Request for Expression of Interest from Consulting Firms for establishment of an ICT Services Agency (ISA) for MoRD

New Delhi
Date: 29 Aug, 2019

RFP Reference No: (DDU-GKY/ICTPMU/2019/03)
CPP Tender ID: 2019_NRLM_470301

Country: India
Name of Project: National Rural Economic Transformation Project (NRETP)
Project No: P166745

BACKGROUND

1. The Ministry of Rural Development (MoRD), Government of India (GoI) has been implementing DAY-NRLM since June, 2011. The Mission aims at eliminating rural poverty by promoting self-employment and skill-based wage employment for the rural poor. The Mission seeks to achieve its objective by creating institutional platforms of the rural poor viz., the self-help groups and their federations, which are expected to mediate the livelihoods of the poor. NRLM has set out with an agenda to reach out and mobilize seventy million poor households into self-managed Self Help Groups (SHGs) and their federations and livelihood collectives. In addition, the poor would be supported to achieve enhanced access to their rights, entitlements and public services. In order to promote skill-based wage employment, DAY-NRLM has a focused subcomponent viz., Deendayal Upadhyay Grameen Kaushalya Yojana (DDU-GKY). DDU-GKY has the mandate of skilling and promotion of wage and self-employment opportunities to rural youth.

The key focus area of DDUGKY is the skilling and placement of poor rural youth in regular wage employment. DDUGKY is also designed to be socially inclusive through its mandatory reservation for disadvantaged groups such as the SC/ST/women and minorities. The programme also has special schemes and initiatives in the form of Himayat for J&K and Roshni for LWE affected districts in the country. The program is implemented in partnership with state governments and Project Implementing Agencies – PIAs; who implement the skilling and placement projects. Detailed guidelines of DDUGKY is available at (http://ddugky.gov.in/).

2. In order to establish the proof of concept for DAY-NRLM, the Government of India had taken a World Bank project viz. National Rural Livelihoods Project in 13 high poverty States from June 2011 to June 2018. The Government of India has decided to build on the success of NRLP and will be implementing the next phase of NRLP, viz. National Rural Economic Transformation Project (NRETP) from June 2018 to June 2022-23 (Effective March 2019). NRETP seeks to promote higher order economic initiatives such as promotion of model cluster level federations, expansion of digital finance, enabling access of SHG members to insurance schemes, promotion of producer groups and large scale producer enterprises, promotion of rural non-farm clusters, supporting individual and group based non-farm based enterprises and strengthening of rural skill Initiatives and promotion of Placement and Industry partnership cell for increased job opportunities for skilled youth. The total outlay of NRETP of USD 500 million consists of an IBRD loan assistance of USD 250 million.
3. MoRD has implemented the e-Office automation suite for file management and processing; upgrading its web presence through a comprehensive revision of its website; PFMS – the Public Financial Management System for direct fund transfer to various beneficiaries. Besides these defined initiatives, other technologies of mobile enablement, cloud and various other ICT based initiatives to improve its efficiency; operations and enhancing citizen service delivery are under consideration which need to be supported by corresponding ICT initiatives.

4. In this context, MoRD had procured an ICT Services Agency (ISA) in July 2015 to oversee the design; implementation monitoring and operational management of these projects including providing necessary strategic, procurement, and IT support management for both software and hardware requirements. The budget for ISA was provided under Project Implementation Plan (PIP) vetted by the World Bank under National Rural Livelihood Projects (NRLP).

5. Now, MoRD intends to engage new ICT Services Agency (ISA) to oversee the design, implementation, monitoring and operational management of these projects including providing necessary strategic, procurement, financial and IT support management for both software and hardware requirements. The MoRD intends to setup an ISA, staffed with capable personnel with experience in relevant domains to provide the necessary support to MoRD for better implementation of various initiatives and ensure quality in service delivery.

**Broad Scope of Work of the ISA**

6. DAY-NRLM and DDUGKY involves multiple stakeholders need a strong ICT Services Agency and governance structure for the efficient program design, implementation, operation and continued improvement of the project to achieve their vision and objectives. Day-to-day monitoring of development & implementation, time schedule monitoring, measurement of parameters against baselines, communications and issue resolution, risk assessment and performing / advising on mitigation, testing, dry-run and operationalization are some of the key factors impacting successful implementation. It is critical that the MoRD and the Implementation Agencies (IA) through the ISA, enable collaborative strategic support, project planning, co-ordination amongst stakeholders, problem escalation and resolution, oversight of software development, hardware deployment, operations monitoring, milestone achievement and payment. The success of the projects thus to a large extent shall depend on the ICT Services Agency (ISA). The ISA is intended to provide support to the office of JS(RL) and JS (Skills).

7. The ISA is expected to perform the following set of activities:
   - **Strategic Support** - The primary strategic direction in line with project vision shall be defined by MoRD. The ISA shall bring in the bottom up knowledge to ensure proper decision making with respect to the projects as it is expected that the ISA shall be well-versed in the design, implementation and operational issues of e-Governance projects.
   - **Support NRLM MIS Cell** – The ISA is expected to provide support to NRLM MIS cell in design, development, testing and implementation of web-based and android based applications in addition to preparation of FRS and SRS for the required applications to be developed and customization of existing applications.
   - **Implementation Management** - The ISA shall be responsible for all aspects related to implementation, monitoring of the ongoing projects with respect to delivery of solutions including review of all related solution development and implementation documents and its proper deployment by the solution vendors during the implementation phase.
   - **Project Operational Management** - The ISA shall perform various operational management activities such as monitoring, uptake by the stakeholders, handholding of key stakeholders, SLA management as well as coordination with vendors and other key stakeholders
   - **Back Office support** - ISA is expected to provide support to MoRD in various other back-office services including:
     i. **IT Admin** - Provide IT and System Administration support.
     ii. **MIS Support** - for reporting and data analysis
     iii. **Web Design and Management** - services for enhancement/ maintenance of current website
• The scope of work shall also include administrative support in terms of coordination of progress and monitoring meetings, preparation of minutes, follow up activities and other related function.
• Manage other activities being taken care by existing ISA.
• The detailed draft Terms of Reference (ToR) is attached in Annexure I.

INVITATION

8. MoRD now invites Expression of Interest from the prospective consulting firms to provide ICT Services by setting up of ICT Support Unit manned with experienced and results oriented professionals to supervise, provision of technical assistance and management of various ICT initiatives of DAY-NRLM and DDU-GKY.

SHORT LISTING CRITERIA

9. EOI responses received will be shortlisted based on the criteria indicated below and a list of Shortlisted firms will be drawn. DAY-NRLM will come with the Shortlist of firms that have expressed interest, meeting the criteria and have the relevant experience, managerial and organizational capabilities for the assignment. The shortlist will include not less than Five (5) firms and shall not be more than Eight (8).

10. All the EOI responses received will be scored based on the criteria indicated below. In order to consider the EOI, the agency should meet all the mandatory criterion indicated below.

<table>
<thead>
<tr>
<th>S. no.</th>
<th>Criteria</th>
<th>Marks</th>
<th>Evidence Required</th>
<th>Sub-Criteria for marking</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>The Consulting Firm must be incorporated or registered in India under the Indian Companies Act, 1956/2013 (including Section – 25 of the Act), the Partnership Act 1932 or the LLP Act 2008. The Consulting Firm should have been in existence for a period of at least <strong>3 years</strong> as of 31-3-2018 and as evidenced by duly signed copies of their yearly statutory filings with relevant statutory authority.</td>
<td>25</td>
<td>Submit as applicable • Certificate of Registration. • Copy of Partnership deed Yearly signed copies of statutory filings</td>
<td>3- 7 years of existence – 10 marks; 8-12 years of experience – 15 marks; More than 13 years – 25 marks</td>
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<tr>
<td>II</td>
<td>The Consulting Firms should not be blacklisted by any Central Government Ministry in India</td>
<td></td>
<td>Undertaking from the Company Secretary or the Authorized Signatory</td>
<td>Mandatory</td>
</tr>
<tr>
<td>III</td>
<td>The Consulting Firm should have an average annual turnover of Rs.4.00 Crore in the last three financial years (FY 15-16,16-17 and 17-18) from e-Governance/ ICT services Program Design &amp; Management Services, provided for Indian Government / State Government department/ agencies. Only the turnover from E-Governance/ICT services will be considered.</td>
<td>20</td>
<td>CA certificate.</td>
<td>Rs.4 - 10 Crore – 5 marks; Rs.11-20 Crore – 10 marks; More than Rs. 20 crore- 20 marks</td>
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<tr>
<td>IV</td>
<td>The Consulting Firm shall have executed OR is executing (each</td>
<td>35</td>
<td>A copy of letters of satisfactory</td>
<td>3 project – 15 marks;</td>
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</table>
The project quoted as reference should be at least 1 year old, at least 3 ICT Program Management Units for Central / State Government departments or agencies in last 3 financial years (as on 31 March 2018) each with a value of more than 2 crores. Firms with more experience, qualitatively and quantitatively shall be given preference.

*Extension of project period shall not be considered as a separate project. For instance, ABC Ltd has awarded a contract for 1 years. At the end of the first years, the client has extended the contract for one more year. In such case, the entire contract will be considered as one project.*

| V | Firm should have at least 50 full-time IT Consulting services professionals on the Firm’s roles | 20 | Certificate from the authorized signatory. | At least 50 staff on roles – 5 marks; 51-200 staff on roles - 10 marks; 201 and above staff on roles – 20 marks; |

| Desirable criteria |

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<tr>
<th>S. no.</th>
<th>Criteria</th>
<th>Evidence Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>I.</td>
<td>The Firm or its associate firm for this assignment should have or should be ready to establish within 1 month of signing of contract, an office within the limits of National Capital Region (NCR) of Delhi with a team of IT employees capable of development, design, implementation and supporting an IT system similar to that required in this REOI/ToR.</td>
<td>Undertaking from the Company Secretary or the Authorized Signatory</td>
</tr>
<tr>
<td>II</td>
<td>Consulting firm may associate with other firms for delivery of services but the contract shall be only with the Prime Consulting Firm. A Joint Venture (JV) is not allowed.</td>
<td>Letter of Intent signed by all the partners in the proposed JV.</td>
</tr>
</tbody>
</table>

The EOI will result in shortlisting of firms who will be asked to participate in the RFP process. Thereafter, an ISA will be selected in accordance with the Quality Cost Based Selection (QCBS) method set out in the World Bank Procurement Regulations.

Further information can be obtained through email addressed to procurementnrrips@gmail.com with cc to san_ds@rediffmail.com and skbmisnrlm@gmail.com in 10 days of publication of advertisement in the CPP Portal. All queries need to be through email. No queries by phone or in person.

Expression of Interest must be delivered in a written form in hard copy and a CD. All documents including all the pages of the proposal shall be signed by the duly authorized signatory. In-complete EOIs or by email will not be considered. The envelope and CD must be clearly superscripted as “Expression of Interest for establishment of ICT Services Agency” with name, address and contact details of the firm. Also, you are kindly requested to submit the filled up information in the formats available in this document and deliver the same through Registered Post/ Speed Post/ Courier/ By Hand on or by 15 day of publishing of advertisement in the CPP Portal i.e 29/08/2019. The EOIs and all other communications should be submitted in the following address.

Joint Secretary, Rural Skill
Ministry of Rural Development,
7th Floor, NDCC II Building, Jai Singh Road,
New Delhi 110 001, INDIA
Web: https://aajeevika.gov.in & http://ddugky.gov.in
FORM I: COVERING LETTER
(Company letterhead)
[Date]

To,
<NNAME>
<DESIGNATION>
Ministry of Rural Development,
7th Floor, NDCC II Building, Jai Singh Road,
New Delhi 110 001, INDIA

Ref: Request for Expression of Interest from Consulting Firms for establishment of an ICT Services Agency for MoRD

Dear Sir,

Having examined the Request for Expression of Interest (REOI), we, the undersigned, hereby submit our response for selection of Agency to provide ICT Services to MoRD.

We attach hereto the response as required by the REOI.

Primary and Secondary contacts for our company are:

<table>
<thead>
<tr>
<th>Primary Contact</th>
<th>Secondary Contact</th>
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<tbody>
<tr>
<td>Name:</td>
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<tr>
<td>Title:</td>
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<tr>
<td>Company/ Organization Name:</td>
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<td>Address:</td>
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<td>Phone:</td>
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<td>Mobile:</td>
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<tr>
<td>Fax:</td>
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<td>E-mail:</td>
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We confirm that the information contained in this response or any part thereof, including its exhibits and other documents and instruments delivered or to be delivered to MoRD is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

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

We agree for unconditional acceptance of all the terms and conditions set out in the REOI document.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.
Dated this Day of 2019

(Signature) (In the capacity of)
(Name)

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

(Name and Address of Company/Organization) Seal/Stamp of Consulting Firm

Witness Signature:
Witness Name:
Witness Address:

Encl: 1. EOI along with enclosures duly filled in
2. CD
FORM II: CERTIFICATE
(Company letterhead)
[Date]

To,
<NAME>
<DESIGNATION>
Ministry of Rural Development,
7th Floor, NDCC II Building, Jai Singh Road,
New Delhi 110 001, INDIA

Ref: CERTIFICATE AS TO AUTHORISED LEGAL SIGNATORIES

Dear Sir,

We,……………………………, the Board of Directors/ Trustees of …………………., certify that……………………………………………………………………………………………….. who signed the above Bid is authorized to do so and bind the organization by authority of its board/ governing body.

Date:
Signature:
(Name)
(Company Seal)
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<tr>
<th>Details of the Organization</th>
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<tbody>
<tr>
<td>Name of organization</td>
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<tr>
<td>Nature of the legal status in India</td>
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<tr>
<td>Legal status reference details</td>
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<tr>
<td>Nature of business/ work in India</td>
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<tr>
<td>Date of Incorporation/ Registration</td>
</tr>
<tr>
<td>Date of Commencement of Business/ Work</td>
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<tr>
<td>Address of the Office in Delhi</td>
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<tr>
<td>Address of the Registered Office in India</td>
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<td>PAN Number</td>
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Other Relevant Information

Mandatory Supporting Documents:

a. Certificate of Incorporation from Registrar Of Companies (ROC) / Registration Certificate as applicable

b. Relevant sections of Memorandum of Association of the organization or filings to the stock exchanges to indicate the nature of business of the organization

c. Copy of yearly filings to statutory authorities for last 3 years
<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of Consulting Firm:</th>
<th>Status of the Org (Public Ltd./Pvt. Ltd./ Partnership)</th>
<th>Details of Registration/ Incorporation of Organization</th>
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<tr>
<th>Name of Consulting Firm:</th>
<th>Turnover of the Organization</th>
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<td></td>
<td>FY 2015-16</td>
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Average Annual Turnover in e-Governance Projects or e-Governance Program Management Services provided for Indian Government department/ agencies

Net Profits After Taxes


**FORM V: RELEVANT PROJECT EXPERIENCE (PLEASE ADD ADDITIONAL SHEETS AS REQUIRED)**

<table>
<thead>
<tr>
<th>Project Details:</th>
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<tbody>
<tr>
<td>Name of the Client:</td>
<td></td>
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<tr>
<td>Department and State:</td>
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<tr>
<td>Name of the Project as per Contract:</td>
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<tr>
<td>Start Date of the Contract:</td>
<td></td>
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<tr>
<td>End Date of the Contract:</td>
<td></td>
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<tr>
<td>Client Reference (Email &amp; Phone):</td>
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<tr>
<td>Overall Scope of Work (SoW):</td>
<td></td>
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<tr>
<th>Project / Program Design/ Management SoW:</th>
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<tr>
<th>Implementation Management SoW:</th>
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<tr>
<th>Operational Management SoW</th>
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<tr>
<th>Strategic Contributions:</th>
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<tr>
<th>Number of Personnel Deployed from your firm and roles fulfilled:</th>
<th></th>
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<tbody>
<tr>
<td>Key Achievements (of the team and the project):</td>
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<table>
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<tr>
<th>Other Relevant Information</th>
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<tr>
<th>Supporting Documents:</th>
<th></th>
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<tbody>
<tr>
<td>a. Letter of Completion</td>
<td></td>
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<tr>
<td>b. Relevant pages of the Contract showing the start date, end date and scope of work</td>
<td></td>
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<tr>
<td>c. Additional documents as per the Consulting Firm in support of their claims</td>
<td></td>
</tr>
</tbody>
</table>
To,
<NAME>
<DESIGNATION>
Ministry of Rural Development,
7th Floor, NDCC II Building, Jai Singh Road,
New Delhi 110 001, INDIA

Sub:  Undertaking on Major Litigation

Sir,

I/We as potential bidders do hereby state that our company/organization is not involved in any major litigation which may impact the performance of the services to be provided by us, if selected, to be the ICT Services Agency for MoRD. In case there is any change in the status, we will notify the MORD.

Yours faithfully,

Authorized Signatory
Designation
FORM VII: UNDERTAKING ON NCR OFFICE

(Organization letterhead)
[Date]

To,
<NNAME>
<DESIGNATION>
Ministry of Rural Development,
7th Floor, NDCC II Building, Jai Singh Road,
New Delhi 110 001, INDIA

Sub: Undertaking on NCR Office

Sir,

I/We as potential bidders do hereby state that our company/ organization has office/ offices in the National Capital Region of Delhi/ If the contract is awarded to our firms, we will set up an office in the NCR Region within one month from the date of the contract.

Yours faithfully,

Authorized Signatory
  Designation
1. BACKGROUND

1.1. The Ministry of Rural Development (MoRD), Government of India (GoI) has been implementing DAY-NRLM since June, 2011. The Mission aims at eliminating rural poverty by promoting self-employment and skill-based wage employment for the rural poor. The Mission seeks to achieve its objective by creating institutional platforms of the rural poor viz., the self-help groups and their federations, which are expected to mediate the livelihoods of the poor. NRLM has set out with an agenda to reach out and mobilize seventy million poor households into self-managed Self-Help Groups (SHGs) and their federations and livelihood collectives. In addition, the poor would be supported to achieve enhanced access to their rights, entitlements and public services. In order to promote skill-based wage employment, DAY-NRLM has a focused subcomponent viz., Deendayal Upadhyay Grameen Kaushalya Yojana (DDU-GKY). DDU-GKY has the mandate of skilling and promotion of wage and self-employment opportunities to rural youth.

The key focus area of DDUGKY is the skilling and placement of poor rural youth in regular wage employment. DDUGKY is also designed to be socially inclusive through its mandatory reservation for disadvantaged groups such as the SC/ST/women and minorities. The programme also has special schemes and initiatives in the form of Himayat for J&K and Roshni for LWE affected districts in the country. The program is implemented in partnership with state governments and Project Implementing Agencies – PIAs; who implement the skilling and placement projects. Detailed guidelines of DDUGKY is available at (http://ddugky.gov.in/).

1.2. In order to establish the proof of concept for DAY-NRLM, the Government of India had taken a World Bank project viz. National Rural Livelihoods Project in 13 high poverty States from June 2011 to June 2018. The Government of India has decided to build on the success of NRLP and will be implementing the next phase of NRETP, viz. National Rural Economic Transformation Project (NRETP) from June 2018 to June 2022-23 (Effective March 2019). NRETP seeks to promote higher order economic initiatives such as promotion of model cluster level federations, expansion of digital finance, enabling access of SHG members to insurance schemes, promotion of producer groups and large scale producer enterprises, promotion of rural non-farm clusters, supporting individual and group based non-farm based enterprises and strengthening of rural skill Initiatives and promotion of Placement and Industry partnership cell for increased job opportunities for skilled youth. The total outlay of NRETP of USD 500 million consists of an IBRD loan assistance of USD 250 million.

1.3. MoRD has implemented the e-Office automation suite for file management and processing; upgrading its web presence through a comprehensive revision of its website; PFMS – the Public Financial Management System for direct fund transfer to various beneficiaries. Besides these defined initiatives, other technologies of mobile enablement, cloud and various other ICT based initiatives to improve its efficiency; operations and enhancing citizen service delivery are under consideration which need to be supported by corresponding ICT initiatives

1.4. In this context, MoRD had procured an ICT Services Agency (ISA) in July 2015 to oversee the design; implementation monitoring and operational management of these projects including providing necessary strategic, procurement, and IT support management for both software and hardware requirements. The budget for ISA was provided under Project Implementation Plan (PIP) vetted by the World Bank under National Rural Livelihood Projects (NRLP).
1.5. Now, MoRD intends to engage new ICT Services Agency (ISA) to oversee the design, implementation, monitoring and operational management of these projects including providing necessary strategic, procurement, financial and IT support management for both software and hardware requirements. The MoRD intends to setup an ISA, staffed with capable personnel with experience in relevant domains to provide the necessary support to MoRD for better implementation of various initiatives and ensure quality in service delivery.

2. Scope of Work of the ISA

DAY-NRLM and DDUGKY involves multiple stakeholders need a strong ICT Services Agency and governance structure for the efficient program design, implementation, operation and continued improvement of the project to achieve their vision and objectives. Day-to-day monitoring of development & implementation, time schedule monitoring, measurement of parameters against baselines, communications and issue resolution, risk assessment and performing / advising on mitigation, testing, dry-run and operationalization are some of the key factors impacting successful implementation. It is critical that the MoRD and the Implementation Agencies (IA) through the ISA, enable collaborative strategic support, project planning, co-ordination amongst stakeholders, problem escalation and resolution, oversight of software development, hardware deployment, operations monitoring, milestone achievement and payment. The success of the projects thus to a large extent shall depend on the ICT Services Agency (ISA). The ISA is intended to provide support to the office of JS(RL) and JS (Skills).

2.1. Structure of ISA

The indicative structure of the ISA is provided below. The ISA Head shall lead the ISA and all program activities and shall report directly to the Director, MoRD or any other officer as designated by MoRD. All other ISA staff shall report to the Head of ISA. The profile of key personnel of the ISA is provided in Section 4.

Figure 1: Structure of ISA

<table>
<thead>
<tr>
<th>1. ISA Head (Principal Consultant)</th>
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</thead>
<tbody>
<tr>
<td>2. Senior Consultant</td>
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<td>3. Consultant</td>
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<tr>
<td>4. MIS Consultant</td>
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<tr>
<td>5. IT Administrator</td>
</tr>
<tr>
<td>6. Content Manager</td>
</tr>
<tr>
<td>7. Senior Database Administrator</td>
</tr>
<tr>
<td>8. Senior Linux Administrator</td>
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<tr>
<td>9. SQL Expert</td>
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<tr>
<td>10. Android Expert</td>
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</tbody>
</table>

2.2. Summary of Key Task of ISA

The ISA is expected to perform the following set of activities:

- **Strategic Support**: The primary strategic direction in line with project vision shall be defined by MoRD. The ISA shall bring in the bottom up knowledge to ensure proper decision making with respect to the projects as it is expected that the ISA shall be well-versed in the design, implementation and operational issues of the projects. The ISA may also need to review and validate business requirements to align it with business architecture and implementation architectures and is required to implement processes and policy as required for successful implementation. The key requirements with respect to Strategic support are given below:
  - Support the strategic direction for IT as well including implementation and operational knowledge
  - Support in establishing and operationalizing IT Task force.
  - Support in accessing MeitY policies and resources
  - Monitor impact assessment studies and processes
• Collation and production of reports, presentations, documents to support MoRD interaction with external stakeholders

• Represent and support MoRD in stakeholder interactions, strategic research, review global best practices etc.

• Providing advice to the MoRD on the uses and purpose of the projects components, project design and requirements

• Guide on recommended architectures & standards

• Support in preparation of DPRs as needed for strategic initiatives

• Organize knowledge management events for developing in house capacity from time to time.

• **Support to NRLM NIC Cell:**

The ISA is expected to help the division in preparation of technical documents (FRS, SRS, User manual etc.) and support the NRLM MIS cell in development of MIS architecture, designing and development of web-based and android applications, database management and bug resolution. In order to accomplish the above tasks, ISA is expected to deploy experienced and technically proficient experts in the shape of – Senior Database Administrator (1), SQL Expert (1), Senior Linux Administrator (1), Android Expert (1). It may be noted the ISA should be in a position to provide additional technical experts as per the emerging requirements of MoRD and/or NIC-NRLM Cell.

The detailed roles and responsibilities as well qualifications and experience for each of these positions is indicated in Section 4.

• **Implementation Management**

The ISA shall be responsible for all aspects related to implementation monitoring of the ongoing projects including:

• Perform complete implementation monitoring and management including monitoring plans, managing and resolving day-to-day implementation issues from the implementation vendors side as well as MoRD requirements.

• Review project progress with respect to the project plan and perform contract management activities for implementation phase

• Review integration with external agencies.

• Support requirement gathering processes of vendors, review requirements, assessment of requirement and stakeholder needs,

• The ISA shall review and assess the impact of requirements and changes and be the communication channels between the vendors and MoRD.

• ISA shall review the project progress with respect to baseline, review progress of implementation vendor with respect to coding, testing and UAT plans, coordinate meeting with vendor to track and resolve bugs and issues, conduct workshops with stakeholders, monitor changes

• Follow well-defined project management practices

• Provide status reports, risk reports and monitoring reports to various stakeholders.

• ISA shall review pilot and rollout plans, monitor on-ground implementation, monitor system usage and end-user usages.
• Provide technical handholding as well as training support to state governments as well as other key stakeholders for effective implementation of ICT projects as well as to achieve strategic objectives from ICT.

• **Project Operational Management**
  The ISA shall perform the following operational management activities:

  • Once the projects have gone ‘Live’ the ISA shall monitor the operational performance with respect to the SLA
  • Monitor various other stakeholders/users of the system, review system and process performance and make recommendations for optimizations
  • Support project contract management
  • Review IT and project audits reports
  • Evolving the transition management strategy for enabling the smooth transition and rollout
  • Ensuring all processes, artefacts, personnel, audit and reviews are enabled to ensure a smooth transition to MoRD

• **Back-Office support**

ISA is expected to provide personnel to support MoRD in various other back-office supporting activities as stated below:

i. **IT Admin**: Provide IT and System Administration support to MoRD office including monitoring the software and hardware installation, setup of various software and equipment such as desktops/laptops/Wi-Fi/printers/LANs, peripherals devices etc. The IT Admin shall perform assets management and assets monitoring including warranties and AMC. The IT Admin shall monitor the configurations, system standards, installation of patches and upgrades and ensure standardization and compliance.

ii. **Content Management Support**: Content Management support shall be primarily for digital content management and shall take the lead role in supporting maintenance and enhancement of DDUGKY website, using web content management systems, perform content quality assurance, perform content standardization, promoting website information and shall use graphics system and other tools for development of digital content.

iii. **MIS Support**: Support in the design of MIS updates and analytics as well as review of MIS information for exception management and discussion support.

• **IT Systems vis-à-vis Activities being handled by existing ISA**

  i. **Kaushal Pragati / Monthly Progress reporting system**: MPR system has been developed in house with the help of NIC team. MPR system provides a platform for CTSAs and States to share data required for monitoring of the program. It also provides overall as well as State level monitoring dashboards along with universal reports which allows users can create the reports as per their needs and save it as template for later usage. Key activities for Kaushal Pragati System includes following

    • Understanding the requirements for implementation of modules and functionalities as per DDUGKY Guideline and SoP
    • Conceptualize the framework of the MIS system and requisites of an Govt. IT system as per applicable guidelines
    • Preparation of FRS / BRD for various modules
    • Assist NIC/development team in preparation of SRS document
    • After internal testing by the NIC / development team, review and quality assurance of the implemented modules and functionalities
    • Guide the development team in implementation of modules / functionalities
    • Conduct workshop and VC for sensitization of MIS system and enhancements
    • Identify need for necessary enhancements and drive its implementation
    • Monitoring of helpdesk and pendency of unresolved issues
    • Support in resolution of operational issues
ii. **Public Fund Management System (PFMS)** – In DDUGKY program PFMS system is used for all type of fund transfers including direct fund transfer to the beneficiaries and financial monitoring; Key activities include:

- Onboarding of DDUGKY scheme on PFMS
- Coordination and follow up with PFMS team regarding configuration details for onboarding of schemes on PFMS
- Registration of applicable stakeholders on PFMS
- Guidance to NIRD team in resolution of PIA registration related issues
- Assistance to CTSA, SRLM/SSM and PIAs for PFMS functioning and financial monitoring
- Conduct regular PFMS workshops for various stakeholders
- Regular monitoring and reporting of PFMS implementation status in the program
- Assist program division in effective financial monitoring using PFMS
- Monitoring of PFMS issues of various stakeholders and support in resolution
- Review of periodic monitoring reports for submission to program division
- Guide various stakeholders in resolution of critical PFMS issues

iii. **Implementation of Direct Benefit Transfer and reporting on DBT Bharat portal**: key activities include:

- Implementation of Direct Benefit Transfer
- Understanding the mandate of DBT Mission and DBT Bharat portal
- Onboarding of the schemes on DBT Bharat portal
- Regular reporting of monthly progress of DBT in the program on DBT Bharat portal
- Integration of Program MIS system with DBT Bharat Portal for seamless reporting of DBT progress on DBT Bharat portal
- Coordinate and lead the integration process with the help of regular meetings with DBT Mission team and Program MIS vendor and regular update to head of program division.

iv. **Aadhaar Enabled Biometric Attendance System (AEBAS)** has been mandated at all DDUGKY training centers for real time monitoring of candidates and trainers attendance. AEBAS system allows real time monitoring of candidates and trainer’s attendance across training centers spread pan India. It also allows provides report of candidates and trainers attendance actual location of marking via a Latitude and Longitude of the device from BAS reports. AEBAS also helps in ensuring the identity of candidate and trainers using Aadhaar and ensures deduplication of the candidates being trained in various centers across India. Key activities include:

- Preparation of Functional Requirement Specifications (FRS) and other functional documents.
- Coordination with NIC team for the development and maintenance of AEBAS portal (rural.skillattendance.gov.in)
- Coordination with NIC team for any kind of issues and customization required in AEBAS portal
- Monitoring of Operations and helpdesk.
- Tracking of the progress on the proposed and under-implementation change requests
- Facilitate a smooth and effective rollout of AEBAS project across the training centers by laying enough emphasis on handholding and capacity building of stakeholders.
- Coordination with State govt. teams (SRLMs/SSDMs) for smooth and full-fledged implementation of AEBAS.
- Monitoring of helpdesk & ticketing system for timely resolution of the issues
- Planning, assessment of training need and preparing Training Roadmap
- Handholding and capacity building support to SRLMs and PIAs
- User support, Monitoring of helpdesk and operations, Handholding of stakeholders

v. **DDUGKY ERP System** – An ERP system for DDUGKY program has been developed and it is under testing phase. Once testing is complete, ISA need to manage and support the successful rollout of the ERP across various States along with the Inspection App.
vi. **Video Analytics for monitoring of DDUGKY training centers** - coordination and support for implementation of the project in all DDUGKY centers for effective monitoring and performance evaluation of projects. Key activities include:

- Assist in finalizing the requirements of CCTV feed analysis for proper compliance monitoring at DDUGKY training centers
- Assist in review of the proposals for analysis of CCTV records
- Coordination for meetings and technical discussions
- Progress monitoring and regular reporting to Ministry
- Monitoring and support in proof of concept for video analytics project.
- Rollout in all DDUGKY training centers for effective monitoring and performance evaluation of DDUGKY projects.

vii. **Kaushal Panjee** – Kaushal panjee web and mobile app is being used for mobilization in DDUGKY program. It allows SRLM, PIA and candidates to use it as per their needs. Key activities include:

- Preparation of FRS and detailed requirements for enhancements and new features
- Define approach for integration of KaushalPanjee system with DDUGKY KaushalPragati System for regular data exchange
- Coordination with NIC team for resolution of operational issues and enhancements
- Regular discussions and VC with NIC team
- Reporting of issues, risks and progress to the Ministry
- Monitoring and assistance in resolution of operational issues of DDUGKY and RSETI users

viii. **Integration with MPR and different Government Organizations and States MIS systems** – Some of the states i.e. Kerala, Telangana, Odisha and Rajasthan have developed their own MIS system and Integration of these systems are essential for centralized database and reporting. ICT team has planned the integration activities and coordinating with the states IT teams. Also the integration of KaushalPragati system with other external systems including

- State DDUGKY MIS systems of Rajasthan, Andhra Pradesh, Telangana and other States using their own MIS system
- Skill India Portal of NSDC for Assessment
- KaushalPanjee system
- DBT Bharat Portal
- PFMS
- AEBAS system
- Appraisal system of NIRDPR
- DDUGKY ERP system
- NCS portal for MoLE
- New features being implemented in KaushalPanjee system
- Enhancements required in any of the above mentioned integrations

ix. **MIS Reporting**

- Collection of raw data from MPR and MRIGS IT system, and perform sets of relationship, integration, consolidation and data cleaning using statistics.
- Preparation of reports as per requirement from Cabinet Secretary, PMO, Niti Ayog and MSDE.
- Preparation of inputs to be given for Parliament Questions and RTI queries.
- Preparation of presentations for various meeting like PAC, State review meetings, Common Review Mission, Performance Review Committee and Empowered Committee Meeting that are being held on periodic basis.
- Preparation of reports on Champion Employer projects based on their current and past performances.

x. **Statistics, Data Analysis and Data Visualization**
• Provide inputs, information and run data statistics for quarterly, annually and other reports
• Prepared reports based on analysis on Project performance, TC capacity utilization, month on month performance and Year on year performance.
• Prepared detail analysis on assessment and certification completion.
• Support in migration of legacy data into MPR system.
• Prepare predication and forecasting trend based on physical progress achieved every month.
• Comparison of projected numbers with the actual number achieved at PIA level.
• Preparation of reports on performance in Aspiration districts.
• Monitoring all project activities progress towards achieving the project output.


• Coordinate among different stakeholders viz. Training Partners, Key Implementing Agencies and State Implementing Agencies for smooth running and implementation of the scheme.
• Regular follow up with central and state government agencies / autonomous bodies for collection of reports, and analyze their skilling program running in their respective states.
• Preparation of State brief and synopsis of DDU-GKY implementation in each state.
• Provided the handholding / training to State government officials and Project implementing agencies on IT system
• Training and capacity building on MPR with new members joining DDUGKY scheme.

xii. Permanent Registration Number (PRN) System:

• Provide IT support in implementation and monitoring of software application i.e. PRN (Permanent Registration Number) System.
• New requirement through CRF (Change Request Form) for new Design/layout/new features
• UAT (User Acceptance Testing) of software application.
• User Guide for doing online registration for PRN
• Interaction and Coordination with NIC team on regular basis
• Verification of PRN applications
• Sharing weekly report about the status of the PRN applications
• Handholding support to organizations for applying PRN application
• Coordination with NIC team for any kind of issues and customization required in PRN application
• Preparation of PRN weekly status report
• Processing of all request related to updation in PRN to the division for necessary corrections
• Processing of change request for making changes in the PRN details.

xiii. e-Office - implementation and coordination for file management; upgraded program’s web presence through a comprehensive revision of its website

• Handholding & capacity building of stakeholders in eOffice application
• Coordination with NIC eOffice team for technical issues related to eOffice application
• Assistance in tracking of lost files and receipts in close coordination with NIC eOffice team.

xiv. Website maintenance and Coordination with the vendor

• Provide IT support in the implementation of DDU-GKY Website (MoRD’s official website) and Kaushal Panjee (Web/Mobile based mobilization tool)
• Providing support as Website Content Manager and Technical Manager to MoRD and its other Stakeholders in the knowledge areas such as Website Technology, Website Testing, Usability, e-accessibility, Performance, Security, Guidelines for Indian Govt. websites and Content Management System
• Website Quality Manual for SQTC (Standardization Testing and Quality) Certification and GIGW (Guidelines for Indian Govt. websites) Compliance
• UAT (User Acceptance Testing)
• Content updation and monitoring on daily basis
• Website Analytics tool to measure website performance
• Tracking Website Uptime/Downtime
• Interaction and Coordination with website vendor and NIC team on regular basis regarding technical Issues/changes and changes/requirement implementation

xv. IT Administration and Support

• IT support related to Network, hardware & software applications
• Responsible for designing, implementation and maintenance of network infrastructure
• Coordination with NIC support teams (Infrastructure, mail, VPN, Cloud...) for any critical issue resolution.
• Administration of Email & other accounts creation and support
• Coordination with vendors for the commissioning of procured hardware and software's

xvi. Coordination with State for IT related issues

xvii. Event and Seminar support

2.3. Logistics support

The consulting firm shall be responsible for all infrastructure, equipment and key personnel. The location shall be Delhi. An indicative list is below:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Item Description</th>
<th>Owner</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Laptop</td>
<td>Contracted Firm</td>
<td>Contracted Firm is responsible for providing Laptop for the deployed resources</td>
</tr>
<tr>
<td>2</td>
<td>Internet connectivity</td>
<td>Contracted Firm</td>
<td>Contracted Firm will provide access to connectivity required by the deployed resources for handling their roles and responsibilities</td>
</tr>
<tr>
<td>3</td>
<td>Mobile Phone &amp; Data card</td>
<td>Contracted Firm</td>
<td>Contracted Firm is responsible for providing mobile phone and data card for the deployed resources</td>
</tr>
<tr>
<td>4</td>
<td>Operational Cost including printing, copying etc.</td>
<td>Contracted Firm</td>
<td>Contracted Firm shall be paid a maximum of 10% of their contract price as operational expenditure for printing / stationary etc.</td>
</tr>
<tr>
<td>5</td>
<td>Location</td>
<td>MoRD/ Contracted Firm</td>
<td>The key personnel shall be required to work out of MoRD for effective coordination, from time to time and are also required to have office infrastructure with the own consulting firm.</td>
</tr>
<tr>
<td>6</td>
<td>Travel</td>
<td>Contracted Firms</td>
<td>Travel and stay to external locations (e.g. States) as and when required shall be reimbursed to the firms as per norms of MoRD</td>
</tr>
</tbody>
</table>

2.4. Working Hours

The deployed resources shall work on all government working days as per the schedule of MoRD officials and outside office hours and on holidays based on the business requirements. The Consulting firm needs to ensure that their personnel leave does not in any way affect the timeliness of deliverables at any point in time.
3. **ROLES AND RESPONSIBILITIES**

3.1 **ICT Services Agency**

The key roles and responsibilities of the Firm are explained here:

a. Deploy suitably qualified dedicated key personnel required for the assignment within the timelines prescribed:

i. The following key personnel (s) shall be deployed immediately upon start of the engagement on intimation from MoRD: Principal Consultant (1), Senior Consultant (1), Consultant (1), MIS Consultant (1), IT Admin (1), Content Manager (1), Senior Database Administrator (1), Senior Linux Administrator (1), SQL Expert (1) and Android Expert (1).

b. Obtain clearance from MoRD as pre-requisite for deployment of the resource/s

c. Monitor and ensure that the resources deployed on-site work in tandem to further MoRD’s objectives
d. Provide an alternative resource when MoRD provides adequate evidence of non-performance of an already accepted key personnel.

e. Performance Metrics: In order to ensure that the performance of the resources provided are in line with expectations, the following activities need to be done by the contracted firm:

i. Define an escalation matrix using which the MoRD can escalate the resource performance issues to higher authorities in the Consulting Firm’s organization. The first level of escalation shall be a single ‘Manager’ who is appointed by the successful Consulting Firm to manage all resources deployed under this assignment

ii. Submit monthly status reports to MoRD, listing down the activities performed. Submission of monthly reports is pre-requisite for processing bill payments due to the Consulting firm

f. Though a provision is kept to allow replacement of resources, the firm shall do its best to ensure continuity of deployed resource in MoRD for prolonged period of time

g. The Firm shall have a good pool of qualified resources, from which a suitable replacement resource can be identified in short notice (i.e. when required)

h. The resource(s) dedicatedly deployed on-site shall not be disturbed to take-up other work within the Firm

i. Depending on the requirements, MoRD may ask for multiple and specific expert persons of a particular resource type and the same has to be deployed by the agency at the price stated in the bid. The duration will be decided in consultation with MORD, as per requirements.

3.2 **MoRD**

i. Intimate the agency about resource requirements and then authorize the ICT Services agency to deploy the selected resources.

ii. Monitor the performance of resources deployed by ICT Services agency. MoRD reserves the right to seek replacement of one or more of the resources deployed

iii. Monitor whether transitioning and knowledge transfer happens when resources are replaced

iv. Assign responsibilities to the team

4. **INDICATIVE PROFILE OF KEY PERSONNEL FOR ISA**

Profile of the Key Experts to be deployed for different levels in terms of experience, skills are detailed in this section. The roles & responsibilities for each position is also described.
Note:

i. Total number of years of experience and education qualification required for each position listed below is mandatory.

ii. Technical skills and domain specific experiences shall be evaluated by MoRD and marks will be given for each of the proposed staff as per the requirements.

iii. The qualification and experience are minimum requirements and the consultant is free to enhance the same.

A. Position – ISA Head (Principal Consultant)

Roles & Responsibilities: The ISA Head shall be in-charge of the entire IT organization and shall report to the officer designated by MoRD. The ISA Head shall oversee the entire operation of the ISA, its personnel, project development and management activities, transition management, discussion with stakeholders and ensuring stakeholder requirements are met as well as co-ordination with the States, NIC-NRLM cell, IT vendors / System Integrators and application development teams. She/ He shall be responsible for the end-to-end success for the project.

Minimum Qualifications & Experience:

Educational - The ISA Head should have a minimum technical qualification of either BE or B.TECH. or MCA or MBA from premier institute (Minimum Requirement)

Experience:

a. He / She should have had an overall experience of at-least 15 years working in projects related to consulting, design, development and implementation of IT solutions
b. He / She should have experience of managing at-least one large scale of central government project of Skilling domain.
c. Experience on the project management of System Integrator developed ERP project and roll out in for the various stakeholders in the states.
d. Experience on the project management of CCTV based innovative solutions for project management and monitoring of large scale training projects.
e. Experience on the project management for the web and mobile based application in the skill development and rollout in the country.
f. Within the overall experience, she/he should have had experience of leading at least 2 e-governance projects for at least Rs. 4 crores in India
g. Should have been the Program Manager/ ISA Head / Operational Head for at least 4 e-Governance Projects.
h. She /He should have Gov. consulting experience of at least 8 years in multi-stakeholder projects and should have consulted in at more than 5 eGov projects
i. Experience of DDUGKY project will be an added advantage.
j. The consultant should have at least 7 years’ experience in vendor management, RFP processes for IT projects
k. The consultant should have strong track record of project development and management activities, transition management, stakeholders management
l. The consultant should have strong experience in business process design, SDLC lifecycle, software development and database systems.

Skills:

a. Demonstrated capability to manage an IT project implementation team and experience in providing IT Strategic consulting
b. Demonstrated professional leadership and ability to coordinate a team for IT project development effort;
c. Demonstrated capacity to think creatively while maintaining a strong client and results orientation;
d. Demonstrated capacity to conceptualize and implement the innovative solutions for the divisions;
B. Position – Senior Consultant

**Roles & Responsibilities:** The Senior Consultant would be individually responsible for project development, review of various implementation documents, provide technology inputs, design inputs, operational models inputs, integration requirements, data migration strategy, implementation plan and timelines and provide vendor management and support.

**Minimum Qualifications & Experience:**

**Education** - The person suggested should have a minimum technical qualification of either BE/B.Tech in Computer Science/ Information Technology (Minimum Requirements) and/or ME/M.Tech. in Computer Science/ Information Technology / Engineering OR equivalent

**Experience:**

a. The selected candidate will be senior level IT professional having a minimum of 10 years overall experience in Information Technology with specific experience in large-scale project design, project management, consulting, technology design and implementation experience preferably in the government sector.

b. Managing experience of the skill domain experience for the at least one large scale of central government project.

c. Should have experience of at least two e-governance projects of any Central Ministry with assignment value of at-least Rs. 1.00 crore in India

d. The consultant should have had at least 6 years’ experience in e-governance consulting/ program management for clients in India/ aboard with atleast 4 year experience in e-governance project delivery

e. The consultant should have at least 3 years’ experience in vendor management, RFP processes for IT projects

f. Must have experience in DBT and PFMS implementation

**Skills:**

a. The consultant should be experienced in Software Development methodologies and have a background in software development.

b. Demonstrated ability to understand technology components, databases, software, code, testing shall be required.

c. Demonstrated capability to manage an IT project implementation and rollout

d. Demonstrated professional leadership and ability to coordinate a team/vendor for IT project development;

e. Demonstrated capacity to implement the innovative solutions for the division.

C. Position – Consultant

**Roles & Responsibilities:**

The Consultants would be responsible for support MoRD with various phases of the work. Consultant shall provide documentary support service, conducting research, review of business processes documents and various plans for project implementation, operations and management.

**Minimum Qualifications & Experience:**

**Education:** The person suggested should have a minimum technical qualification of either BE/ B.Tech./MCA (minimum requirements).

**Experience:**

a. The selected candidate will be senior level IT professional having a minimum of 5 years overall experience in Information Technology with specific experience in e-governance consulting of atleast 3 years

b. The consultant should have at least 1 years’ experience in vendor management, RFP processes for IT projects

c. The candidate should be experienced in Software Development methodologies and have a background in software development.

d. Shall have extensive experience in documentation, presentations and other consulting skills;
D. Position: MIS Consultant

Roles & Responsibilities: The Consultant shall be responsible for Management Information system (MIS), Reporting and Analytics activities, as per the requirements of Ministry.

Minimum Qualifications & Experience:

Education: The candidates should have at least minimum technical qualification of either BE/ B.Tech./MCA (minimum requirements).

Experience:

a. The selected candidates should be senior level MIS professional having a minimum of 8 years overall experience in MIS implementation for Government/ semi-Government/ PSU organizations in India/ Externally aided projects out of which at least 4 years should be in IT/e-Governance MIS.
b. Strong written and oral communication skills, demonstrate ability of creating effective documents and reports. The candidate shall have strong sense of integrity.
c. Should have minimum experience of 2 years under Skill development programs of Govt. of India
d. Should have experience in Implementation & Monitoring of MIS System as per requirements of Central Ministry and other stakeholders.
e. Strong written and oral communication skills, demonstrated ability of creating effective documents and reports.

E. Position – IT Administrator

Roles & Responsibilities: The IT Administration / System Administration shall provide IT support and system administration support to MoRD including local server / PCs/ Laptops and equipment support for Macintosh’s and PCs running Windows/ Linux.

Minimum Qualifications & Experience:

a. The person/s suggested should have a minimum educational qualification of a technical degree / diploma like BE / BTECH / BCA/ MCA
b. He / She should have at least 5 years of experience in IT and system administration with a knowledge of Server, network and hardware installation and configuration. Must have at least 3 years of experience in any assignment of Central Government
c. System Administration or equivalent certification in Microsoft / Macintosh environment shall be preferred
d. Should have hands on experience and skills for Managing, Monitoring & Optimization of network on regular basis.
e. Should have an experience in Asset management and vendor management
f. Should have experience of implementation & support in Aadhaar Enabled biometric attendance system (AEBAS) system or Biometric attendance system
g. Should have experience of CCTV installation and configuration;

F. Position – Content Manager

Roles & Responsibilities: The Content Manager shall take a lead role in development & maintenance of websites and shall be an expert in web content design and content management systems. The Content Manager shall create content policies, process procedures, and necessary information systems for producing, managing, consumption of content. The content manager is required to have excellent knowledge of English and Hindi, outstanding writing and presentation skills with deep knowledge of content, channels, web content, keywords, placements, advertising, analysis, site hits and also shall be the editor of all content generated.

Minimum Qualifications & Experience:

a. The person/s suggested should have a minimum educational qualification of a Bachelor’s degree along with certification in web design/ development or similar certifications.
b. He / She should have an overall experience of more than 4 years or above Content Management, e-Commerce Development, Web Design/ Administration and shall have hands on experience in Web content design, distribution and management.
c. Should have knowledge of CMS (Content Management Framework) like Drupal/Joomla/WordPress etc. He must have at least 3 years’ experience in website development. He must have knowledge in HTML authoring, programming, design, content, archival policies with regard to each section in the website.

d. Should have hand on experience in the implementation of at least one government website

e. Should have experience in regular monitoring of website for Performance, Security and Availability

f. The Content Manager should have an experience and skill in the knowledge areas: Website Technology, Website Testing, Security audit, Usability, e-accessibility, Performance, Guidelines for Indian Govt. websites and Content Management System

g. Should have experience Digital Marketing for the promotion of website using Social Networking platforms such as Facebook, Twitter, LinkedIn and YouTube

G. Position – Senior Database Administrator

Roles & Responsibilities: The Senior Database Administrator would be individually responsible for creation of a replicated architecture, database tuning, monitoring database performance, utilization, and security in compliance with the security policy, physical model recommendations and escalation support for production database, coordination with developers and document all the procedures in a concise manner. DBA would be responsible for project development, database design and management, lead and manage development team, preparation of various technical documents, provide technology inputs, design inputs, integration requirements, data migration strategy, implementation plan, on time project competition, provide vendor management and support.

Minimum Qualifications & Experience:

a. The person suggested should have a minimum technical qualification of either BE/B.Tech in Computer Science/ Information Technology (Minimum Requirements) or equivalent.

b. The candidate will be senior level IT professional having a minimum of 10 years overall experience in Information Technology with specific experience in large-scale database management, project design and management, implementation experience preferably in large scale IT Company or in government sector.

c. The candidate should have strong proficiency on latest version of open source databases (Postgres preferably)

d. Proven advanced skills in data modelling and the translation of the model into a high-performance physical database design. Fluent in SQL optimization.

e. Extensive expertise in database technologies PostgreSQL as well as cloud database services.

f. In-depth knowledge and experience with database security practices, backup and recovery standards, and performance monitoring.

g. Knowledge on Linux/Unix Administration and shell scripting.

h. Experience with large database design efforts working within cross-functional project teams.

i. Demonstrated database architecture experience creating high-volume databases for enterprise-grade solutions.

j. Deep understanding of the attributes and processes of current application development methodologies.

k. Knowledge of virtualization techniques and technologies to facilitate the development of highly scalable, multi-tenant SaaS offerings.

l. Ability to interpret, analyze, and apply pertinent service level agreements, policies, procedures, regulations, and other requirements and turn them into actionable outcomes.
m. Experience in preparation and review of technical documents like business process documents, FRS, SRS User manuals etc

H. **Senior Linux Administrator**

**Roles & Responsibilities:** The Senior Linux Administrator will help the NRLM NIC-Cell in managing all web applications inclusive to DNS, RADIUS, Apache, Postgres, Tomcat, PHP, etc. He/she will support in the design and development of infrastructure monitoring and reporting tools. The selected person will also be responsible for developing and maintaining configuration management solutions and testing automation frameworks in collaboration with the rest of the team. Lastly, the expert is expected to create tools to help teams make the most out of the available infrastructure.

**Minimum Qualifications & Experience:**

- a. The person/s suggested should have a minimum educational qualification of a technical degree / diploma like BE / BTECH / BCA/BSC/ MCA/MSC
- b. The candidate should have an IT professional having minimum of 8 years overall experience with Linux servers in virtualized environments
- c. Familiarity with the fundamentals of Linux scripting languages
- d. Experience installing, configuring, and maintaining services such as Bind, Apache, MySQL, nginx, etc.
- e. Strong grasp on configuration management tools, such as Puppet and Chef
- f. Familiarity with load balancing, firewall, server configuration. Monitor production server etc.
- g. Proficient with network tools such as iptables, Linux IPVS, HAProxy, etc. with knowledge of servers and switches

I. **SQL Expert**

**Roles & Responsibilities:** The SQL Expert will help the NIC- NRLM Cell in writing and optimizing in-application SQL statements. He/she will also work to ensure performance, security and availability of databases and handle common database procedures such as upgrade, backup, recovery, migration, etc. The selected person will be responsible for monitoring profile server resource usage and optimizing it. Lastly, the expert is expected to collaborate with other team members and stakeholders to prepare documentations and specifications.

**Minimum Qualifications & Experience:**

- a. The person/s suggested should have a minimum educational qualification of a technical degree like BE / BTECH / MCA or equivalent
- b. The candidate will be an IT professional having a minimum of 8 years overall experience in Information Technology specifically in writing complex SQL
- c. The candidate should have at least five years’ experience in latest version of open source Postgres databases
- d. Strong proficiency with SQL and its variation among popular databases (Postgres preferably)
- e. Skilled at optimizing large complicated SQL statements
- f. Knowledge of best practices when dealing with relational databases
- g. Capable of configuring popular database engines and orchestrating clusters as necessary
- h. Ability to plan resource requirements from high level specifications
- i. Capable of troubleshooting common database issues
- j. Familiar with tools that can aid with profiling server resource usage and optimizing it
- k. Proficient understanding of code versioning tools (SVN preferably).
J. **Android Expert**

**Roles & Responsibilities:** The android developer will be responsible for supporting the development of android applications pertaining to various components of NRLM-MIS. He/she will be responsible for developing unit-test code for robustness, including edge cases, usability, and general reliability. He/She will also be responsible for bug fixing and improving application performance. He/She will also be responsible for creating and maintaining the Database for Android application and configuration. He/She can perform all the SQL functions with the Data captured by android application and if required can port the same onto another Database.

**Minimum Qualifications & Experience:**

a. The person/s suggested should have a minimum educational qualification of a technical degree / diploma like BE / BTECH / BCA/ MCA
b. Certification in web design/ development/android app development or similar certifications will be preferred
c. Strong knowledge of Android SDK, different versions of Android, and how to deal with different screen sizes
d. Familiarity with RESTful APIs to connect Android applications to back-end services
e. Strong knowledge of Android UI design principles, patterns, and best practices
f. Experience with offline storage, threading, and performance tuning.
g. Ability to design applications around natural user interfaces, such as “touch”
h. Familiarity with the use of additional sensors, such as gyroscopes and accelerometers
i. Knowledge of the open-source Android ecosystem and the libraries available for common tasks
j. Ability to understand business requirements and translate them into technical requirements
k. Familiarity with cloud message APIs and push notifications
l. Understanding of Google’s Android design principles and interface guidelines
m. Proficient understanding of code versioning tools, such as Git
n. 6 years to 7 years of experience mandatory

5 **Schedule & Location**
The ISA team shall be appointed Full-Time (on contract) for a period two years with a provision for extension for 1 year at a time for another 2 years upon satisfactory performance of key personnel.

6 **Reporting**
The Agency shall report directly to the Director, MoRD or any other officer designated by MoRD.