_____ Bank_____

(Signature of the Tenderer)

(With Seal of the Firm / Company)

Place : _____

Date:_____

FINANCIAL PROPOSAL FORMAT

Dear Sir,

We, the undersigned, offer to provide the job for the development and designing of Job Portal for PwD's in accordance with the terms & conditions as contained in tender document and our Technical Proposal. We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

Summary of Costs

S.No.	Particulars	Amount in Rupees	Amount in words
01	Total Expenses / charges for the development and designing of website.		
02	Service Tax / Any other tax		
	TOTAL		

Date:

Place:

Authorized Signature

Name………………………………

Designation………………………

Name of firm………………………

Address:……………………………

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