

Request for Proposal (RFP)

Redesign of Web Portal for AMHSSC

1. Introduction

The Apparel, Made-Ups & Home Furnishing Sector Skill Council (AMHSSC) invites proposals from qualified vendors for the redesign and development of its web portal. The project aims to enhance the organization's online presence, improve user experience, and incorporate modern features.

2. Scope of Work The selected vendor will be responsible for the following:

2.1 Application Design & Development

- a. Template Design
- b. Website Development (Bilingual - English and Hindi)
- c. Web Content Management System
- d. Content Collection and Migration
- e. SEO-friendly portal development
- f. Development of Chat bot
- g. Bilingual Services & Proof Reading

2.2 Operation & Maintenance

- h. Application Support & Software Maintenance

2.3 Security

- i. Third-Party Security Audit from CERT-In Empaneled vendors (to be conducted annually)

2.4 Communication Services

- j. Mass Mailing (50,000 emails per month)
- k. SMS services (Cost per 1 Lakh SMS)

2.5 Infrastructure

- l. Secure Cloud Server Hosting (16 GB RAM, 4 Core Intel Processor with SSD and SSL)
- m. Provide a secure and resilient cloud hosting environment.
- n. Ensure scalability to accommodate our growing needs.
- o. Optimize performance and uptime for our applications and services.
- p. Offer cost-effective solutions without compromising on quality.

3. Technical Requirements Vendors must provide detailed information on how they plan to address the following technical aspects:

- a. Website architecture and design approach
- b. Content management system features and capabilities
- c. Chatbot development methodology and features
- d. SEO optimization techniques
- e. Bilingual implementation strategy
- f. Security measures and compliance with Indian data protection laws
- g. Scalability and performance optimization
- h. Integration capabilities with existing systems (if any)
- i. Mobile responsiveness

4. User Acceptance Testing (UAT) & Go-Live

- a. On successful trial Implementation of the software, User Acceptance Testing (UAT) Certificate will be provided.
- b. After completion of the development work for application, AMHSSC Authorities will conduct the technical reviews of development work performed by the development & implementation agency as User Acceptance Testing (UAT).
- c. Preparation and submission of Test Strategy, test cases and Test Results by the development & implementation agency.
- d. Demonstration of module-wise functionalities/features before the Department after deploying the application or any other data Centre decided or to be decided by AMHSSC for each application/modules in staging environment.
- e. Support Departments & its designated authority for conducting the testing and provide access of the systems as required by them.
- f. Rectification in the new application for any issues/bugs/and improvements/Enhancements/up-gradations suggested by Departments (if any) during the UAT without any additional cost.
- g. After incorporations of the suggestions made during UAT phase, Selected Vendor will host the application in production environment.

5. Support and maintenance

- a. Establishing service level agreements (SLAs) for technical support and bug fixes will be provided.
- b. Ensuring the availability of ongoing maintenance services for updates and enhancements will be prioritized.
- c. Defining communication channels and response times for addressing issues will be tracked.
- d. Providing training resources and documentation for in-house teams will be taken care.

6. Legacy Data Migration

- a. The existing data available online and in hard copies will be converted into database and migrated to new developed application and web portal.
- b. The Data will be converted into desired format migrated.
- c. Post migration the system will up and running on 24*7 basis.

7. Security

- a. Implementation of SSL certificates to guarantee data encryption and bolster security measures will be taken care.
- b. Develop protocols to safeguard against common web vulnerabilities like SQL injection and XSS.
- c. Regularly conduct security audits and updates to fortify the website's defenses.
- d. It is paramount to formulate a comprehensive backup and disaster recovery plan to mitigate the ramifications of potential security breaches.
- e. Security Audit of the application from CERT-In Empaneled vendors will be performed by Selected Vendor.

8. Deliverables

- a. Fully functional bilingual website (English and Hindi)
- b. Content management system
- c. Integrated chat bot
- d. User manuals and documentation
- e. Training for AMHSSC staff
- f. Monthly reports on website performance, security, and maintenance activities
- g. Software Requirement Specifications (SRS)
- h. Beta Version of Software
- i. Final Version of Software along with Source Code in Soft Copy
- j. User Manual, installation and administration manual, training material
- k. Installation and initial user configuration on the central cloud server
- l. Installation and configuration on the disaster recovery (DR) server
- m. Obtaining security audit for the solution from CERT-IN empanelled Selected Vendor
- n. End user training on functional Requirement

9. Project Timeline

Vendors should provide a detailed project timeline, including milestones for each phase of the project.

10. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- a. Technical expertise and experience in similar projects
- b. Quality of proposed solution
- c. Project timeline
- d. Cost-effectiveness
- e. Support and maintenance plan

11. Financial Proposal

Vendors must provide detailed cost breakdowns for 1-year, 3-year, and 5-year terms, including:

- a. Development costs
- b. Annual operation and maintenance costs
- c. Security audit costs
- d. Mass mailing and
- e. SMS costs
- f. Cloud server hosting costs
- g. Any additional costs

All costs should be quoted in Indian Rupees (INR) and exclusive of taxes.

12. Terms and Conditions

12.1 Eligibility

- a. The vendor must be a registered company in India with a minimum of 5 years of experience in web development and maintenance.
- b. The vendor should have successfully completed at least three similar projects for government or private sector organizations in India.

12.2 Intellectual Property Rights

- c. All intellectual property rights in the developed website, including but not limited to source code, designs, and content, shall vest with AMHSSC.
- d. The vendor shall ensure that all third-party components used in the development are properly licensed and do not infringe on any intellectual property rights.

12.3 Confidentiality

- e. The vendor shall maintain strict confidentiality of all information and data provided by AMHSSC during the course of the project.
- f. Any breach of confidentiality shall result in immediate termination of the contract and may lead to legal action.

12.4 Payment Terms

- g. 30% upon completion/approval of SRS
- h. 40% upon successful launch of the website for UAT and after UAT and submission of other deliverables like User Manual, source code of the application etc.
- i. 30% upon successful launch of the website and upon completion of training and handover
- j. Annual maintenance, hosting, and other recurring costs to be paid quarterly

12.5 Termination

- k. AMHSSC reserves the right to terminate the contract with 30 days' notice in case of unsatisfactory performance or breach of contract terms.
- l. In case of early termination, the vendor shall hand over all project-related documents, source code, and other materials to AMHSSC.

12.6 Dispute Resolution

- m. Any disputes arising out of the contract shall be resolved through mutual consultation and negotiation.
- n. If unresolved, the dispute shall be referred to arbitration under the Arbitration and Conciliation Act, 1996 of India.
- o. The place of arbitration shall be New Delhi, India.

12.7 Compliance

- p. The vendor shall comply with all applicable Indian laws, including but not limited to labour laws, tax laws, and information technology laws.
- q. The vendor shall obtain and maintain all necessary permits and licenses required for the execution of the project.

13. Submission Guidelines

- a. Proposals must be submitted in English in pdf format.
- b. Proposals must be submitted electronically to info@sscammh.com and in hard copy to:

Apparel, Made-Ups & Home Furnishing Sector Skill Council
Flat No. A-312 to A-323, 3rd Floor, Somdatt Chamber-1
Bhikaji Cama Place, Africa Avenue, New Delhi-110066

- c. The deadline for submission is **August 20, 2024; 03.00 PM.**

14. Contact Information

For any queries related to this RFP, please contact: Arpit Kumar, Add. Director, 011 – 40160611 (09.00 AM to 05.00 PM)

AMHSSC reserves the right to accept or reject any proposal without assigning any reason and to annul the bidding process at any time prior to the award of contract, without thereby incurring any liability to the affected bidder or bidders.

15. Pre-Qualification Requirement

1	Legal Entity	The company must be registered in India under the Indian Companies Act of 1956 or 2013, possess GST registration, and have an up-to-date Income Tax Return and PAN Number as of March 31, 2024. Additionally, it should have been conducting business operations in India for the last ten years as of March 31, 2024.	<ul style="list-style-type: none"> ✓ A valid copy of the Certificate of Incorporation and registration certificates. ✓ A copy of the GST registration. ✓ PAN Certificate. ✓ Copies of relevant certificates of Income Tax registration and PAN Number from the respective government departments.
2	Turnover	The average annual turnover of the firm/organization during the last three financial years ending with 2023-24 (i.e., 2021-22, 2022-23, and 2023-24) should not be less than ₹50 Lakhs.	<ul style="list-style-type: none"> ✓ Audited Balance Sheets / CA Certificate ✓ Audited Balance Sheets / CA Certificate
3	Net Worth	The firm/organization must have a positive net worth for the last three financial years ending on March 31, 2024.	<ul style="list-style-type: none"> ✓ Audited Balance Sheets with Profit & Loss Statement
4 (A)	Technical Capability-I	The firm/organization should have been in the ICT services field for a minimum of 05 years and must have at least 25 full-time technical resources on its payroll.	<ul style="list-style-type: none"> ✓ HR Declaration Letter with Resources List
(B)	Technical Capability-II	The firm/organization must have experience in website/web portal development work for any government department, government agency, or public sector undertakings (PSUs) in India, with a value exceeding ₹25 lakhs in the last five financial years.	<ul style="list-style-type: none"> ✓ Work Order / Completion Certificate / Phase Completion Certificate
(C)	Technical Capability-III	The firm/organization must have experience in software development projects for any government department, government agency, or public sector undertakings (PSUs) in India, with a value exceeding ₹50 Lakhs in the last five financial years.	<ul style="list-style-type: none"> ✓ Work Order / Completion Certificate / Phase Completion Certificate
5	Quality Certification	The firm/organization must possess valid certificates for ISO 9001:2015, ISO 20000-1, and ISO 27001, or CMMI Level 3 or above.	<ul style="list-style-type: none"> ✓ Copies of the valid certificates.
6	Blacklisting	The firm/organization should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any government or public sector undertaking (PSU) in India.	<ul style="list-style-type: none"> ✓ Self-Declaration