ELECTRONICS SECTOR SKILLS COUNCIL OF INDIA (ESSCI)

(Skilling India in Electronics)

REQUEST FOR PROPOSAL (RFP)

For Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of

TECHNOLOGY-ENABLED MIS SYSTEM

comprising an Integrated Learning Management System (LMS), Project Monitoring Dashboard, B2B & B2C Portal

RFP No.: ESSCI/TEMS/2026/01

Date of Issue: 12th August 2026

Issued By:

Electronics Sector Skills Council of India (ESSCI)
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1. Definitions

Unless the context otherwise requires, the following terms shall have the meanings assigned to them below, and such meanings shall be equally applicable to both the singular and plural forms of the terms defined:

"ESSCI" / "Council" means the Electronics Sector Skills Council of India, a not-for-profit company incorporated under Section 8 of the Companies Act, 2013, promoted by the National Skill Development Corporation (NSDC), being the issuer of this RFP.

"RFP" means this Request for Proposal document, bearing RFP No. ESSCI/TEMS/2026/01, together with all appendices, annexures, formats, and any corrigenda or clarifications issued by ESSCI in relation thereto.

"Bidder" means any single entity submitting a Proposal in response to this RFP.

"Agency" / "Selected Agency" / "Implementation Partner" means the Bidder whose Proposal is accepted by ESSCI and who is awarded the Contract pursuant to this RFP.

"Contract" / "Work Order" means the formal contract or work order issued by ESSCI to the Selected Agency, incorporating this RFP, the Proposal, and all agreed terms.

"Project" means the design, development, deployment, implementation, testing, training, warranty support and maintenance of the Technology-enabled MIS System, as more particularly described in Section 4 (Scope of Work).

"Platform" means the Technology-enabled MIS System comprising the Learning Management System (LMS), Project Monitoring Dashboard, B2B Portal, B2C Portal, and all associated modules described herein.

"Deliverable(s)" means any output, document, software module, report, or artefact required to be furnished by the Agency under this RFP and the Contract.

"Go-Live" means the date on which the Platform is made operational for use by ESSCI and its stakeholders following successful User Acceptance Testing (UAT).

"SLA" means the Service Level Agreement specifying performance, uptime, and support standards to be maintained by the Agency.

"TEC" means the Tender Evaluation Committee constituted by ESSCI to evaluate Proposals received against this RFP.

"Intellectual Property" or "IP" means all source code, object code, designs, documentation, databases, trademarks, and other proprietary material created or developed under the Project.

2. About ESSCI and Introduction to the RFP

2.1 About ESSCI

The Electronics Sector Skills Council of India (ESSCI) is a not-for-profit organisation incorporated under Section 8 of the Companies Act, 2013. ESSCI is promoted by the National Skill Development Corporation (NSDC) along with leading industry associations, and is mandated to create a robust, industry-aligned, and sustainable ecosystem for skill development in the Electronics System Design and Manufacturing (ESDM) sector.

ESSCI works closely with industry, academia, training partners, assessment bodies, and government institutions to design Qualification Packs (QPs) and National Occupational Standards (NOS), and to deliver training, assessment, and certification aligned with the National Skills Qualification Framework (NSQF).

2.2 Introduction to the RFP

ESSCI now intends to build a unified, technology-driven skilling ecosystem by procuring the services of an experienced and professionally competent Agency for the design, development, deployment, implementation, testing, training, warranty, maintenance and support of the Technology-enabled MIS System, comprising an integrated Learning Management System (LMS), a Project Monitoring Dashboard, a B2B Portal, and a B2C Portal, together with associated sub-modules described in Section 4 below.

This RFP is a single, consolidated, self-contained tender document. Bidders are advised to read this RFP in its entirety, including all appendices, before preparing and submitting their Proposals. This RFP supersedes and is independent of any other RFP issued by ESSCI for any other, unrelated scope of work.

3. Objective of the RFP

The objective of this RFP is to select a technically competent, financially sound, and experienced Agency to design, develop, deploy, implement, test, and maintain a comprehensive Technology-enabled MIS System for ESSCI, comprising:

1. A Technology-enabled MIS System including Learning Management System (LMS) for course delivery, assessments, and certification;
2. A Digital Content Delivery mechanism for structured, interactive, and multilingual learning content;
3. A Project Monitoring Dashboard providing real-time analytics, MIS, and reporting;
4. A B2B Portal for industry, training partners, colleges, universities, and government departments;
5. A B2C Portal for candidates, learners, trainers, and assessors;
6. An Assessment Module, Certificate Management system, and API Integration layer;
7. A mobile-responsive, cloud-hosted architecture capable of scaling to ESSCI's pan-India user base.

The Platform shall be scalable, secure, NSQF-aligned, and designed to support ESSCI's ongoing and future skilling, assessment, and certification programmes across the electronics sector.

4. Scope of Work

The Selected Agency shall be responsible for the complete, end-to-end design, development, deployment, implementation, testing, training, warranty, maintenance and support of the Platform, including but not limited to the following modules and deliverables.

4.1 Module 1 – Technology-enabled MIS System

1) LMS cum Course Management (creation, scheduling, and lifecycle management of courses and Qualification Packs)
2) User Registration and Role-Based Authentication (candidates, trainers, assessors, administrators)
3) Video Streaming and Content Hosting, with adaptive bit-rate delivery
4) SCORM 1.2 / 2004 compliant content packaging and playback
5) Assessments, Quiz Engine, and randomised question banks
6) Certificate generation, digital signatures, and QR-based verification
7) Reports, Analytics, and downloadable MIS
8) Notifications (SMS/Email/Push) and Communication Module
9) API Integration with ESSCI's and NSDC's existing systems (e.g., SDMS, Skill India portals) where applicable
10) Mobile-responsive design compatible across devices and operating systems

4.1A Payment Gateway Integration

The Platform (B2B Portal and B2C Portal) shall be integrated with a secure, PCI-DSS compliant Payment Gateway to enable online collection of course/assessment/certification fees and related charges. The scope shall include, but not be limited to:

1) Integration with an RBI-authorised Payment Aggregator / Payment Gateway (e.g., supporting UPI, net-banking, debit/credit cards, and wallets), to be identified in consultation with ESSCI's Finance team.
2) Secure, encrypted transaction processing in compliance with PCI-DSS standards and RBI guidelines on Payment Aggregators/Payment Gateways; the Platform shall not store raw card data on ESSCI's servers.
3) Automated generation of GST-compliant invoices/receipts for each successful transaction.
4) Support for one-time payments, instalment-based payments (for B2B bulk enrolments), and refunds/partial refunds through the same gateway.
5) A reconciliation dashboard for ESSCI Finance/Admin users to track transactions, settlements, failed payments, and refunds in real time.
6) Automated payment status notifications (SMS/e-mail) to learners, training partners, and industry users.
7) Webhook/API-based callback handling to update enrolment, certification, or dashboard status immediately upon successful payment.

8) A sandbox/test environment for payment gateway testing prior to Go-Live, and a documented fallback/retry mechanism for failed or pending transactions.
9) Payment gateway transaction (MDR) charges shall be borne by ESSCI or passed through to the end user, as mutually decided; gateway on-boarding, integration, and testing effort shall be included within the Agency's quoted cost under Section 4.1A and Appendix III.

4.2 Module 2 – Project Monitoring Dashboard, B2B Portal and B2C Portal

4.2.1 B2B Portal – Access for:

1) Industry Partners
2) Training Partners
3) Colleges and Universities
4) Government Departments
5) Corporate Users

4.2.2 B2C Portal – Access for:

1) Students / Candidates
2) Learners
3) Trainers
4) Assessors
5) Working Professionals

4.2.3 The Dashboard shall provide:

1) Real-time project and candidate tracking
2) Learning analytics and progress monitoring
3) Placement and certification analytics
4) Configurable reports and MIS exports
5) Role-based access control and audit logs

4.3 Module 3 – Project Deliverables

The Agency shall furnish the following deliverables at each stage of the Project, in accordance with the milestone schedule in Section 6:

1) Requirement Study Report
2) Functional Requirement Specification (FRS)
3) System Requirement Specification (SRS)
4) Solution Architecture Document
5) Wireframes and UI/UX Design
6) Clickable Prototype
7) Alpha Version (core modules)

8) Beta Version (full integration)

9) Pilot Testing Report

10) User Acceptance Testing (UAT) Report and Sign-off

11) Final Deployment on production environment

12) Training of ESSCI personnel and key users (Train-the-Trainer)

13) Complete technical and user Documentation

14) Source Code (with editable/original files) and Knowledge Transfer

15) Warranty Support for twelve (12) months from Go-Live

16) Post-warranty Maintenance and Support (optional, as per Appendix III)

4.4 Technical and Hosting Requirements

1) The Platform shall be hosted on a secure, scalable cloud infrastructure, with hosting costs/architecture to be proposed by the Agency and approved by ESSCI.

2) The Platform shall comply with applicable Government of India guidelines on data localisation, cyber security, and accessibility (including GIGW / WCAG guidelines, as applicable).

3) Source code, database schema, and all editable design files shall be handed over to ESSCI as part of Knowledge Transfer.

4) The Agency shall ensure the Platform is compatible across major browsers, and is mobile-responsive across Android and iOS devices.

5. Eligibility Criteria

Bidders must satisfy the following minimum eligibility criteria as on the date of bid submission. Compliance shall be verified as per the checklist at Appendix I.

Sl. No.	Criteria	Requirement / Supporting Document
1	Legal Status	Company / LLP / Partnership Firm registered in India under applicable law. Certificate of Incorporation / Registration.
2	Statutory Registration	Valid PAN and GST Registration.
3	Years of Operation	Minimum five (5) years of experience in software / IT platform development as on the date of this RFP.
4	Financial Turnover	Minimum average annual turnover of INR 50 Lakhs from IT/software services in each of the last three (3) financial years (FY 2023-24, 2024-25, 2025-26), certified by a practising Chartered Accountant.
5	Net Worth	Positive net worth in each of the last three (3) financial years.
6	Relevant Project Experience	Minimum three (3) completed projects involving development of an LMS, e-learning platform, Technology-enabled MIS System or dashboard-based application, with at least one (1) project for a Government / PSU / Skill

		Development ecosystem entity (NSDC / SSC / NCVET / MSDE / State Skill Mission or equivalent), supported by work orders / completion certificates.
7	Team Strength	Availability of an in-house / dedicated technical team comprising, at minimum, the roles listed in Appendix I, supported by CVs.
8	Statutory Compliance	No pending criminal case, no history of blacklisting by any Government / PSU entity, and no conflict of interest, supported by self-declarations (Appendices IX, X, XI).

6. Project Timeline and Implementation Schedule

The total duration for design, development, testing, and Go-Live of the Platform shall not exceed six (6) months from the date of issuance of the Work Order, in accordance with the milestone-wise schedule below. Detailed timelines may be further broken down module-wise in the Work Order.

Milestone	Deliverable	Timeline (from Work Order)	Payment %
M1	Requirement Study, FRS/SRS, Solution Architecture	Within 3 weeks	10%
M2	Wireframes, UI/UX Design, Clickable Prototype – Approved	Within 6 weeks	15%
M3	Alpha Version (LMS core + Dashboard core)	Within 12 weeks	15%
M4	Beta Version with B2B / B2C Portal Integration	Within 16 weeks	20%
M5	Pilot Testing and User Acceptance Testing (UAT) – Signed Off	Within 20 weeks	15%
M6	Go-Live, Training, Documentation, Source Code & Knowledge Transfer	Within 24 weeks (6 months)	15%
M7	Successful Completion of 12-Month Warranty Support (Retention Release)	12 months post Go-Live	10%

1) Any anticipated delay must be communicated in writing at least three (3) working days in advance, along with valid justification.
2) Approval of any timeline extension shall be at the sole discretion of ESSCI and shall be subject to applicable penalty provisions under Section 14.4.
3) ESSCI reserves the right to revise timelines based on project or policy requirements, upon written intimation to the Agency.

7. Payment Schedule

Payments shall be made strictly on a milestone basis, linked to the successful completion and formal written approval of the corresponding deliverable(s) by ESSCI, as per the schedule in Section 6.

7.1 General Payment Terms

1) Payments shall be released only after formal written approval / Acceptance Certificate issued by ESSCI for the relevant milestone.

2) The Agency shall submit a GST-compliant invoice for each milestone, along with the Acceptance Certificate.
3) Payments shall be subject to deduction of Tax Deducted at Source (TDS) as per the Income Tax Act, 1961, and applicable GST shall be paid in addition to the milestone value, as per prevailing rates.
4) Any Delay Penalty levied under Section 14.4 shall be adjusted against the respective milestone payment; no GST shall be applicable on such penalty amounts, and recovery shall be made on a net-of-tax basis.
5) In case of delay or non-compliance by the Agency, ESSCI reserves the right to withhold or adjust payments until satisfactory completion.

8. Evaluation Methodology

Proposals shall be evaluated through the Quality and Cost Based Selection (QCBS) method, in the ratio of Technical : Financial = 80 : 20, in two stages, as follows.

Stage 1	**Stage 2 – QCBS Method | Technical : Financial = 80% : 20%**		
Qualifying Only	80 Marks	20 Marks	100 Marks
Document Verification	Technical Presentation	Financial	Final QCBS Combined Score

8.1 Stage 1 – Document Verification and Eligibility Screening

All Proposals received shall undergo preliminary scrutiny and eligibility document verification by the TEC, as per the checklist at Appendix I. Stage 1 is qualifying in nature only; only Bidders found compliant shall proceed to Stage 2.

8.2 Stage 2 – Technical Presentation and Financial Evaluation

Shortlisted Bidders shall be invited for a technical presentation before the TEC. The Committee may seek clarifications, conduct discussions, and raise technical or commercial queries during the presentation. Marks, observations, and recommendations shall be recorded in the approved evaluation sheets.

8.2.1 Technical Evaluation Matrix (Summary – Max 80 Marks)

S.No.	Evaluation Head	Weight (%)	Max. Marks
1	Relevant Experience (LMS / e-learning / dashboard projects, Government/SSC experience)	15%	15
2	Team Expertise & Proposed Resource Deployment	10%	10
3	Technical Approach, Methodology & Solution Architecture	15%	15
4	Infrastructure & Capability (Sample Work)	10%	10
5	Presentation & QnA	30%	30
	Total	**80%**	**80**

A detailed marking guidance for each evaluation head is provided in Appendix II. The minimum qualifying score in Technical Evaluation shall be fifty (60) out of seventy (80) marks. Financial Proposals shall be opened only for Bidders who are technically qualified.

8.2.2 Financial Evaluation and QCBS Formula

Financial scoring is purely formula-based and carries thirty percent (20%) weightage in the final combined score:

Financial Score = (L1 ÷ Bn) × 20

Where L1 = Lowest financially compliant bid amount, and Bn = Bid amount of the Bidder under consideration.

8.2.3 Combined QCBS Score – Final Summary

S.No.	Component	QCBS Weight	Weighted Marks
1	Technical Score (out of 80) – includes presentation, demo, team, and Q&A	80%	80 marks
2	Financial Score – QCBS formula (out of 20)	20%	20 marks
	Final Combined Score (Technical + Financial)	**100%**	**100**

The Bidder securing the highest Final Combined Score shall be recommended for award of the Contract, subject to satisfactory reference checks and any other conditions specified in this RFP. All decisions of the TEC and ESSCI in this regard shall be final and binding.

9. Bid Submission Process

9.1 Key Dates

S.No.	Particulars	Date / Timeline
1	Release of RFP	12/08/2026
2	Last Date for Submission of Written Queries / Mail	19/08/2026, 05:00 PM
3	Response to Queries / Corrigendum (if any)	21/08/2026
4	Last Date for Receipt of Physical Bid Submission (Hard Copy)	27/08/2026 till 05:00 PM
5	Screening of Submitted Documents (Stage 1)	31/08/2026
6	Opening of Envelope–A (Legal, Eligibility & Technical Proposal)	02/09/2026
7	Technical Presentations before TEC	03/09/2026 to 08/09/2026
8	Opening of Envelope–B (Financial Proposal)	10/09/2026
9	Selection of Successful Bidder	11/09/2026
10	Issuance of Work Order	From 12/09/2026 onwards

9.2 Mode and Address of Submission

All bids shall be submitted only through physical/postal or hand-delivery submission, in sealed envelopes as per Section 10, addressed to:

The Chief Executive Officer
Electronics Sector Skills Council of India (ESSCI)
155, 2nd Floor, ESC House, Okhla Industrial Area, Phase – III, New Delhi – 110020
Landline: +91-11-46035050

No digital / e-mail submission of bids shall be accepted or considered under this RFP.

9.3 Bid Validity

The Proposal, including the Financial Bid, shall remain valid for a period of one hundred eighty (180) days from the date of bid submission. A bid found to have a shorter validity period shall be liable to rejection as non-responsive.

9.4 Clarification Process

Bidders may seek clarifications on the RFP, in writing, up to the date specified in Section 9.1, addressed to the Contact Person named in Section 14.18 (Miscellaneous). No verbal or informal communication shall be treated as valid. Responses shall be shared via e-mail and/or published on the official ESSCI website and shall be deemed to form part of this RFP.

9.5 Corrigendum Process

ESSCI reserves the right to amend, modify, or supplement any term of this RFP by way of a written corrigendum, published on the ESSCI website, at any time prior to the last date for bid submission. Such corrigendum shall be binding on all Bidders.

9.6 Bid Opening Process

Envelope–A (Legal & Eligibility Documents and Technical Proposal) shall be opened as per the schedule in Section 9.1, in the presence of authorised representatives of Bidders who choose to be present, and shall be evaluated in two steps: Stage 1 (Document Verification) followed by Stage 2 (Technical Presentation). Only Bidders who qualify Stage 1 and achieve the minimum qualifying Technical Score under Stage 2 shall have their Envelope–B (Financial Proposal) opened, on the date specified in Section 9.1.

9.7 Late Submission Policy

Bids received after the last date and time specified in Section 9.1 shall not be considered for evaluation under any circumstances, irrespective of the reason for delay.

9.8 Withdrawal and Modification of Bids

A Bidder may modify or withdraw its bid by written notice, provided such notice is received by ESSCI prior to the last date and time for bid submission. No bid may be modified or withdrawn after the deadline for submission. No Bidder shall be permitted to alter or supplement the Financial Bid after the deadline for submission.

10. Bid Packaging Structure

The Bidder shall submit one (1) Main Sealed Envelope containing two (2) separately sealed inner envelopes, as follows:

Envelope	Contents
Envelope–A	Legal & Eligibility Documents together with the Technical Proposal
Envelope–B	Financial Proposal

Each of the two inner envelopes, and the Main Sealed Envelope, shall clearly and legibly mention the following on its face:

1) RFP Number: ESSCI/TEMS/2026/01
2) Name of RFP: "Selection of an Agency for the Technology-enabled MIS System"
3) Name of the Envelope (A / B)
4) Name of Bidder
5) Address and Contact Details of the Bidder
6) The words: "DO NOT OPEN BEFORE THE SCHEDULED BID OPENING"

Failure to comply with the envelope marking and packaging requirements may result in rejection of the Proposal.

11. Sequence of Documents for Bid Submission

All documents shall be arranged strictly in the sequence prescribed below, with a Table of Contents, page numbering, and section dividers. Documents not arranged in the prescribed sequence may be treated as non-compliant and liable to rejection. All pages shall be signed and stamped by the authorised signatory, and all supporting documents shall be self-attested.

11.1 Envelope–A (Part 1): Legal & Eligibility Documents with Technical Proposal

1. Cover Letter (Appendix IV)
2. Certificate of Incorporation / Registration
3. PAN Card
4. GST Registration Certificate
5. Turnover Certificate (CA-certified) (last 3 Financial Years)
6. Client Certificates, Work Orders, Completion Certificates
7. Technical Presentation, Including
    - i. Technical Methodology and Work Plan
    - ii. CVs of Key Experts (Project Manager, LMS/Backend Experts, Dashboard Experts, UI/UX Team, Developers, Cloud/DevOps, QA, Cyber Security)
    - iii. Quality Assurance Framework and Testing Methodology
    - iv. Sample Work / Product Demonstration Details and Portfolio Links
8. Declaration Regarding Non-Blacklisting (Appendix X)
9. Declaration of No Pending Criminal Case (Appendix IX)
10. Self-Declaration on No Conflict of Interest (Appendix XI)

11. Undertaking for Availability of Qualified Manpower (Appendix VII)

11.2 Envelope–B: Financial Proposal

1. Financial Bid Form (Appendix III)

12. Bid Preparation Instructions

1) All pages of the Proposal shall be serially numbered and shall bear a Table of Contents / Index at the beginning of each Envelope.
2) All pages shall be signed and stamped by the authorised signatory of the Bidder.
3) All supporting documents shall be self-attested by the authorised signatory.
4) Any corrections in the Proposal shall be authenticated by the full signature of the authorised signatory; overwriting shall be avoided.
5) Each envelope shall be clearly labelled as per Section 10 and marked "CONFIDENTIAL" where applicable.
6) The Financial Proposal shall not be included in, or referred to, within Envelope–A.

13. Grounds for Rejection of Proposal

Without prejudice to any other provision of this RFP, ESSCI reserves the right to summarily reject a Proposal on any of the following grounds:

1) Incomplete or unsigned Proposal
2) Missing mandatory documents or declarations
3) Improper sealing, packaging, or labelling of envelopes
4) Financial Bid found enclosed within, or referred to in, Envelope–A
5) Conditional or qualified bid
6) Late submission (received after the deadline in Section 9.1)
7) Submission of false, misleading, or fabricated information or documents
8) Conflict of interest not disclosed
9) Bidder found blacklisted by any Government/PSU/statutory entity
10) Proposal found non-responsive to the eligibility or technical requirements of this RFP
11) Signatory found unauthorised or lacking valid Power of Attorney / Board Resolution
12) Failure to arrange documents in the prescribed sequence under Section 11
13) Bid validity period shorter than that specified in Section 9.3

14. General and Legal Terms and Conditions

14.1 Instructions to Bidders

This RFP does not constitute an offer by ESSCI. ESSCI reserves the right to accept or reject any or all Proposals, or to cancel or withdraw this RFP at any stage, without assigning any reason and without incurring any liability to Bidders. Participation in this RFP process shall imply unconditional acceptance of all terms and conditions contained herein.

14.2 Acceptance Testing

Deliverables shall undergo a three-tier validation process: (i) internal quality assurance by the Agency; (ii) validation by ESSCI's designated reviewers / Subject Matter Experts; and (iii) final review and formal written acceptance by ESSCI. Deliverables shall be deemed accepted only upon such formal written approval; partial or conditional approvals shall not constitute final acceptance. The Agency shall incorporate all feedback within agreed timelines at no additional cost. Deliverables not meeting the agreed quality standards may be rejected and shall be re-submitted by the Agency.

14.3 Change Management

Any change in scope shall be processed only through a formal written change request, with cost and timeline implications approved in writing before implementation. Additional cost arising from an approved scope change shall be capped at twenty percent (20%) of the original Contract value; any increase beyond this threshold shall require fresh procurement approval by ESSCI.

14.4 Delay and Penalty

A penalty of 0.5% (zero point five percent) of the value of the delayed milestone shall be levied for each week of delay attributable to the Agency, subject to a cap of ten percent (10%) of the total Contract value. Penalties shall be deducted from the corresponding milestone payment, on a net-of-tax basis (no GST shall be applicable on penalty amounts). Repeated delays, or delay exceeding eight (8) weeks on any single milestone, may result in termination of the Contract under Section 14.9.

14.5 Intellectual Property Rights and Source Code Ownership

All deliverables developed under this Project, including but not limited to source code, object code, database schemas, designs, UI/UX assets, documentation, and any custom-developed modules, shall be the sole and exclusive property of ESSCI upon final payment and shall vest absolutely in ESSCI. The Agency shall have no right to reuse, resell, sub-license, distribute, or commercialise any part of the Platform or its underlying code without ESSCI's prior written consent. Where the Agency utilises pre-existing, licensed, or open-source components, it shall disclose the same in writing and ensure that ESSCI receives a perpetual, royalty-free right to use such components as integrated into the Platform. The Agency shall furnish a written undertaking, in a format acceptable to ESSCI, confirming handover of the source code and intellectual property as set out in this Section.

14.6 Confidentiality and Data Security

The Agency shall maintain strict confidentiality of all project data, documents, candidate/learner personal data, payment and financial transaction data, and intellectual property accessed or generated in the course of the Project, and shall not disclose the same to any third party without ESSCI's prior written approval. This obligation shall survive termination or expiry of the Contract. The Agency shall implement appropriate technical and organisational security measures, including encryption, access controls, secure hosting, and PCI-DSS compliant handling of payment data, to protect the Platform and the personal and financial data processed thereon. The Agency shall ensure that no card or sensitive payment credential data is stored on ESSCI's or the Agency's own servers, such data being handled exclusively within the payment gateway/aggregator's PCI-DSS certified environment.

14.7 Data Privacy and Cyber Security Compliance

The Agency shall ensure that the Platform, and its processing of personal data of candidates, learners, trainers, and other users, complies with the Digital Personal Data Protection Act, 2023, the Information Technology Act, 2000 (and rules made thereunder), and any applicable guidelines issued by CERT-In or MeitY. The Agency shall promptly notify ESSCI of any data breach or cyber security incident affecting the Platform, and shall cooperate fully with ESSCI in any resulting investigation, remediation, or regulatory reporting.

14.8 Warranty, Maintenance and Support

The Agency shall provide free warranty support, including bug fixes and minor enhancements, for a period of twelve (12) months from the date of Go-Live. Post-warranty Annual Maintenance and Support (AMC), if opted for by ESSCI, shall be governed by the commercial terms quoted in Appendix III, and shall be subject to a separate mutually agreed AMC agreement at rates not exceeding those quoted in the Financial Proposal.

14.9 Exit Management and Termination

ESSCI may terminate the Contract for convenience by giving sixty (60) days' prior written notice, without assigning any reason. ESSCI may terminate the Contract with fifteen (15) days' written notice for cause, including non-performance, breach of Contract, failure to meet quality standards, or prolonged delay (subject to a reasonable cure period where the breach is capable of remedy). Upon termination, the Agency shall hand over all completed and in-progress deliverables, source code, and documentation to ESSCI within the notice period, and payment shall be released only for satisfactorily completed and accepted work, less any applicable penalties. Any advance payment exceeding the value of accepted work shall be recovered from the Agency. Final settlement shall be completed within thirty (30) days from the date of termination.

14.10 Force Majeure

Neither party shall be liable for any delay or failure to perform its obligations arising from events beyond its reasonable control, including natural disasters, pandemics, government restrictions, war, or civil unrest. The affected party shall notify the other in writing within seven (7) days of the occurrence of such event. If the force majeure event continues for more than sixty (60) days, either party may terminate the Contract without financial penalty, subject to settlement of dues for work satisfactorily completed.

14.11 Indemnity

The Agency shall indemnify and keep indemnified ESSCI against any and all claims, losses, damages, and expenses arising from (i) any infringement of third-party intellectual property rights in the Platform; (ii) any breach of confidentiality or data security obligations; (iii) any negligence, wilful misconduct, or breach of applicable law by the Agency or its personnel; and (iv) any claim arising from content or material that is not original or is improperly licensed. ESSCI shall bear no liability for such claims, and shall be fully indemnified by the Agency in this regard.

14.12 Fraud and Corruption

In accordance with the General Financial Rules (GFR) and applicable CVC guidelines, ESSCI requires that Bidders observe the highest standards of ethics during the procurement and execution of this Project. ESSCI shall reject a Proposal, and/or terminate the Contract, if it determines that the Bidder or Agency has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for or executing the Contract, and may additionally recommend blacklisting under Section 14.14.

14.13 Conflict of Interest

A Bidder shall not have a conflict of interest that may affect the bidding process or the performance of the Contract, including, without limitation, any relationship with ESSCI officials or TEC members that could influence the evaluation process. Bidders shall submit the Self-Declaration on No Conflict of Interest at Appendix XI.

14.14 Blacklisting

ESSCI reserves the right to blacklist a Bidder or Agency, for a period of up to three (3) years, in the event of proven fraud, misrepresentation, submission of forged documents, or serious breach of Contract, after providing the concerned entity a reasonable opportunity to be heard.

14.15 Right to Reject / Amend / Cancel

ESSCI reserves the right, at its sole discretion and without assigning any reason, to: (i) accept or reject any or all Proposals; (ii) cancel or modify the RFP process at any stage; (iii) seek additional clarifications or documents from any Bidder; and (iv) amend the eligibility or evaluation criteria, by way of corrigendum, prior to the last date of bid submission.

14.16 Dispute Resolution and Arbitration

Any dispute arising out of or in connection with this RFP or the Contract shall, in the first instance, be resolved through internal consultation with a designated senior authority of ESSCI within thirty (30) days. If unresolved, the dispute shall be referred to arbitration under the Arbitration and Conciliation Act, 1996 (as amended), before a sole arbitrator appointed by ESSCI. The seat and venue of arbitration shall be New Delhi, and the language of arbitration shall be English. The award of the arbitrator shall be final and binding on both parties.

14.17 Governing Law and Jurisdiction

This RFP and the resulting Contract shall be governed by the laws of India. Subject to Section 14.16, the courts at New Delhi alone shall have exclusive jurisdiction over any matter arising herefrom.

14.18 Miscellaneous

All queries and clarifications relating to this RFP shall be submitted in writing / by e-mail only, clearly quoting the RFP reference number, to:

Mr. Ashish Sharma
Electronics Sector Skills Council of India (ESSCI)
Email: ashish@essc-india.org

No verbal or informal communication shall be considered valid. ESSCI reserves the right not to respond to queries received after the deadline specified in Section 9.1. All decisions of the TEC and ESSCI shall be final and binding on all Bidders.

15. Appendices

The following Appendices form an integral part of this RFP:

Appendix	Description
Appendix – I	Eligibility Checklist
Appendix – II	Technical Evaluation Matrix
Appendix – III	Financial Bid Format
Appendix – IV	Cover Letter
Appendix – V	Particulars of Bidder
Appendix – VI	Format for Past Experience / Projects
Appendix – VII	Undertaking for Availability of Qualified Manpower
Appendix – VIII	Financial Capability Statement
Appendix – IX	Declaration of No Pending Criminal Case
Appendix – X	Declaration Regarding Non-Blacklisting
Appendix – XI	Self-Declaration on No Conflict of Interest

Appendix I – ELIGIBILITY CHECKLIST
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

Sl. No.	Criteria & Document Required	Submitted	Not Submitted
1	**Company Registration & Legal Standing**		
1.1	Certificate of Incorporation / Registration	Yes	No
1.2	GST Registration Certificate	Yes	No
1.3	PAN Card (Entity)	Yes	No
2	**Experience & Financial Standing**		
2.1	Min. 5 years of experience under defined scope of work	Yes	No
2.2	Min. 3 completed LMS / e-learning / MIS / dashboard projects *Work Orders	Yes	No
2.3	Min. INR 50 Lakhs average annual turnover – Last 3 FYs *CA Certificate	Yes	No
2.4	Positive Net Worth – Last 3 FYs	Yes	No
3	**Proposed Team Structure Compliance**		
3.1	Minimum team: Project Manager – 1, Solution Architect – 1, Backend/LMS Developers – 3, Frontend/UI-UX – 2, QA/Tester – 2, DevOps/Cloud – 1 *CVs	Yes	No
4	**Technical Proposal Documents**		
4.1	Presentation with Demo Portfolio	Yes	No
4.2	Approach & Methodology	Yes	No
4.3	Quality Assurance (QA) Framework	Yes	No

Note: Items marked with (*) are mandatory. The Tender Evaluation Committee (TEC) reserves the right to consider proposals with minor missing checkpoints/deviations for further evaluation, subject to recorded justification.

Appendix II – TECHNICAL EVALUATION MATRIX – DETAILED MARKING GUIDANCE
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

Ref.	Evaluation Criteria	Marking Guidance	Max.
1	Relevant Experience (LMS / e-learning / dashboard projects, Government/SSC experience)	0-5: Limited/no relevant experience 6-10: 3–6 relevant projects with references 11-15: 7+ relevant projects, measurable outcomes, strong references	15
2	Team Expertise & Proposed Resource Deployment	0: Minimum team not demonstrated 1-5: Minimum team with CVs 6–10: Minimum team plus additional specialists, clear deployment plan	10
3	Technical Approach, Methodology & Solution Architecture	0-5: Generic approach 6-10: Structured approach with partial ESSCI-specific alignment 11–15: Comprehensive, ESSCI/NSQF-aligned architecture with clear technical rationale	15
4	Infrastructure & Capability (Sample Work)	0: Inadequate or unproven infrastructure and delivery capability 4-7: Adequate infrastructure with a credible, standard capability profile 8–10: Strong, well-evidenced infrastructure and delivery capability directly relevant to scope	10
5	Presentation & QnA	0-10: Poorly structured, unclear delivery, insufficient supporting material 11-20: Well-structured presentation, adequate communication, good supporting visuals 21-30: Highly professional, logically structured, concise delivery with strong supporting material and executive-level communication	30

Financial Proposal Evaluation: Cost competitiveness is scored purely by the QCBS formula – Financial Score = (L1 ÷ Bn) × 20 (Max. 20 marks). Incomplete or non-compliant financial bids shall be excluded from scoring.

Appendix III – FINANCIAL BID FORMAT
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

1. Scope Covered

The quoted amount shall be inclusive of the complete scope of work described in Section 4 of this RFP, covering design, development, deployment, testing, training, documentation, source code handover, and twelve (12) months' warranty support of the Technology-enabled MIS System.

2. Financial Bid Summary

S.No.	**Milestone / Component**	**Amount (INR, excl. GST)**
1	Handover of the Technology-enabled MIS System to client as per the scope defined under the said RFP	₹ ___________
	Sub-Total (A)	₹ ___________
2	GST (%) as applicable (B)	₹ ___________
	Total Cost Inclusive of Taxes (A+B)	₹ ___________
3	Optional: Post-Warranty Annual Maintenance Cost (AMC), per annum (excl. GST)	₹ ___________

3. Declaration by Bidder

1) The quoted amount is inclusive of all costs relating to the scope defined in this RFP.
2) No additional charges shall be claimed beyond the quoted amount.
3) This financial quote is valid for 180 days from the date of submission.
4) This quote has been signed by the authorised signatory of the organisation.

Yours faithfully,

(Signature of the Authorised Signatory)

Date:	Name:
Place:	Designation:

Name of Bidder: ________________________________

(Company Seal / Rubber Stamp)

Appendix IV – COVER LETTER
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

[To be submitted on Bidder's letterhead]

Date:

To:
The Chief Executive Officer
Electronics Sector Skills Council of India (ESSCI)
155, 2nd Floor, ESC House, Okhla Industrial Area, Phase – III
New Delhi – 110020

Sub: RFP for Engagement of an Agency for the Technology-enabled MIS System (RFP No. ESSCI/TEMS/2026/01)

Dear Sir,

With reference to the above RFP, having examined the RFP document (including all Appendices) and understood its contents, we hereby submit our Proposal for the aforesaid Project. The Proposal is unconditional and unqualified. We confirm that:

1. All information provided in the Proposal and its Appendices is true and correct, and accompanying documents are original or true copies of their respective originals.
2. We shall furnish any additional information ESSCI may require to supplement or authenticate the Proposal.
3. We acknowledge ESSCI's right to reject our Proposal without assigning any reason, and waive our right to challenge the same.
4. We have examined and have no reservations regarding the RFP documents, including any corrigendum issued.
5. We understand ESSCI may cancel the bidding process at any time without incurring any liability to Bidders.
6. We satisfy the eligibility criteria and requirements specified in the RFP.
7. We agree and undertake to abide by all terms and conditions of the RFP document.

Yours faithfully,

(Signature of the Authorised Signatory)

Date:	Name:
Place:	Designation:

Name of Bidder: ________________________________

(Company Seal / Rubber Stamp)

Appendix V – PARTICULARS OF BIDDER
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

[To be submitted on Bidder's letterhead]

Sr.	Heads	Particulars
1	Registered name of the firm	
2	Type of firm (legal entity) *enclose Certificate of Incorporation	
3	Complete address of registered office	
4	Date and country of incorporation	
5	Number of years of operations in India	
6	Number and locations of offices in India	
7	SPOC details (Name, Designation, Mobile, Email)	
8	Telephone number (with STD code)	
9	Brief description of the firm, main lines of business	
10	Copy of PAN card	
11	Copy of GST registration certificate	
12	Any other relevant information	

Yours faithfully,

(Signature of the Authorised Signatory)

Date:	Name:
Place:	Designation:

Name of Bidder: ______________________________

(Company Seal / Rubber Stamp)

Appendix VI – FORMAT FOR PROVIDING DETAILS OF PAST PROJECTS
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

[To be submitted on Bidder's letterhead – use one sheet per project, minimum 3 projects]

Name of the Project	<<Project Name>>
Client Details	<<Client Name, Address, Contact Person, Number, e-mail>>
Brief about Project	<<Short narrative description and overall scope>>
Scope of Work Done	<<Details of scope under contract; key result areas achieved>>
Duration of the Project	<<From mmm/yyyy to mmm/yyyy>>
Relevance to this RFP's scope	<<LMS / Dashboard / B2B-B2C Portal / Government-Skilling relevance>>
Location of Project Implementation	<<Location>>
Contract Value	<<Value, phase-wise if applicable>>
Documents Attached	<<Work Order, Client Certificate, Completion Certificate, Agreement>>

Appendix VII – UNDERTAKING FOR AVAILABILITY OF QUALIFIED MANPOWER
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

[To be submitted on Bidder's letterhead]

Date:

To:

The Chief Executive Officer
Electronics Sector Skills Council of India (ESSCI)
155, 2nd Floor, ESC House, Okhla Industrial Area, Phase – III
New Delhi – 110020

Sub: Undertaking for Sufficient and Qualified IT Manpower

Dear Sir,

In accordance with the eligibility requirements of RFP No. ESSCI/TEMS/2026/01, we, __________ <Name of the Bidding Firm> __________, hereby declare that we have more than ____ <number> ____ full-time employees on our own payroll, including the minimum team structure specified in Appendix I, competent to execute and deliver the Technology-enabled MIS System as per the scope of work envisaged in this RFP.

Yours faithfully,

(Signature of the Authorised Signatory)

Date:	Name:
Place:	Designation:

Name of Bidder: ____________________________________

(Company Seal / Rubber Stamp)

Appendix VIII – FINANCIAL CAPABILITY STATEMENT
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

[To be submitted on the Chartered Accountant's letterhead]

I hereby declare that I have scrutinised and audited the financial statements of M/s __________ (name of the Bidder). The Turnover and Net Worth of the entity, as per audited statements, are as follows:

Financial Year	Turnover (INR Lakhs)	Net Worth (INR Lakhs)
2023-24		
2024-25		
2025-26		

The organisation is a profit-making entity with positive net worth for each of the last three financial years (FY 2023-24, 2024-25, 2025-26), and its average annual turnover from IT/software services meets or exceeds the minimum threshold of INR 50 Lakhs specified in Section 5 of this RFP.

(Signature and Seal of Chartered Accountant, with Membership No. and UDIN)

Appendix IX – DECLARATION OF NO PENDING CRIMINAL CASE
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

[To be submitted on Bidder's letterhead]

Date:

To:

The Chief Executive Officer
Electronics Sector Skills Council of India (ESSCI)
155, 2nd Floor, ESC House, Okhla Industrial Area, Phase – III
New Delhi – 110020

Sub: Declaration Regarding Non-Involvement in Any Criminal Offence

Dear Sir,

I/We declare that no criminal case is registered or pending against ___________ (Company / LLP / Firm) or its owners, partners, or directors, anywhere in India. I/We further declare that neither I/we, nor our said entity or its owners, partners, or directors, have been found guilty of, or convicted for, any criminal offence by any Court of Law.

Yours faithfully,

(Signature of the Authorised Signatory)

Date:	Name:
Place:	Designation:

Name of Bidder: ____

(Company Seal / Rubber Stamp)

Appendix X – DECLARATION REGARDING NON-BLACKLISTING
RFP No. ESSCI/TEMS/2026/01

“Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System”

[To be submitted on Bidder’s letterhead]

Date:

To:

The Chief Executive Officer
Electronics Sector Skills Council of India (ESSCI)
155, 2nd Floor, ESC House, Okhla Industrial Area, Phase – III
New Delhi – 110020

Sub: Declaration Regarding Non-Blacklisting of the Firm / Company

Dear Sir,

I/We hereby declare that our __________ (Firm / Company / LLP) is not black-listed or debarred from tendering for corrupt or fraudulent practices, or for non-delivery or non-performance, by any Ministry or Department of the Central or State Government, PSU, or other statutory body.

Yours faithfully,

(Signature of the Authorised Signatory)

Date:	Name:
Place:	Designation:

Name of Bidder: ____________________________________

(Company Seal / Rubber Stamp)

Appendix XI – SELF-DECLARATION ON NO CONFLICT OF INTEREST
RFP No. ESSCI/TEMS/2026/01

"Selection of an Agency for Design, Development, Deployment, Implementation, Testing, Training, Maintenance and Support of Technology-enabled MIS System"

[To be submitted on Bidder's letterhead]

Date:

To:

The Chief Executive Officer
Electronics Sector Skills Council of India (ESSCI)
155, 2nd Floor, ESC House, Okhla Industrial Area, Phase – III
New Delhi – 110020

Sub: Undertaking for No Conflict of Interest

Dear Sir,

I/We, M/s __________, hereby declare that we do not have any conflict of interest, whether direct or indirect, that may affect, or may be perceived to affect, the fairness of the current bidding process for RFP No. ESSCI/TEMS/2026/01.

Yours faithfully,

(Signature of the Authorised Signatory)

Date:	Name:
Place:	Designation:

Name of Bidder: ______________________________

(Company Seal / Rubber Stamp)

***** END OF RFP DOCUMENT *****