



**कर्मयोगी भारत**  
— लोकहितं मम करणीयम् —

**Expression of Interest (Eoi)**

**For**

**Selection of Agency for providing Managed Services  
for  
iGOT Karmayogi Platform**

**Client : Karmayogi Bharat – SPV  
Country : India**

**Date of issue of EOI:- 02 November 2022**

**Fact Sheet :-**

	<b>Description</b>	<b>Details</b>
a.	Name of Assignment	“Selection of Agency for providing Managed Services for iGOT Karmayogi Platform”
b.	Date of release of Bidding Document (Document can be downloaded from <a href="http://www.karmayogibharat.gov.in">www.karmayogibharat.gov.in</a> )	02-11-2022
c.	Last date and time for Bid	16-11-2022, 5.00 PM
d.	Name and Address for Communication	Chief Operating Officer, Karmayogi Bharat Room No. 307, 3rd Floor, Old JNU Campus New Delhi - 110067 Email id.:- <a href="mailto:tenders.karmayogi@gov.in">tenders.karmayogi@gov.in</a>
e.	Mode of Submission	On CPP Portal ( <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a> )

## REQUEST FOR EXPRESSION OF INTEREST

**Country:** India

**Project:** Public Service Capability Enhancement Project

**Loan Number:** IBRD 9365-IN

**Assignment Title:** Selection of Agency for providing Managed Services for iGOT Karmayogi Platform

1. The Department of Personnel and Training (DoPT), Ministry of Personnel, Public Grievances and Pensions has received financing from the World Bank toward the cost of the Public Service Capability Enhancement Project and intends to apply part of the proceeds for managed service provider for iGOT Karmayogi platform.
2. The managed services (“the Services”), for which the expression of interest is being requested, are for “iGOT Karmayogi platform” which will be leveraged for the implementation of “Public Service Capability Enhancement” project with requisite experience and capabilities.
3. The detailed list of experts along with their Roles & Responsibilities and Minimum Competency Requirements will be provided in the RFP (to be issued later to shortlisted agencies / firms). The expected start date of the assignment is 30-01-2023 with implementation period of five (5) years.
4. The detailed Terms of Reference (TOR) for the assignment is attached as Annexure-I.
5. The ‘Karmayogi Bharat – SPV’ (“Client”) now invites eligible firms / agencies (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

**The short-listing criteria are:**

- (i) **General experience of the Consultant:** The Consultant should be in core business of providing delivery of Information Technology services. The minimum number of years in IT delivery services as on March 31, 2022, should not be less than 5 (Five) years. Relevant documents shall be furnished duly certified by the Company Secretary or the equivalent official by applicants.
- (ii) **Registration of the business entity under the GST Law:** Selected Consultant must have necessary registrations under the GST Law and shall share the GSTN registration before effectiveness of the Contract
- (iii) **Debarment:** The interested firms should not be debarred or blacklisted under World Bank or any other Multilateral agencies. A similar ban after the submission of the response but before the notification of RFP results shall also disqualify the firm
- (iv) **Project Experience** in software development projects for the following criteria in the last 5 (Five) years (ending on the last date for submission of the response) at State/National/International level:
  - a. Development of mission critical enterprise applications with minimum user base of 500,000 users
  - b. Implementations using next generation technologies such as AI/machine learning, micro services, DevOps, test automation, Cloud enablement

The projects should be meeting both of the above criteria and with a minimum value of INR 60 (Sixty) Million. Lists of contracts implemented in last 5 years/under implementation, with details of the assignments, values, contacts names and numbers of the respective Clients and Client's Certificates of satisfactory performance of the assignment shall be submitted with the Expression of Interest (EOI).

- By providing such details, Consultant will be deemed to have provided no objection to the Client ('Karmayogi Bharat - SPV') for contacting the previous/existing Clients of the Consultant.
- (v) **Annual Turnover:** Consultant shall submit with the EOI, Statement of Annual Turnover in the last 3 (Three) completed financial years (i.e., 2019-20, 2020-21 and 2021-22) – with break-up of revenues from IT services assignments. The average Annual Turnover shall at the minimum be INR 300 million for the said three years. The Statements of Turnover and break-up of revenues from IT services assignments shall duly be certified by the Chartered Accountant.
  - (vi) **Financial soundness** of the Consultant should be evidenced by the last 3 (Three) years' (i.e., 2019-20, 2020-21 and 2021-22) audited balance sheets/financial reports. Consultant should not have incurred a net loss in any of these three years.
  - (vii) **Manpower strength:** The company should have at least 300 technically qualified, client facing professionals engaged in delivery of Information Technology services
  - (viii) **LMS / LXP / Capacity Building Platform experience:** Experience in software development, operations and maintenance of a Learning Management System (LMS) or, Learning Experience Platform (LXP) or, Capacity Building Platform projects in the last 5 (Five) years with a minimum user base of 25,000 users

6. While evaluating Expression of Interest (EOI), Client will assign higher weightage for larger number of years in core business, experience of similar role in implementing larger number of Projects or high value Projects of similar nature and comparable complexity, high turnover/revenues from consulting assignments, financial soundness, and larger number of full-time experts on the Consultant's permanent pay roll.
7. The attention of interested Consultants is also drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the "Procurement Regulations for IPF Borrowers" July 2016, revised November 2017 and August 2018, setting forth the World Bank's policy on conflict of interest.
8. Consultants can associate with other firms to enhance their qualifications for this consultancy and should indicate clearly whether the association is as Joint Venture (in which case all the partners with jointly and severally responsible; or sub-consultancy in which case main Consultant will only be responsible.
9. The consultant firm / agency will be shortlisted for the RFP stage based on the evaluation of the response to this EOI.
10. A Consultant will be selected in accordance with the Quality and Cost Based Selection (QCBS) method, during the RFP stage, as set out in the Procurement Regulations.
11. Further information can be obtained at the address below during office hours:

Karmayogi Bharat – SPV  
2nd Floor, NDCC-II Building, Near CP, Opposite to Jantar Mantar,  
New Delhi-110001

02-11-2022

# Annexure 1: TERMS OF REFERENCE

## Terms of Reference

### 1. Mission Karmayogi Background and IGOT Platform Overview

#### 1.1 Background

With the changing nature of opportunities and challenges, the ambition of a \$5 Trillion economy and an aspirational citizen, the capacity and capability of Indian civil services needs to be built rapidly. Department of Personnel and Training (DoPT), the nodal agency responsible for personnel management and training for the Government of India aims to embark on a learning transformation program that will address the capacity building issues of the Indian government. This will be done through a multi-pronged effort supported by different capacity building efforts under a wider transformation agenda. One of the key pillars of the program is a development of a digital ecosystem of capacity development of civil servants in the country. The platform is called as Integrated Government Online Training (IGOT) Karmayogi. DoPT has constituted a special purpose vehicle called Karmayogi Bharat for development, operations, maintenance and enhancements of IGOT Karmayogi platform.

A key strand of this effort is to create a large scale, learning platform to democratize learning for Indian civil services in line with the changing needs of the country and shift to competency-driven capacity building. The vision of this capacity building endeavour is to eliminate service-based silos, through creation of a shared learning architecture, which will enable cross-utilization of physical, human and knowledge resources. With adoption of a competency framework, an individual's competencies will be directly linked to her role, activity and training needs, with assessments acting as an input for her learning goals. Training content will be designed to bridge competency gaps and tailored to needs, wants and aspirations of officials, enabling a fundamental shift from rule-based, supply-driven training to role-based, demand driven training.

The Mission Karmayogi initiative is currently implemented on the iGOT Karmayogi platform, on Sunbird - an open-source learning solution, made in India and made for India, the iGOT Karmayogi digital platform will scale to serve the needs of over 2 crore officials. With the necessary configurability and flexibility to provide users with anytime – anywhere – any device access, the platform will democratize learning and enable learners to pursue lifelong learning in multiple directions. iGOT Karmayogi will further enable establishment of objective and unbiased systems of evaluation to determine performance and integrity of civil services, which will reinforce the foundational values of public service. By design, the digital platform for iGOT Karmayogi will emit data continuously and in real time, which will provide all stakeholders with a single source of truth and minimize information asymmetry in the ecosystem.

This capacity building endeavour is envisioned to unlock twin objectives of (a) driving rapid economic growth and equality and (b) enabling a larger view of resources with national vision taking precedence over department interest. By moving to a paradigm of dynamic, cross-disciplinary learning, civil services will be equipped to overcome systemic challenges in the system and work in a coordinated fashion to maximize public governance.

As the backbone for the larger bureaucratic reform, IGOT Karmayogi will lay the foundation for multiple transformative changes in learning and capacity building in the government. It will continuously augment and enhance capacities while driving social good and innovation across the

ecosystem. As we move towards a digital and open society, it is this endeavour of making capacity building of officials a national mission- that will ultimately empower the Indian government and enable it to deliver to rapidly shifting aspirations. By leveraging technology and behaviour to drive change across the governance landscape, we will link institutional change and state capability, ensuring that civil services are future ready and can deliver to larger economic and social mandates.

## 1.2 Objectives of Mission Karmayogi

### 1. Democratizing knowledge across all civil services

- making the same training available to all civil services across levels, cadres and geographies by providing equitable access to the learning material across officers, world-class training will be available to larger section of civil services through online means.

### 2. Breaking service-based silos in capacity development, through development of a shared learning resource

- sharing of learning resources across services and CTIs – Physical Resources (e.g., classrooms, auditoriums), Human Resources (e.g., trainers) and Knowledge Resources (e.g., case studies). An official can enrol for a learning opportunity irrespective of whichever CTI/ Service is providing the course.

### 3. Moving to competency driven capacity development of all civil services, with operationalization of the Framework for Roles, Activities, Competencies including skills

- shifting from rule-based, supply-driven training to role-based, demand driven training where training is targeted to the individual official's needs, wants and aspirations. Shifting to the new paradigm will also ensure that individuals' competencies are matched with jobs, and training activities focus on bridging competency gaps for current and future roles.

### 4. Providing avenues to world class content for officers linked to academic / domain capacity of staff

- operationalizing a robust and evolving content marketplace where best-in-class content providers are onboarded on the platform. A key focus is on identifying and partnering with leading content providers like J-PAL, MIT, IGNOU, NLU-Delhi etc.

### 5. Establishing objective and unbiased systems of evaluation to determine performance and integrity

- there are objective, fair and independent means to determine performance and integrity of civil services, which will further reinforce the foundational values of public service.

### 6. Institutionalizing a framework for enhanced monitoring, evaluation, implementation and impact on ground, for civil service capacity building

- providing all stakeholders with a single source of truth and ensuring that constant monitoring of the capacity building initiatives and the progress of IGOT Karmayogi remains of utmost importance.

### 7. Providing a forum to learn and discuss public HR practices

- establishing a means to showcase progress and engage in dialogue with multi-laterals, foreign governments, global academia, HR firms and NGOs.

### **1.3 iGOT Karmayogi Solution Overview**

iGOT Karmayogi is a learning platform aimed at promoting capacity development among civil services. iGOT Karmayogi is not merely an online, face-to-face and blended learning portal. It is a solution built to be 'fit for purpose' to meet the exact learning needs of the civil services. It creates an environment of continuous, frictionless, guided learning for any official, where she can have 24x7 visibility on her learning gaps and overall professional development. By enabling a shared learning architecture, the platform allows officials, departments, managers and training institutions to cross leverage courses, other learning resources and competency testing arrangements. While iGOT Karmayogi brings the responsibility of learning to the learner, it also provides mechanisms by which departments and managers can guide, monitor, and mentor officials in their capacity development journey.

iGOT Karmayogi shall serve as a uniform platform at national level where different ministries, departments and organizations of the central and state governments shall be onboarded as separate tenants on the platform. Each tenant being onboarded on the platform shall be able to customize their tenants according to their needs and operate it for their own purposes. The central tenants shall at centre and state level shall be able to view the data for monitoring and progress of the program and shall be able to make decisions and drive interventions basis the data being reported through the platform.

Given the complex nature of the services required by the meeting the needs of the program and build a world class capacity building ecosystem for civil servants in the country the iGOT Karmayogi platform shall have different components which will work seamlessly together to provide end to end user experience aligned to the program requirements.

The current iGOT Karmayogi platform has been build using an open-source platform called Sunbird ([www.sunbird.org](http://www.sunbird.org)). The below figure summarizes the different components of the iGOT Karmayogi platform and tries to build an understanding of what has been developed on the platform till date.

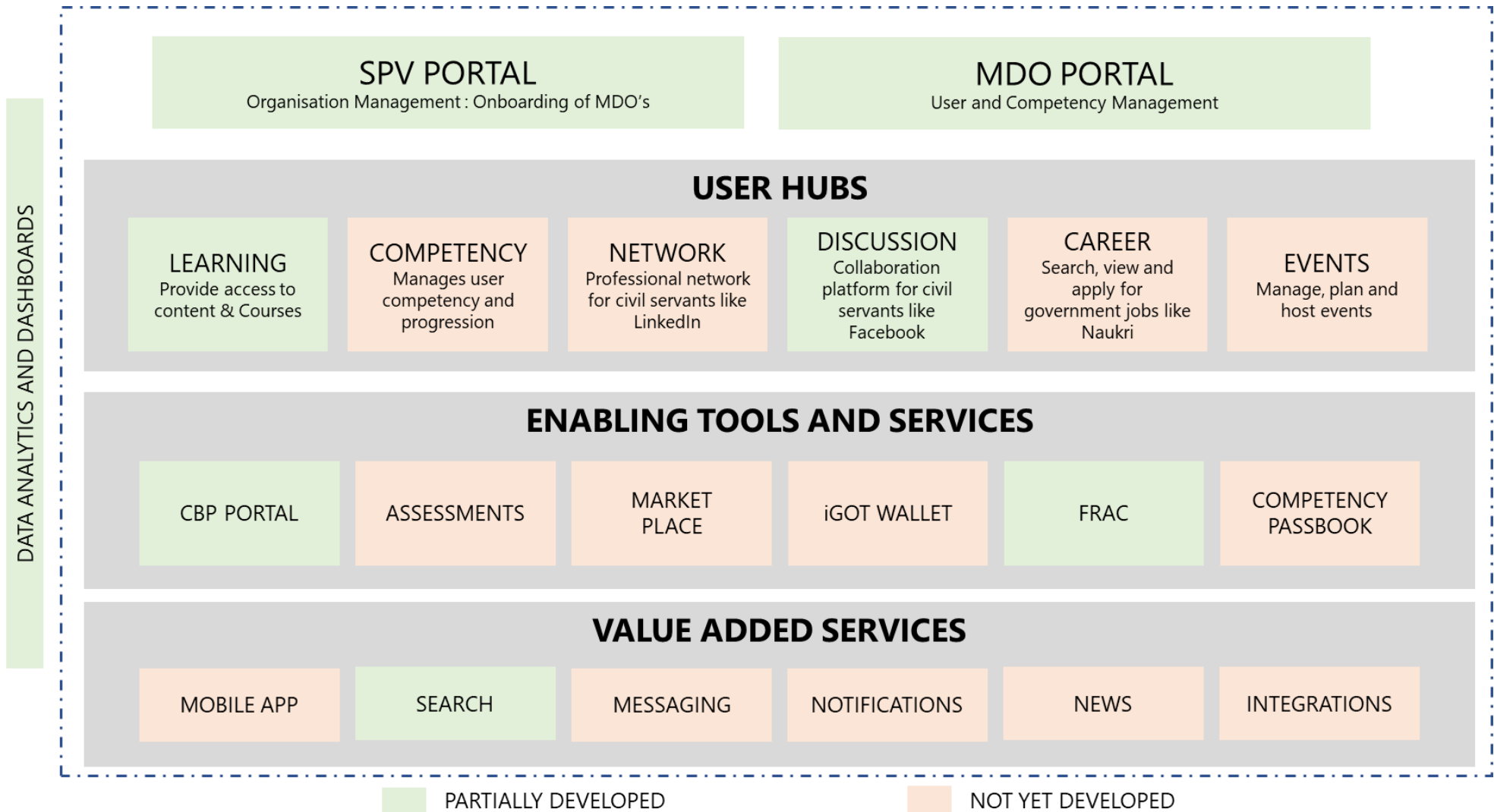


Figure 1: Key Components of the iGOT Karmayogi Platform



## EoI for Selection of Agency for providing Managed Services for iGOT Karmayogi Platform

- a. SPV Portal: This portal facilitates the creations of tenants and master users for the MDO's being onboarded on the iGOT Karmayogi platform.
- b. MDO Portal: The portal helps to manage department users, manage and upload courses on behalf of the departments and help to define the FRAC and framework for the respective departments
- c. User Hubs :
  - i. **Learning Hub** : This is the learning centre of the platform where users can view, and complete courses linked to their competencies. These courses can be of different types such as self-paced learning, Web based trainings (WBT), Instructor led trainings (ILT) etc.
  - ii. **Network Hub** : This is the networking centre for the platform where users can network with each other view job openings, prepare for interviews, market their profiles among different ministries and departments etc. This hub is similar to civil services officer LinkedIn network.
  - iii. **Discussion Hub** : This is the discussion forum for civil servants which facilitates discussion among user groups, creation of group, posting of comments and content materials such as videos or documents, like and share posts among groups etc.
  - iv. **Competency Hub** : Based on the FRAC defined for each role a user would be able to manage his or her competency profile with the help of this hub. The hub shall facilitate users to view their competency profiles the career roadmap along with competencies required to move to next level along with competencies required to switch to other roles that might be of interest to him and map it to relevant courses and content on the portal to acquire or build new competencies.
  - v. **Career Hub**: This is the hiring interface for the iGOT Karmayogi platform for different government departments. The hub shall facilitate different departments to advertise jobs which users can apply based on their competencies and skills sets. The hub shall facilitate conduction of interviews and candidate screening and shall enable to float offers to select candidates.
  - vi. **Events Hub**: This hub shall facilitate user departments to host and manage online and offline events effectively and efficiently
- d. Enabling Services:
  - i. **CBP Portal** : The portal shall be utilized by capacity building partners to contribute content and create courses on iGOT Karmayogi. The portal shall manage the entire lifecycle from registration to course and content management for the Capacity Building Partners being onboarded on iGOT Karmayogi
  - ii. **Assessments**: These shall be available as plug in services being offered by different assessment solutions provides empanelled for iGOT Karmayogi platform. The solution shall be utilized by any department through any assessment partner as per the choice of the department to conduct high stake assessments as per requirements. The assessment can be of different types such as computer-based exams, proctored assessments, simulation tests etc.
  - iii. **Market Place**: This is a place where paid courses, professional memberships etc shall be available from different commercial partners which can be availed by department users by payment the requisite amount of fee online.
  - iv. **iGOT Wallet**: This shall facilitate gamification on the platform. Users shall be able to accumulate karma points on the wallet which can be redeemed against buy courses, professional memberships on the platform.
  - v. **FRAC** : This shall help in defining the competency framework for different functions and roles in various government departments and tie it to the competencies required by various civil servants to perform their duties and fulfil their responsibilities.

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- vi. **Competency Passbook:** The competency passbook is a repository of competency that the users carry it shall be updated time to time basis the courses and activities that the user undertakes on the platform.
- vii. **User Dashboard:** The first page any user is able to view when he logs on to the platform which gives the user a view of the key activities, his/her progression and pending actionable. The dashboard to contain all key metrics related to the user such as no. of modules finished, upcoming modules, assessment parameters etc.
- e. **Value added services:** These services shall be onboarded on the platform to enhance user experience

## 2 Key Design Principles and Guidelines for development of the Platform

### 2.1 Key Design Principles and Guidelines

- 2.1.1 **Interactive design:** An interactive learning platform is essentially a hotbed for customized learning. The platform will be developed keeping in mind the maximum collaboration approach. Users would be able to use instant messengers/chat system to ask questions/doubts during live sessions; they would be able to ask questions on pre-uploaded content by commenting on the content and tagging the course educator. The questions and the responses will remain available for all the future viewers of the course. Options will be available for private chat, group chat and discussion forums. The platform will enable the users to carry out self-paced learning with availability of web-based tutorials, e-books, simulations and through knowledge repository of module wise FAQs. The platform will also be able push notifications to the users in case of announcements and publishing of any notice/circular.
- 2.1.2 **Federated Architecture:** The iGOT Karmayogi would have a federated architecture approach as per IndEA (India Enterprise Architecture) framework and may aim to have following:
  - Documenting and sharing explicit and implicit architecture best practices
  - Providing guidance in the development of enterprise architectures
  - Capturing key elements of architecture and inter-relationships between them
  - Providing the means for architecture governance by enabling an audit process
  - Enabling adoption of standards based on common understandingMDO's who will be onboarded on to the platform need to be enabled on a separate tenant on the central tenant so that they can be given the flexibility to design their learning environments. MDO's shall be able to define their own courses, guidelines, and rules for their learners. While they shall be bound by the minimum frameworks and standards being put in place by the central tenant to achieve standardization in the learning outcomes. The MDO's would also be able to access the content and guidelines being enabled to them by the central tenant. However, MDO's would have flexibility and autonomy to define courses, choose content as per the standards and onboard users.
- 2.1.3 **Open Standards:** iGOT Karmayogi system must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, to provide for good interoperability with multiple platforms and avoid any technology or technology provider lock-in
- 2.1.4 **Cloud hosted:** iGOT Karmayogi is web-based, thus can be accessed from anywhere. With its feature rich mobile app, it provides seamless connectivity to content. iGOT Karmayogi

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is currently hosted on NIC cloud and can be migrated later to any other public cloud based on requirements thereby ensuring security and integrity of data being transacted over the platform.

- 2.1.5 **Robust, secure, private:** iGOT Karmayogi commits to safeguarding data security and user privacy, with high standards set in security to protect against any unauthorized access, data loss and misuse.
- 2.1.6 **Micro Services provisioning:** The platform shall enable a host of micro services through plugin APIs so that MDOs can pick and choose services according to their needs. This shall enable MDO's to design and enable their tenants which are tailor-made to their requirements.
- 2.1.7 **Interoperability:** Interoperability is essential for iGOT to be able to support a large number of diverse use cases. iGOT Karmayogi is required to build using open standards and avoid dependence on specific platforms or software frameworks that become a barrier to the participation of any actor in the ecosystem. In addition, the components of the stack have been loosely coupled using open interfaces (APIs). Adoption of open and vendor-neutral APIs and open standards and, wherever appropriate, choosing open-source frameworks and components over proprietary ones, will help achieve the goal of interoperability. iGOT Karmayogi will integrate with all relevant open platforms of the government including Aadhaar, Digilocker etc. The platform should comply with LTI standards (<https://www.imsglobal.org/>).
- 2.1.8 **Designing for Evolvability and Scale:** The proposed platform should have an architecture that can easily accommodate new capabilities that will be needed as the ecosystem evolves and to incorporate new technologies as they emerge. The stack will be able to scale horizontally to hundreds of millions of users in the ecosystem and to handle trillions of data records. All components, including but not limited to computer, network and storage resources, are capable of scaling horizontally. Being cloud-ready and using commodity hardware ensures that capital investments on the stack are minimal. This also gives a choice of infrastructure to the actors and users and enable systems to evolve heterogeneously.
- 2.1.9 **Unbundling:** Platforms achieve scale and flexibility by unbundling complex challenges into micro solutions and services and subsequently allowing their re-bundling in specific contexts. These layers rise from context-neutral bottom layers to more context-sensitive layers. Unbundling promotes reusability, lowers the barrier for new solutions and enhances participation by abstracting complexity under simple interfaces.
- 2.1.10 **Automation:** iGOT Karmayogi is a national level capacity building platform for civil servants. Given the size and scale of the operations of the platform it would be important to standardize and automate processes for achieving efficiency and effectiveness and make the program sustainable in the long run.
- 2.1.11 **Minimalistic Design:** Simple designs that focus on open spaces, crisp edges, and a few bright colors. A minimalistic style that attracts attention to important details while avoiding distraction. A monochromatic pattern to provide contrast and to make certain components stand out. Usage of white space to declutter the pages and highlight the key points.

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- 2.1.12 **Mobile-Based Design:** When creating learning materials, keep smartphone users in mind. If e-learning content providers develop content for desktop users and then convert it to be viewed on smartphones and tablets without considering the various devices, the user experience could suffer greatly. Improving the mobile user interface ensures that learners will be more likely to complete learning modules once they are available. Three main design concepts that will make iGOT content easier to access on mobile: (a) responsive design, (b) card-based design, and (c) bite-size or microlearning.
- 2.1.13 **Analytics and the Learning Experience:** Analytics provide information on how learners interact with content. Analytics may be used to compare two styles, for example, A/B checking to determine which style results in better knowledge retention or engagement rate. Tracking learner's strengths and vulnerabilities using analytics to create personalized learning materials.
- 2.1.14 **Visual Elements:** Ability to incorporate photos, videos, and other immersive elements into learning materials. Infographics, graphs, and other visualizations of abstract concepts that can engage learners more quickly than a paragraph of text.

### **3 Scope of Work for Managed Service Implementation Partner**

Below is the indicative scope of work for the project and detailed SoW will be provided along with RFP to shortlisted firms

#### **3.1 Platform Development**

The current IGOT Karmayogi platform is developed on Sunbird Platform ([www.sunbird.org](http://www.sunbird.org)) while the MSP may either carry forward the existing platform and further enhance the same to meet the requirements or may build a new platform as per requirement of the program. The selected consultant shall be responsible for the entire platform development lifecycle such as but not limited to the below key functions:

- a. Business Requirement Gathering
- b. Development of technical documents such as FRS, SRS, Wireframes etc.
- c. Development of features
- d. Testing
- e. User Acceptance Testing
- f. Release Planning

#### **3.2 Platform Operations and Maintenance**

The selected consultant shall be responsible to maintain the platform and support users to use the platform by providing support and resolution to issues being faced by the user in operating the platform. In case the MSP plans to carry forward the existing sunbird platform the MSP shall be responsible to operate and maintain the current platform as soon as they complete the handover after they are onboarded. The consultant shall be responsible for providing support and maintenance services for the platform as per defined service levels.

### **3.3 Systems Administration, Performance Management and Management required for the system**

iGOT Karmayogi is envisaged to be a system with high performance and availability enabling ease of access and faster response time to its users. It is very important that the physical and virtual IT infrastructure deployed for iGOT Karmayogi is high end, capable of handling large loads and traffic as well as manage the system performance.

The key responsibility of MSP shall be to ensure the right cloud infrastructure sizing to meet the workloads and SLA. The key activities shall include :

1. Service level Management
2. Reporting
3. Application Performance Management
4. Application Transaction Performance Monitoring
5. Network Management
6. Server Performance Management
7. Third Party Audit and Certifications

### **3.5 Training and Training Materials**

iGOT Karmayogi system shall have the best in the industry technology for its implementation. It shall be a highly dynamic system, kept up to date with the most recent changes in policy and governance framework. Thus, the officials of various government departments using iGOT Karmayogi platform would require training to understand and gain hands-on experience of various modules of the system. Training shall also be required whenever changes are made to the system so that the officials are in sync with the changes made and are able to perform their tasks efficiently. The selected consultant shall be responsible for creating all types of training manuals and content for effective usage of the platform. The selected consultant shall be also responsible for providing training and handholding support to key stakeholders to enable them to effectively and efficiently use the platform.

### **3.6 Data Conversion and Migration**

Data conversion and migration might be required from time to time as per requirement both from one cloud environment to other or from on-premises to cloud and vice versa

### **3.7 Documentation Requirements**

The selected consultant shall be responsible for preparing all documentation for the project. These documents may include End-User Documents and Technical Documents.

### **3.8 Technical Support**

One of the important aspects of the iGoT Karmayogi Software Support Services is query/issue reporting and its appropriate management. Thus, it is imperative that all customers are educated to report any query/issue about the operation and functioning of iGoT Karmayogi that they observe or experience to centralized support through Ticket Portal; from where it is addressed by appropriate action(s). The selected consultant shall provide for support at L1, L2 and L3 for the user of the platform.

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### **Annexure 2a: Form I: Declaration for manpower Strength**

The certificate below is to be provided by the participating firm/agency.

#### **Declaration by HR Head for Manpower Strength**

**Ref: Selection of Agency for providing Managed Services for iGOT Karmayogi Platform**

We confirm that our company, <<company name>>, has minimum \_\_\_\_\_ number of technically qualified, client facing professionals on its permanent rolls engaged in delivery of Information Technology services, as on last date of response submission for the EoI referred above i.e., 16/11/2022

This letter is being issued for the purpose of participation in the bid cited above.

*Note: Technically qualified professionals are defined as Fulltime Staff who hold engineering degrees (B.Tech./ B.E/ M.Tech/MCA/MBA or equivalent graduate or post-graduate degrees in any field of engineering/ Information Technology/computer science/management awarded by AICTE recognized universities) and who are engaged in delivery of IT services to clients.*

Sincerely,  
(Signature)  
(Name & Designation)

Duly authorized to sign the Response for and on behalf of:  
(Name and Address of Company)  
Seal/Stamp

## Annexure 2b: Form II: Project Experience Details

Sr. No.	Item	Details
General Information		
1	Customer Name/Government Department	
2	Name of the Customer Contact Person and Contact details for the project (Address, Phone Number and Email ID)	
Project Details		
3	Name of the project	
4	Start date/ End date (month/year):	
5	Current Status (work in progress or completed)	
6	Contract Tenure	
8	Man month effort involved (if Applicable)	
9	Brief description of scope of project: <i>Please provide the breakup of the schedule of activities and Service levels /efficiency achieved between various stages, if available</i>	
Size of the Project		
10	Order Value of the project (in INR Cr*)	

**\*Note:** Bidder should convert Work order value in any other currency (As per RBI's notified basket of foreign currencies) to INR based on TT (Telegraphic Transfer) selling rates of exchange as quoted by authorised exchange bankers approved by RBI on date of response submission