



**MEGHALAYA STATE SKILL DEVELOPMENT SOCIETY, DEPARTMENT
OF LABOUR, EMPLOYMENT & SKILL DEVELOPMENT, GOVERNMENT
OF MEGHALAYA, SHILLONG**

No. MSSDS/851/AI-SE/2026/36

Dated Shillong, the 31st July, 2026

Notice: Request for Quotation (RFQ)

Meghalaya State Skill Development Society (MSSDS), Government of Meghalaya, invites sealed proposals from eligible and qualified System Integrators, Technology Companies, Artificial Intelligence Solution Providers, Digital Transformation Firms, Consortiums, and Agencies for the Design, Development, Deployment, Integration, Operation and Managed Support of an AI-Powered Integrated Skills, Employability, Advisory, Recruitment and Citizen Service Ecosystem for MSSDS.

The Detailed RFQ Document can be downloaded online at <https://mssds.nic.in/>

The RFQ should be submitted to MSSDS Office or via email to eoimssds@gmail.com on or before **14th August 2026, by 3:00 PM.**

**Executive Director,
Meghalaya State Skill Development Society,
Shillong.**

**GOVERNMENT OF MEGHALAYA
MEGHALAYA STATE SKILL DEVELOPMENT SOCIETY (MSSDS)**

REQUEST FOR QUOTATION (RFQ)

FOR

**SELECTION OF A TECHNOLOGY PARTNER FOR PROVIDING ON-SITE
PROFESSIONAL SERVICES FOR DESIGN, DEVELOPMENT, DEPLOYMENT,
ENHANCEMENT AND MANAGED SUPPORT OF THE MSSDS AI-POWERED
INTEGRATED SKILLS, EMPLOYABILITY AND CITIZEN SERVICE ECOSYSTEM**

RFQ No.: MSSDS/857/AI-SE/2026/36

Date of Issue: 31/July/2026

Issued By:

Meghalaya State Skill Development Society (MSSDS)
Government of Meghalaya
Grove Site Building, 3rd Floor
Keating Road, Shillong – 793001
Meghalaya

SECTION 1

NOTICE INVITING RFQ

1.1 Meghalaya State Skill Development Society (MSSDS), Government of Meghalaya, invites sealed proposals from eligible and qualified System Integrators, Technology Companies, Artificial Intelligence Solution Providers, Digital Transformation Firms, Consortiums, and Agencies for the Design, Development, Deployment, Integration, Operation and Managed Support of an AI-Powered Integrated Skills, Employability, Advisory, Recruitment and Citizen Service Ecosystem for MSSDS.

1.2 The proposed ecosystem shall function as a unified digital platform to support MSSDS programmes relating to skills development, career advisory, candidate lifecycle management, recruitment facilitation, entrepreneurship support, citizen engagement, institutional workflow automation, analytics, reporting, and artificial intelligence-driven service delivery.

1.3 The selected bidder shall be responsible for the complete lifecycle of the project including requirement gathering, business process analysis, architecture design, application development, artificial intelligence implementation, integration, testing, deployment, training, change management, hosting support, managed services, maintenance, enhancements, and knowledge transfer.

1.4 Considering the dynamic nature of Artificial Intelligence technologies and the need for continuous stakeholder engagement, requirement refinement, solution design, software development, deployment support, system enhancements and operational assistance, MSSDS has decided to engage a multidisciplinary team of professionals on a time-based contract instead of a conventional fixed-price turnkey implementation contract.

1.5 The selected agency shall provide suitably qualified and experienced professionals who shall work exclusively for MSSDS from Shillong and shall function as an extended Project Management and Technology Support Unit. The deployed professionals shall work under the overall guidance, supervision and control of MSSDS and shall provide technical, functional, advisory, implementation and managed support services throughout the contract period.

1.6 The engagement under this RFQ is therefore based on deployment of identified Key Personnel on a man-month basis. The selected bidder shall be responsible for deploying the required professionals, managing their performance, ensuring continuity of services and delivering the outputs assigned by MSSDS during the contract period.

1.7 The selected bidder shall provide a fully operational solution in accordance with the requirements specified in this RFQ and shall ensure successful implementation and managed support for the entire contract period.

1.8 Interested and eligible bidders are invited to submit Technical and Financial Proposals in accordance with the provisions contained in this RFQ document.

SECTION 2
RFQ DATA SHEET

Particulars	Details
Name of Assignment	: Selection of a Technology Partner for Providing On-site Professional Services for Design, Development, Deployment, Enhancement and Managed Support of the MSSDS AI-Powered Integrated Skills, Employability and Citizen Service Ecosystem
RFQ Number	: MSSDS/851/AI-SE/2026/36, dated 31-July-2026
Issuing Authority	: Meghalaya State Skill Development Society (MSSDS)
Method of Selection	: Quality and Cost Based Selection (QCBS)
Technical Weightage	: 75%
Financial Weightage	: 25%
Project Duration	: The overall Contract Period shall be Eighteen (18) months comprising: Implementation Phase: Nine (9) months from the Effective Date of the Contract for completion of all assigned deliverables, including design, development, integration, testing, deployment, documentation, user acceptance testing and Go-Live. Managed Support Phase: Nine (9) months from the date of Go-Live for provision of managed support services, maintenance, enhancements, troubleshooting and technical assistance.
Bid Validity	: 180 Days
EMD	: INR 5,00,000
Performance Security	: 5% of Contract Value
Proposal Currency	: Indian Rupees
Proposal Language	: English
Minimum Technical Qualifying Score	: 70 Marks
Hosting Requirement	: India Data Region
Governing Law	: Laws of India
Jurisdiction	: Courts of Shillong, Meghalaya
Contact Person	: Project Manager – ADB IT MIS Manager (Data Analytics)
E-mail for Bid Submission	: eoimssds@gmail.com
Address for Submission	: 3rd Floor, Grove Site Building, Keating Road, Shillong, Meghalaya – 793001

2.1 MSSDS reserves the right to amend, modify, cancel or withdraw this RFQ at any stage without assigning any reason.

2.2 MSSDS shall not be liable for any cost incurred by bidders in preparation or submission of proposals.

SECTION 3

BACKGROUND AND CONTEXT

3.1 Meghalaya State Skill Development Society (MSSDS) is the nodal agency responsible for implementation, coordination, facilitation and promotion of skill development, employability enhancement, entrepreneurship development, career advisory services and workforce development initiatives in the State of Meghalaya.

3.2 MSSDS implements multiple programmes and initiatives involving youth registration, counselling, training partner management, candidate tracking, certification, placement facilitation, employer engagement, overseas employment initiatives, entrepreneurship support and citizen outreach.

3.3 Over the years, MSSDS has developed extensive operational processes involving multiple stakeholders including candidates, students, training providers, employers, recruiters, government departments, educational institutions, industry bodies, advisory professionals and citizens.

3.4 The increasing scale and complexity of service delivery require a unified digital ecosystem capable of integrating operational workflows, stakeholder engagement, decision support systems, knowledge management and citizen services.

3.5 MSSDS intends to establish a next-generation AI-powered digital ecosystem that shall serve as the principal technology platform supporting the State's skills, employability and workforce development agenda.

3.6 The proposed ecosystem shall integrate multiple operational environments into a single digital platform supported by advanced artificial intelligence technologies, automation, analytics and citizen engagement mechanisms.

3.7 The platform shall support real-time decision making, workflow automation, candidate lifecycle management, advisory services, job matching, entrepreneurship support, institutional intelligence and public service delivery.

SECTION 4

PROJECT VISION

4.1 The vision of this assignment is to establish a dedicated multidisciplinary team comprising domain experts, solution architects, AI specialists, software developers, business analysts, UX specialists, DevOps engineers and other professionals to assist MSSDS in planning, designing, developing, implementing and continuously improving its AI-powered digital ecosystem.

4.2 Rather than procuring a predefined software product, MSSDS intends to establish a technology partnership under which specialised resources shall be available to undertake assignments as directed by MSSDS from time to time to design an ecosystem that shall function as a unified technology platform connecting citizens, youth, employers, educational institutions, training providers, government agencies and development partners.

4.3 The ecosystem shall leverage Artificial Intelligence, automation, analytics and digital workflows to improve service quality, operational efficiency, transparency, accountability and user experience.

4.4 The platform shall support both current and future programmes of MSSDS and shall be scalable to accommodate additional services, stakeholders and use cases.

SECTION 5

OBJECTIVES

The objective of this assignment is to engage a multidisciplinary technology team on a time-based professional services contract in order to achieve the following :

5.1 To digitize and integrate critical operational workflows of MSSDS.

5.2 To establish a unified candidate-centric digital ecosystem.

5.3 To implement a Skills Passport framework enabling lifelong skills records.

5.4 To strengthen employability and recruitment facilitation through digital matching and intelligence.

5.5 To provide AI-powered career advisory and guidance services.

5.6 To enhance citizen access to MSSDS services through digital channels.

5.7 To improve monitoring, reporting and decision-making capabilities.

5.8 To automate repetitive administrative and operational processes.

5.9 To create a secure and scalable technology platform aligned with Government requirements.

5.10 To establish multilingual citizen engagement and support mechanisms.

5.11 To execute any other related additional task required

SECTION 6

SCOPE OF WORK

The selected bidder shall deploy qualified professionals at Shillong for providing professional services on a full-time basis during the contract period to undertake the following activities:

6.1 Requirement Gathering and Business Analysis

- a) Conduct stakeholder consultations.
- b) Study existing processes
- c) Document business requirements.
- d) Prepare Business Requirement Document (BRD).
- e) Prepare Functional Requirement Specifications (FRS).
- f) Prepare Gap Analysis Report.

6.2 Solution Design

- a) Enterprise Architecture Design.
- b) Application Architecture Design.
- c) AI Architecture Design.
- d) Data Architecture
- e) Security Architecture Design.
- f) Integration Architecture Design.
- g) Deployment Architecture

6.3 Application Development

- a) Portal Development.
- b) Dashboard Development.
- c) Mobile Responsive Interfaces.
- d) Workflow Automation & Implementation
- e) Administrative Interfaces.
- f) Reporting Modules.

6.4 AI Implementation

- a) AI Advisory Engine.
- b) AI Knowledge Assistant.
- c) AI Search Engine.
- d) AI Analytics Engine.
- e) Recommendation Systems.
- f) Conversational AI.

6.5 Integration Services

- a) API Integrations.
- b) External System Integrations.
- c) Messaging Services.
- d) Authentication Services.
- e) Future Government Integrations.

6.6 Deployment Services

- a) Production Deployment.
- b) Configuration Management.
- c) Environment Setup.
- d) User Acceptance Testing Support.

6.7 Training and Change Management

- a) Administrator Training.
- b) User Training.
- c) Help Manuals.
- d) Standard Operating Procedures.

6.8 Managed Support Services

- a) Application Support.
- b) AI Support.
- c) Incident Management.
- d) Enhancement Services.
- e) SLA Monitoring.

SECTION 7

DETAILED FUNCTIONAL REQUIREMENTS

7.1 ENTERPRISE PLATFORM FOUNDATION

The platform shall provide:

- a) Role-Based Access Control.
- b) User Management.
- c) Authentication and Authorization.
- d) Workflow Engine.
- e) Notification Engine.
- f) Audit Trail Management.
- g) Dashboard Framework.
- h) Reporting Framework.
- i) API Management Layer.
- j) Document Repository.
- k) Search Framework.
- l) Activity Monitoring.
- m) System Administration Console.
- n) Multi-Department Access Management.
- o) Multi-Level Approval Workflows.

7.2 TRAINING PARTNER LIFECYCLE MANAGEMENT

The system shall support:

- a) Training Partner Registration.
- b) Empanelment Workflows.
- c) Document Verification.
- d) Accreditation Tracking.
- e) Batch Management.
- f) Candidate Mapping.
- g) Performance Monitoring.
- h) Financial Tracking.
- i) Compliance Monitoring.

- j) Partner Scorecards.
- k) Contract Management.
- l) Inspection Reports.
- m) Partner Analytics.

7.3 CANDIDATE LIFECYCLE MANAGEMENT

The system shall support:

- a) Candidate Registration.
- b) Profile Creation.
- c) Education History.
- d) Skills History.
- e) Training History.
- f) Assessment Records.
- g) Certification Records.
- h) Placement Records.
- i) Employment Tracking.
- j) Migration Tracking.
- k) Candidate Communication.
- l) Candidate Engagement History.

7.4 SKILLS PASSPORT

The Skills Passport shall include:

- a) Candidate Identity.
- b) Educational Qualifications.
- c) Skills Certifications.
- d) Training Records.
- e) Employment Records.
- f) Advisory Reports.
- g) Achievement Records.
- h) Employability Index.
- i) Competency Mapping.
- j) Verified Credentials.

- k) Digital Portfolio.
- l) Lifelong Learning Records.

7.5 CAREER ADVISORY PLATFORM

The platform shall support:

- a) Candidate Profiling.
- b) Career Assessments.
- c) Advisory Sessions.
- d) Advisory Notes.
- e) Follow-Up Tracking.
- f) Goal Planning.
- g) Employability Assessments.
- h) Career Roadmaps.
- i) AI-Generated Advisory Reports.
- j) Candidate Progress Tracking.

7.6 JOBS EXCHANGE PLATFORM

The platform shall support:

- a) Employer Registration.
- b) Vacancy Posting.
- c) Candidate Matching.
- d) Application Management.
- e) Interview Scheduling.
- f) Recruitment Tracking.
- g) Placement Tracking.
- h) Job Analytics.
- i) Sector Analytics.
- j) Recruitment Dashboards.

7.7 ENTREPRENEURSHIP PLATFORM

The platform shall support:

- a) Entrepreneur Registration.
- b) Startup Profiles.

- c) Scheme Discovery.
- d) Mentor Matching.
- e) Business Planning Support.
- f) Entrepreneurship Advisory.
- g) Opportunity Discovery.
- h) Funding Pathways.
- i) Incubation Support Tracking.

7.8 CITIZEN SERVICE PLATFORM

The platform shall support:

- a) Public Information Services.
- b) Scheme Discovery.
- c) Service Requests.
- d) Citizen Queries.
- e) Complaint Management.
- f) Feedback Collection.
- g) Knowledge Repository.
- h) Citizen Notifications.

7.9 AI ASSISTANT

The AI Assistant shall provide:

- a) Natural Language Query Handling.
- b) Knowledge Search.
- c) Workflow Guidance.
- d) Candidate Assistance.
- e) Employer Assistance.
- f) Recruitment Assistance.
- g) Entrepreneurship Assistance.
- h) Citizen Assistance.
- i) Multilingual Support.
- j) WhatsApp Support.
- k) Website Chat Interface.

7.10 ANALYTICS AND REPORTING

The system shall provide:

- a) Executive Dashboards.
- b) Operational Dashboards.
- c) Candidate Analytics.
- d) Training Analytics.
- e) Placement Analytics.
- f) Employer Analytics.
- g) Advisory Analytics.
- h) Entrepreneurship Analytics.
- i) Custom Reports.
- j) AI-Assisted Insights.

SECTION 8 **AI REQUIREMENTS**

8.1 The proposed solution shall incorporate Artificial Intelligence capabilities as a core component of the ecosystem.

8.2 The bidder shall provide an AI framework capable of supporting Generative AI, Conversational AI, Knowledge Intelligence and Decision Support.

8.3 The AI framework shall support Retrieval Augmented Generation (RAG).

8.4 The AI framework shall support enterprise knowledge repositories.

8.5 The AI framework shall support multilingual interactions including English, Khasi and Garo.

8.6 The AI framework shall support document ingestion and indexing.

8.7 The AI framework shall support OCR and document intelligence.

8.8 The AI framework shall support summarization and content generation.

8.9 The AI framework shall support recommendation engines.

8.10 The AI framework shall support auditability and traceability of AI responses.

SECTION 9

TECHNICAL ARCHITECTURE REQUIREMENTS

- 9.1 The solution shall adopt a modular and scalable architecture.
- 9.2 The architecture shall support cloud-native deployment.
- 9.3 The architecture shall support API-first integration principles.
- 9.4 The architecture shall support microservices-based deployment.
- 9.5 The architecture shall support horizontal scalability.
- 9.6 The architecture shall support load balancing.
- 9.7 The architecture shall support centralized monitoring.
- 9.8 The architecture shall support centralized logging.
- 9.9 The architecture shall support disaster recovery architecture.
- 9.10 The architecture shall support integration with third-party systems through secure APIs.

SECTION 10

HOSTING REQUIREMENTS

- 10.1 The solution shall be hosted within India.
- 10.2 All citizen and operational data shall remain within India.
- 10.3 The bidder shall provide Production, Staging and Development environments.
- 10.4 The bidder shall provide backup and recovery mechanisms.
- 10.5 Daily backups shall be maintained.
- 10.6 Weekly full backups shall be maintained.
- 10.7 Disaster Recovery mechanisms shall be established.
- 10.8 Recovery Point Objective (RPO) shall not exceed 24 hours.
- 10.9 Recovery Time Objective (RTO) shall not exceed 8 hours.
- 10.10 Infrastructure monitoring shall be provided on a continuous basis.
- 10.11 Application monitoring shall be provided on a continuous basis.
- 10.12 The hosting environment shall support SSL/TLS encryption.
- 10.13 The hosting environment shall support Web Application Firewall protection.
- 10.14 The hosting environment shall support automated scaling.
- 10.15 The bidder shall provide monthly infrastructure health reports.

SECTION 11

SECURITY REQUIREMENTS

11.1 The selected bidder shall design, implement, maintain and continuously monitor an enterprise-grade security framework for the proposed ecosystem.

11.2 The proposed solution shall comply with applicable Government of India guidelines, CERT-In advisories, MeitY recommendations, data protection requirements, cybersecurity best practices and information security standards.

11.3 The bidder shall ensure confidentiality, integrity and availability of all data, applications, infrastructure and services deployed under this project.

11.4 Identity and Access Management: The solution shall provide:

- a) Role-Based Access Control (RBAC)
- b) Multi-level authorization controls
- c) Password policy enforcement
- d) Multi-Factor Authentication (MFA) for administrative users
- e) Session management controls
- f) User activity tracking
- g) Account lockout controls
- h) Privileged access management

11.5 Encryption Requirements

- a) All sensitive data shall be encrypted at rest.
- b) All data transmissions shall be encrypted using TLS 1.2 or higher.
- c) Database encryption mechanisms shall be implemented.
- d) Encryption keys shall be securely managed.

11.6 Application Security

- a) Protection against OWASP Top 10 vulnerabilities.
- b) Secure coding standards.
- c) Input validation mechanisms.
- d) Output sanitization mechanisms.
- e) Session protection.
- f) API security controls.
- g) Secure file upload mechanisms.

11.7 Network Security

- a) Firewall protection.
- b) Web Application Firewall (WAF).
- c) Intrusion Detection Systems.
- d) Intrusion Prevention Systems.
- e) DDoS protection mechanisms.
- f) Network segmentation controls.

11.8 Security Monitoring

- a) Security event logging.
- b) Continuous monitoring.
- c) Threat detection.
- d) Incident reporting.
- e) Security dashboards.
- f) Log retention mechanisms.

11.9 Audit and Compliance

- a) Complete audit trails shall be maintained.
- b) Audit logs shall be immutable.
- c) Administrative activities shall be recorded.
- d) User activities shall be logged.
- e) System activities shall be logged.

11.10 Vulnerability Assessment and Penetration Testing (VAPT)

- a) Pre-Go-Live VAPT shall be mandatory.
- b) Annual VAPT shall be mandatory.
- c) Critical vulnerabilities shall be rectified before production deployment.
- d) MSSDS reserves the right to conduct independent audits.

11.11 Security Incident Management

- a) Security incidents shall be reported within two hours of detection.
- b) Critical incidents shall be escalated immediately.
- c) Root Cause Analysis reports shall be submitted within five working days.
- d) Corrective Action Reports shall be submitted within ten working days.

SECTION 12

INTEGRATION REQUIREMENTS

12.1 The proposed solution shall support integration with existing and future MSSDS applications, government platforms and third-party systems.

12.2 The bidder shall provide an integration framework based on open standards and APIs.

12.3 API Framework

- a) REST APIs.
- b) Secure API Gateway.
- c) Auth-based authentication.
- d) API version management.
- e) API documentation.

12.4 Authentication Integrations

The solution shall support integration with:

- a) Single Sign-On platforms.
- b) MSSDS authentication systems.
- c) Enterprise identity providers.

12.5 Communication Integrations

The solution shall support:

- a) SMS gateways.
- b) Email gateways.
- c) WhatsApp Business API.
- d) Notification services.
- e) Communication workflows.

12.6 Document Services Integrations

- a) OCR engines.
- b) Document repositories.
- c) Digital signature platforms.
- d) Verification services.

12.7 Future Integrations

The architecture shall permit integration with:

- a) MSSDS databases.
- b) Skill ecosystem platforms.
- c) Recruitment platforms.
- d) Educational platforms.
- e) Workforce information systems.

12.8 The selected bidder shall develop and maintain all required APIs and connectors during the contract period.

SECTION 13 **IMPLEMENTATION METHODOLOGY**

13.1 Implementation Framework

- (a) The assignment shall be executed through deployment of Key Personnel rather than through delivery of a fixed turnkey solution.
- (b) Within fifteen (15) days of issue of the Letter of Award, the successful bidder shall deploy the approved Key Personnel at Shillong.
- (c) The deployed team shall prepare detailed work plans jointly with MSSDS.
- (d) MSSDS shall assign priorities, deliverables and timelines from time to time.
- (e) The deployed personnel shall submit weekly work plans, weekly accomplishment reports and monthly performance reports.
- (f) The bidder shall nominate one Nodal person who shall coordinate all deployed personnel and act as the single point of contact with MSSDS.
- (g) All deliverables produced by the deployed personnel shall be reviewed and accepted by MSSDS.

13.2 The selected bidder shall adopt a structured implementation methodology comprising the following phases:

Phase I – Discovery and Requirement Analysis

Phase II – Solution Design

Phase III – Development and Configuration

Phase IV – Testing

Phase V – User Acceptance Testing

Phase VI – Deployment

Phase VII – Stabilization

Phase VIII – Managed Support

3.3 Phase I – Discovery and Requirement Analysis

The bidder shall:

- a) Conduct stakeholder consultations.
- b) Study existing processes.
- c) Document business requirements.
- d) Prepare Business Requirement Document (BRD).
- e) Prepare Functional Requirement Specifications (FRS).
- f) Obtain MSSDS approval.

13.4 Phase II – Solution Design

The bidder shall prepare:

- a) Application Architecture.
- b) AI Architecture.
- c) Security Architecture.
- d) Data Architecture.
- e) Integration Architecture.
- f) Deployment Architecture.

13.5 Phase III – Development

- a) Application development.
- b) AI model configuration.
- c) Workflow implementation.
- d) Integration development.
- e) Reporting implementation.

13.6 Phase IV – Testing

- a) Functional testing.
- b) Integration testing.
- c) Security testing.
- d) Performance testing.
- e) Regression testing.

13.7 Phase V – User Acceptance Testing

- a) UAT support.
- b) Defect correction.
- c) UAT sign-off.

13.8 Phase VI – Deployment

- a) Production deployment.
- b) Configuration management.
- c) Data migration.
- d) Go-Live support.

13.9 Phase VII – Stabilization

- a) Hypercare support.
- b) Incident resolution.
- c) User support.

13.10 Phase VIII – Managed Support

- a) Maintenance.
- b) Monitoring.
- c) Enhancements.
- d) Reporting.
- e) SLA management.

13.11 Implementation Schedule

The selected bidder shall plan and deploy the proposed Key Personnel to ensure that all implementation-related activities and deliverables under this Contract are completed within nine (9) months from the Effective Date of the Contract. The bidder shall propose the deployment period (in man-months) for each Key Personnel required for successful completion of the implementation phase.

Upon successful Go-Live and acceptance by MSSDS, only those Key Personnel identified for Managed Support Services shall continue to be deployed for a further period of Nine (9) months from the date of Go-Live. The bidder shall clearly indicate such personnel separately in its Technical and Financial Proposals.

13.12 The selected bidder shall deploy adequate resources and manage the assignment in such a manner that all implementation-related deliverables are completed within the prescribed implementation period of nine (9) months from the Effective Date of the Contract. Any delay attributable to the selected bidder shall not

entitle the bidder to any additional payment, revision of the quoted man-month rates, or extension of the deployment period at the cost of MSSDS. Where MSSDS, at its sole discretion, permits completion beyond the stipulated implementation period, the selected bidder shall continue to deploy the necessary implementation resources at its own cost until all pending implementation deliverables have been completed and accepted by MSSDS.

SECTION 14

DELIVERABLES

14.1 The selected bidder shall provide the following deliverables.

Phase I Deliverables

- a) Inception Report.
- b) Project Charter.
- c) Stakeholder Mapping Report.
- d) Business Requirement Document.
- e) Functional Requirement Specification.
- f) Gap Analysis Report.

Phase II Deliverables

- a) Solution Architecture Document.
- b) Technical Architecture Document.
- c) Security Architecture Document.
- d) Data Architecture Document.
- e) Integration Architecture Document.
- f) AI Architecture Document.

Phase III Deliverables

- a) Developed Application.
- b) AI Components.
- c) Configured Workflows.
- d) Dashboards.
- e) Reports.
- f) APIs.
- g) Integrations.

Phase IV Deliverables

- a) Test Cases.
- b) Test Reports.
- c) Security Testing Reports.
- d) Performance Testing Reports.

Phase V Deliverables

- a) UAT Plan.
- b) UAT Execution Reports.
- c) UAT Closure Report.

Phase VI Deliverables

- a) Production Deployment.
- b) Go-Live Report.
- c) Deployment Documentation.

Phase VII Deliverables

- a) User Manuals.
- b) Administrator Manuals.
- c) SOP Documents.
- d) Training Materials.
- e) Knowledge Transfer Documents.

Phase VIII Deliverables

- a) Monthly SLA Reports.
- b) Incident Reports.
- c) Enhancement Reports.
- d) Quarterly Performance Reports.
- e) Annual System Assessment Reports.

14.2 The bidder shall propose the deliverables corresponding to each Key Personnel.

14.3 The minimum expected outputs are as follows:

SN	Key Personnel	Minimum Deliverables
1	Chief Product and Technology Officer (CPTO) / Product-Delivery Head	Project plans, overall conceptualization, product direction, solution alignment, technology oversight and delivery governance
2	Delivery and Sprint Coordination Lead / Implementation Coordinator	Sprint plans, BRDs, FRS, user stories, process maps, SOPs, progress reports, coordination meetings and risk registers,
3	Lead Solution Architect / Lead AI Engineer	Enterprise architecture, solution architecture, integration architecture, technical standards
4	AI Architect	AI strategy, AI models, prompt libraries, RAG framework, AI governance framework
5	UI/UX Designer	Wireframes, prototypes, user journeys, interface designs
6	Full Stack Developer (2)	Software modules, APIs, integrations, bug fixes
7	DevOps / Cloud Engineer	CI/CD pipelines, deployment scripts, infrastructure configuration
8	QA / Test Engineer	Test plans, test cases, UAT reports, defect reports
9	Cyber Security Specialist	Security architecture, VAPT coordination, security compliance reports

SECTION 15
MANAGED SUPPORT SERVICES

15.1 The selected bidder shall provide managed support services for 9 (nine) months from the date of Go-Live.

15.2 Managed Support Services shall comprise deployment of the approved Key Personnel beyond the contract period.

15.3 The deployed personnel shall provide ongoing support for all digital initiatives assigned by MSSDS.

15.4 The deployed personnel shall attend office during working days and working hours prescribed by MSSDS.

15.5 MSSDS may require individual personnel to work on multiple projects simultaneously.

15.6 The bidder shall ensure uninterrupted availability of approved personnel throughout the support period

15.7 Managed support services shall include:

- a) Application support.
- b) AI support.
- c) Infrastructure support.
- d) Security support.
- e) Database support.
- f) Integration support.
- g) User support.
- h) Reporting support.

15.8 Helpdesk Services

The bidder shall establish a helpdesk facility for:

- a) Incident registration.
- b) Service requests.
- c) Problem management.
- d) Escalation management.

15.9 Enhancement Services

The bidder shall provide:

- a) Minor enhancements.

- b) Workflow modifications.
- c) Report modifications.
- d) Dashboard modifications.
- e) Configuration changes.

15.10 Monitoring Services

- a) Application monitoring.
- b) Infrastructure monitoring.
- c) Security monitoring.
- d) Performance monitoring.

15.11 Reporting Services

- a) Monthly reports.
- b) Quarterly reports.
- c) Annual reports.

SECTION 16

SERVICE LEVEL AGREEMENTS

16.1 System Availability

Minimum uptime requirement shall be 99.5% measured monthly.

16.2 Incident Classification

Severity 1 – Critical

Severity 2 – High

Severity 3 – Medium

Severity 4 – Low

16.3 Incident Response and Resolution Matrix

Severity	Response Time	Resolution Time
Critical	30 Minutes	4 Hours
High	1 Hour	8 Hours
Medium	4 Hours	24 Hours
Low	1 Working Day	3 Working Days

16.4 SLA Penalties: For uptime below 99.5%, MSSDS may impose service credits or financial penalties.

16.5 Monthly SLA Compliance: Monthly SLA achievement shall not fall below 95%.

16.6 Repeated SLA violations may result in contract termination.

SECTION 17

STAFFING REQUIREMENTS

17.1 The selected bidder shall deploy a qualified project team deploy and maintain a suitably qualified, experienced, and multidisciplinary project team for the design, development, implementation, testing, deployment, stabilization, and managed support of the proposed MSSDS AI-powered integrated ecosystem.

17.2 Key Personnel

SN	Personnel	Minimum Experience
1	Chief Product & Technology Leader	Minimum 15 years of experience across technology, business, digital platforms, or solution-led product environments, including at least 2 years in AI-led product development. Experience in building and launching AI-enabled advisory platforms, skilling platforms, employability solutions, jobs or recruitment assistants, workflow automation systems, or education-linked digital ecosystems shall be preferred
2	Delivery and Sprint Coordination Lead / Implementation Coordinator	Minimum 4 years of experience in project coordination, delivery management, or agile execution support
3	Lead Solutions Architect / Lead Ai Engineer	Minimum 5 years of experience in AI / intelligent systems, enterprise architecture, cloud infrastructure, security and data privacy-oriented solution design, including at least 2 years in AI-led solutions development
4	AI Engineer	Minimum 2 to 3 years of experience in AI / applied machine learning / intelligent application development
5	Full Stack Developer	Minimum 3 years of experience in full stack application Development
6	UI / UX Designer	Minimum 3 years of experience in UI / UX design for digital products.

SN	Personnel	Minimum Experience
7	DevOps / Cloud Engineer	Minimum 3 years of experience in DevOps, cloud deployment, CI/CD, infrastructure operations, and production environment management
8	QA Test Engineer	Minimum 3 years of experience in software testing and quality assurance.
9	Cyber Security Specialist	Minimum 3 years of experience in security architecture, threat analysis, penetration testing, SIEM management, incident response, compliance implementation

17.3 MSSDS reserves the right to interview key personnel proposed by bidders.

17.4 The selected bidder shall deploy qualified professionals at Shillong for providing professional services on a full-time basis during the contract period.

17.5 The deployed personnel shall work from the office premises identified by MSSDS and shall remain under the day-to-day functional control of MSSDS.

17.6 The bidder shall ensure that the proposed team possesses adequate capability across product leadership, enterprise architecture, AI-led solutions development, application engineering, user experience design, quality assurance, Devops / cloud operations, delivery coordination, security-conscious system implementation, deployment readiness, CI/CD, and data privacy-oriented design.

17.7 The bidder shall provide the professional services of the deployed personnel for planning, designing, developing, testing, implementing, integrating, documenting, monitoring and supporting digital initiatives assigned by MSSDS.

17.7 The bidder shall ensure that each deployed resource performs only those assignments approved by MSSDS and shall submit periodic progress reports in the format prescribed by MSSDS.

17.8 The bidder shall provide replacement personnel within fifteen (15) calendar days in case of resignation, prolonged absence, unsatisfactory performance or any other circumstance requiring replacement.

17.9 Any replacement shall possess qualifications and experience equal to or better than the original personnel and shall require prior approval of MSSDS.

17.10 The bidder shall be responsible for salaries, statutory compliances, insurance, leave management, taxes, employee benefits, travel, accommodation and all employer obligations relating to the deployed personnel.

17.11 The Bidder shall assign work to individual key personnel through approved work plans, sprint plans, project plans or written instructions issued from time to time.

17.12 The Bidder shall ensure that the project team shall be of sufficient strength and competence to deliver the full scope of work within the stipulated timelines and service-level commitments.

17.13 MSSDS reserves the right to increase or decrease the deployment period of any Key Personnel depending upon project requirements. Any increase in deployment shall be paid strictly at the approved man-month rates quoted by the bidder.

17.14 Role-wise Capability Expectations

Personnel

(a) Chief Product & Technology Leader

The Chief Product and Technology Officer (CPTO) / Product-Delivery Head shall serve as the senior accountable resource for the overall conceptualization, product direction, solution alignment, technology oversight, and delivery governance of the proposed MSSDS AI-powered integrated ecosystem.

The proposed resource shall demonstrate substantial experience in leading the design, development, launch, and evolution of digital products and technology-led platforms, particularly in domains aligned to education, skilling, career advisory, employability, jobs, recruitment, workflow automation, citizen-facing platforms, or adjacent digital public-service ecosystems.

The proposed resource should possess the ability to translate institutional and operational requirements into product strategy, user journeys, workflow architecture, AI-enabled service design, and phased implementation plans. The role shall require strong capability in managing the intersection of business requirements, stakeholder expectations, product vision, technology execution, and platform scalability.

The proposed resource should demonstrate capability in the following areas:

- product strategy and roadmap ownership
- leadership of technology-enabled platform development
- conceptualization and launch of digital products in education, skilling, advisory, employability, jobs, recruitment, or workflow-led domains
- AI-led product development and use-case design
- orchestration of multi-stakeholder platforms involving administrative, citizen-facing, candidate-facing, and advisory workflows
- productization of automation-led and workflow-led systems
- business and technology alignment for complex solution environments
- stakeholder engagement and solution translation across government, institutional, and operational users

- oversight of platform scale-up, module prioritization, phased rollout, and delivery governance
- coordination across AI, engineering, design, QA, cloud, and implementation teams

(b) Delivery and Sprint Coordination Lead / Implementation Coordinator

The Delivery and Sprint Coordination Lead / Implementation Coordinator shall support execution control across workstreams and ensure that delivery remains aligned to timelines, priorities, sprint plans, and review milestones. The proposed resource should demonstrate capability in the following areas:

- sprint planning and coordination
- backlog and task tracking
- inter-team execution follow-up
- release readiness coordination
- issue escalation support
- stakeholder coordination
- delivery documentation support
- implementation governance support

(c) Lead Solutions Architect / Lead AI Engineer

The Lead Solution Architect / Lead AI Engineer shall be responsible for the overall technical and AI architecture of the proposed ecosystem and shall ensure that the solution is scalable, secure, interoperable, deployment-ready, and fit for enterprise and government use. The proposed resource should demonstrate capability in the following areas:

- enterprise solution architecture
- AI architecture and intelligent systems design
- cloud-native and modular platform architecture
- application, data, integration, and deployment architecture
- AI-led workflow design and orchestration
- large language model (LLM) integration
- retrieval augmented generation (RAG) architecture
- agentic AI systems and multi-agent workflow design
- document intelligence and AI-assisted processing
- recommendation systems and structured query systems

- API-led integration architecture
- cloud infrastructure planning and production-readiness design
- CI/CD, release architecture awareness, and deployment lifecycle planning
- security-aware application and platform design
- data privacy, access governance, and compliance-oriented architecture
- system integration across internal and external services

(d) AI Engineer

The AI Engineer shall support the design, development, testing, tuning, and operationalization of AI components across the platform. The proposed resource should demonstrate capability in the following areas:

- AI workflow implementation
- prompt engineering and prompt optimization
- embeddings and vector search
- document ingestion and extraction workflows
- summarization and structured content generation
- AI API integration
- vthn-based AI services
- model output evaluation and refinement
- production-oriented AI feature implementation

(e) Full Stack Developers

The Full Stack Developers shall be responsible for application development across backend, frontend, integrations, dashboards, workflows, and user-facing as well as administrative interfaces. The proposed resources should demonstrate capability in the following areas:

- frontend development using modern web frameworks
- backend service development
- API design and integration
- workflow-based application development
- dashboard and reporting interface development
- authentication and access-controlled systems
- responsive design implementation

- enterprise and citizen-facing product development
- integration with third-party services and internal systems

(f) UI / UX Designer

The UI / UX Designer shall be responsible for user journey design, interface design, design consistency, usability improvement, and responsive visual experience across both citizen-facing and administrative interfaces. The proposed resource should demonstrate capability in the following areas:

- user research and journey mapping
- wireframing and prototyping
- design systems and component consistency
- B2C and enterprise software UX
- dashboard and portal design
- responsive and mobile-friendly interface design
- usability optimisation
- accessibility-oriented design thinking

(g) DevOps / Cloud Engineer

The DevOps / Cloud Engineer shall be responsible for environment setup, infrastructure provisioning, CI/CD enablement, deployment support, monitoring, and operational readiness of the platform across development, staging, testing, and production environments. The proposed resource should demonstrate capability in the following areas:

- CI/CD pipeline configuration and release automation
- cloud deployment and infrastructure setup
- environment management across development, staging, testing, and production
- infrastructure provisioning and configuration management
- monitoring, logging, and observability configuration
- SSL/TLS and secure deployment support
- WAF, security-related deployment controls, and infrastructure hardening support
- backup, recovery, and disaster recovery support
- scalability, performance, and uptime-oriented operational support

- release management, production deployment, and Go-Live support

(h) QA Test Engineer

The QA / Test Engineer shall be responsible for functional validation, regression testing, integration testing, defect tracking, release testing, and support for user acceptance testing. The proposed resource should demonstrate capability in the following areas:

- functional testing
- regression testing
- integration testing
- test case preparation
- bug identification and defect tracking
- release validation
- support for UAT and closure processes
- validation of workflow-based applications

(i) Cyber Security Specialist

The Cyber Security Specialist shall be responsible for ensuring the security, privacy, resilience, and compliance of the proposed AI-enabled integrated ecosystem across applications, cloud infrastructure, data, APIs, and AI components. The proposed resource should demonstrate capability in the following areas:

- Secure application and cloud architecture
- Identity and access management (IAM/RBAC)
- Vulnerability assessment and penetration testing (VAPT)
- API, network, and infrastructure security
- Security monitoring, incident response, and threat management
- Data protection, encryption, and privacy compliance
- AI/LLM security and secure AI deployment
- Security governance, risk management, and regulatory compliance
- Business continuity and disaster recovery planning

17.15 Manpower Management

- (a) **Attendance:** Minimum attendance of each deployed resource shall be 95% each month unless otherwise approved by MSSDS.

- (b) **Replacement:** Replacement of any key personnel shall be completed within fifteen (15) calendar days.
- (c) **Deliverables:** Monthly deliverables assigned shall be completed within agreed timelines.
- (d) **Reporting:** Weekly progress reports and monthly accomplishment reports shall be submitted without fail.
- (e) **Performance Review:** Performance of each deployed resource shall be reviewed monthly by MSSDS. Repeated unsatisfactory performance may require replacement of the concerned resource.

SECTION 18 STAFFING REQUIREMENTS

18.1 The bidder shall propose the following information for each Key Personnel:

- a) Number of Resources
- b) Proposed Man-Months
- c) Unit Cost per Man-Month
- d) Total Cost

18.2 The bidder shall propose the deployment schedule for each Key Personnel in accordance with the implementation and managed support requirements of the project. The bidder shall submit the following staffing schedule:

Personnel	No. of Resources Proposed	Proposed Man-Months (9-months)	Proposed Man-Months (9-months)
Chief Product & Technology Leader			
Delivery and Sprint Coordination Lead / Implementation Coordinator			
Lead Solutions Architect / Lead Ai Engineer			
AI Engineer			

Personnel	No. of Resources Proposed	Proposed Man-Months (9-months)	Proposed Man-Months (9-months)
Full Stack Developer			
UI / UX Designer			
DevOps / Cloud Engineer			
Support Staff			

18.3 All deployed personnel shall be stationed in Shillong throughout the deployment period.

18.4 No remote deployment shall be permitted unless specifically approved by MSSDS.

18.5 The bidder shall ensure that sufficient resources are proposed to complete all implementation activities and deliverables within nine (9) months from the Effective Date of the Contract.

18.6 Only those Key Personnel whose services are required for post-Go-Live operations and support shall be proposed for deployment during the nine (9) month Managed Support Phase. Such personnel shall remain deployed from the date of Go-Live until completion of the Managed Support Phase.

18.7 MSSDS reserves the right to requisition additional man-months of any approved Key Personnel during the contract period at the same approved unit rate quoted by the bidder.

SECTION 19 **ELIGIBILITY CRITERIA**

Applicants must satisfy the following eligibility conditions.

SN	Eligibility Requirement¹	Documentary Evidence
1	Registered Legal Entity	Certificate of Incorporation / Registration
2	Minimum 2 Years of Operations	Registration Documents
3	Average Annual Turnover of INR 5 Crores during last 3 Financial Years	Audited Financial Statements and CA Certificate

¹ (a) There would not be any minimum turnover and positive net worth requirement for Startups in Meghalaya. Relaxation of condonation of prior turn over and prior experience shall be given subject to meeting of quality and technical specifications.

(b) Exemption to Startups from submission of EMD (Earnest Money Deposit).

SN	Eligibility Requirement¹	Documentary Evidence
4	Positive Net Worth during last 3 Financial Years	CA Certificate
5	Minimum 2 AI-based Platform Implementations	Work Orders and Completion Certificates
6	GST Registration	GST Certificate
7	PAN Registration	PAN Copy
8	Not Blacklisted	Self Declaration and Affidavit
9	EMD Submission	Proof of EMD

19.2 Consortiums shall be permitted with a maximum of three members.

19.3 The Lead Bidder shall hold a minimum 51% participation.

SECTION 20

PROPOSAL SUBMISSION INSTRUCTIONS

19.1 Bidders shall submit two separate proposals:

- a) Technical Proposal (in the prescribed format given at Annexures)
- b) Financial Proposal (in the prescribed format given at Annexures)

19.2 Technical Proposal Contents

The Technical Proposal shall include:

- a) Bid Submission Form.
- b) Organization Profile.
- c) Eligibility Documents.
- d) Technical Proposal.
- e) Project Understanding.
- f) Work Plan.
- g) Staffing Plan.
- h) Relevant Experience.
- i) Compliance Matrices.

19.3 Financial Proposal Contents

The Financial Proposal shall contain the Resource-wise Pricing.

19.4 The Technical Proposal shall not contain any financial information.

19.5 Any proposal containing financial information in the Technical Proposal shall be rejected.

19.6 All pages of the proposal shall be signed by the authorized signatory.

19.7 The proposal shall remain valid for 180 days from the date of submission.

19.8 MSSDS reserves the right to seek clarifications from bidders during evaluation.

19.9 MSSDS reserves the right to reject any proposal that does not substantially comply with the requirements of this RFQ.

SECTION 21 TECHNICAL EVALUATION CRITERIA

21.1 Technical evaluation shall focus primarily on the quality and suitability of the proposed Key Personnel, the bidder's resource deployment strategy, methodology for managing on-site resources, understanding of the assignment and capability to provide multidisciplinary technical support on a time-based engagement.

21.2 Only bidders satisfying all eligibility requirements specified under Section 19 shall be considered for Technical Evaluation.

21.3 Technical evaluation shall be conducted by a duly constituted Evaluation Committee notified by MSSDS.

21.4 MSSDS reserves the right to seek clarifications, conduct presentations, demonstrations, reference checks, site visits, product walkthroughs, and technical discussions during evaluation.

21.5 The bidder shall secure a minimum technical score of seventy (70) marks out of one hundred (100) marks to qualify for financial evaluation.

21.6 MSSDS reserves the right to modify evaluation procedures, provided such modifications do not adversely affect fairness and transparency of the process.

SECTION 22

TECHNICAL SCORING MATRIX

22.1 Technical proposals shall be evaluated out of 100 marks based on the following criteria:

SN	Criteria	Maximum Marks
A	Organisation Experience in AI-Powered Platforms	10
B	Understanding of MSSDS Requirements	10
C	Proposed Solution Architecture and Technology Approach	15
D	AI Framework, Innovation and Intelligence Layer	10
E	Implementation Methodology and Project Plan	15
F	Security, Privacy and Compliance Framework	10
G	Quality of Proposed Key Personnel	15
H	Presentation, Demonstration and Technical Interview	15
		100

22.2 Detailed Scoring Criteria

A. Organizational Experience in AI-Powered Platforms (10 Marks)

Criteria	Marks
5 or more completed AI projects	10
3–4 completed AI projects	07
2 completed AI projects	05

B. Understanding of MSSDS Requirements (10 Marks)

Evaluation shall consider:

- a) Understanding of objectives (2.5 marks)
- b) Understanding of stakeholder ecosystem. (2.5 marks)
- c) Understanding of implementation challenges. (2.5 marks)
- d) Understanding of AI use cases. (2.5 marks)

C. Proposed Solution Architecture (15 Marks)

Evaluation shall consider:

- a) Scalability.
- b) Modularity.
- c) Integration readiness.

- d) Security.
- e) Future extensibility.

D. AI Framework (10 Marks)

Evaluation shall consider:

- a) RAG framework.
- b) AI orchestration.
- c) Multilingual support.
- d) Explainability.
- e) Knowledge management.

E. Implementation Methodology (15 Marks)

Evaluation shall consider:

- a) Project plan.
- b) Delivery methodology.
- c) Risk mitigation.
- d) Quality assurance.

F. Security Framework (5 Marks)

Evaluation shall consider:

- a) Cybersecurity controls.
- b) Data protection.
- c) Compliance posture.

G. Quality of Proposed Key Personnel (15 Marks)

Evaluation shall consider of each Resource:

- a) Experience.
- b) Certifications.
- c) Role suitability.

H. Presentation and Demonstration (15 Marks)

Evaluation shall consider:

- a) Clarity.
- b) Product maturity.
- c) Demonstrated capabilities.

22.3 Technical Qualification Threshold

Only bidders obtaining a minimum score of 70 marks shall qualify for opening of Financial Proposals.

SECTION 23

FINANCIAL EVALUATION METHODOLOGY

23.1 Financial Proposals of only technically qualified bidders shall be opened.

23.2 Financial proposals shall be based on the quoted man-month rates for each Key Personnel.

23.3 All costs shall be quoted in Indian Rupees (INR).

23.4 The bidder shall quote a unit rate per man-month for every Key Personnel

23.5 Evaluation shall be based on the total evaluated cost derived from the estimated man-month requirements specified by MSSDS.

23.6 During contract execution, payments shall be made only for the actual approved man-months utilised.

23.7 Additional man-months approved by MSSDS shall be paid at the same unit rates quoted in the Financial Proposal. 23.8 The lowest evaluated financial proposal shall be designated as Fm.

23.8 Financial scores shall be calculated using the formula:

$$\text{Financial Score (FS)} = (\text{Fm} / \text{Fb}) \times 100$$

Where:

Fm = Lowest Financial Bid

Fb = Financial Bid under consideration

SECTION 24

QCBS EVALUATION FORMULA

24.1 Selection shall be based on Quality and Cost Based Selection (QCBS).

24.2 Weightages

Technical Score = 75%

Financial Score = 25%

24.3 Composite Score Formula

$$\text{Final Score} = (\text{Technical Score} \times 0.75) + (\text{Financial Score} \times 0.25)$$

24.4 The bidder obtaining the highest Final Score shall be ranked H1 and shall be considered for award of contract.

24.5 In case of a tie, the bidder securing the higher Technical Score shall be ranked higher.

SECTION 25 **PAYMENT TERMS**

25.1 Payments shall be made monthly based on the actual deployment of approved Key Personnel.

25.2 The bidder shall submit a monthly invoice supported by:

- a) Attendance records.
- b) Monthly activity report.
- c) Deliverables completed.
- d) Certification by the Nodal Officer of MSSDS.

25.3 Payment shall be calculated as: Approved Man-Month Rate × Actual Approved Man-Months Deployed

25.4 No payment shall be made for personnel who have not been approved by MSSDS.

25.5 Additional man-months authorised by MSSDS shall be paid at the approved unit rates without any escalation during the currency of the contract.

25.6 Payments shall be made within thirty days of acceptance of invoices and supporting documents.

24.4 MSSDS may withhold payments for non-performance or unresolved deficiencies.

SECTION 26 **PERFORMANCE SECURITY**

26.1 The successful bidder shall furnish Performance Security equivalent to five percent (5%) of the contract value.

26.2 The Performance Security shall be submitted within seven days of issue of Letter of Award.

26.3 The Performance Security shall remain valid throughout the contract period and sixty days thereafter.

26.4 MSSDS may invoke the Performance Security in case of:

- a) Breach of contract.
- b) Non-performance.
- c) Failure to rectify deficiencies.
- d) Abandonment of project.

SECTION 27

DATA OWNERSHIP

27.1 All data generated, collected, processed or stored under the project shall remain the sole property of MSSDS.

27.2 The bidder shall not access, copy, transfer, disclose or use MSSDS data for any purpose other than project execution.

27.3 MSSDS shall retain ownership of:

- a) Databases.
- b) Knowledge repositories.
- c) Candidate information.
- d) Employer information.
- e) Analytics outputs.
- f) Reports.
- g) Training materials.
- h) AI knowledge assets.

27.4 Upon termination or completion of the contract, all MSSDS data shall be returned and securely deleted from bidder systems.

SECTION 28

CONFIDENTIALITY

28.1 The bidder shall maintain strict confidentiality of all information obtained during the project.

28.2 Confidential information shall include:

- a) Operational information.
- b) Technical information.
- c) Financial information.
- d) Candidate information.
- e) Employer information.

- f) Government records.

28.3 Confidentiality obligations shall survive termination of the contract.

28.4 MSSDS may seek legal remedies for breach of confidentiality.

SECTION 29

TERMINATION

29.1 MSSDS may terminate the contract by written notice in case of:

- a) Material breach.
- b) Persistent non-performance.
- c) Fraudulent conduct.
- d) Insolvency.
- e) Repeated SLA failures.

29.2 MSSDS may terminate the contract for convenience by providing thirty days written notice.

29.3 Upon termination, the bidder shall:

- a) Transfer project assets.
- b) Transfer documentation.
- c) Transfer source code.
- d) Transfer databases.
- e) Support transition activities.

SECTION 30

FORCE MAJEURE

30.1 Neither party shall be liable for failure to perform obligations caused by Force Majeure events.

30.2 Force Majeure events include:

- a) Natural disasters.
- b) War.
- c) Civil disturbances.
- d) Government restrictions.
- e) Epidemics.
- f) Other events beyond reasonable control.

31.3 The affected party shall notify the other party within seven days of occurrence.

31.4 Both parties shall make reasonable efforts to mitigate the effects of Force Majeure.

SECTION 31

FRAUD AND CORRUPTION

31.1 Bidders shall observe the highest standards of integrity.

31.2 MSSDS shall reject proposals where bidders are found to have engaged in:

- g) Corrupt practices.
- h) Fraudulent practices.
- i) Collusive practices.
- j) Coercive practices.
- k) Obstructive practices.

31.3 MSSDS reserves the right to blacklist firms involved in unethical conduct.

SECTION 32

CONFLICT OF INTEREST

32.1 Bidders shall disclose any actual, potential or perceived conflict of interest.

32.2 MSSDS may reject proposals where conflicts are considered material.

32.3 The selected bidder shall immediately disclose any conflict arising during contract execution.

SECTION 33

DISPUTE RESOLUTION

33.1 The parties shall attempt to resolve disputes through mutual consultation.

33.2 Any dispute not resolved through consultation shall be referred to arbitration.

33.3 Arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 and subsequent amendments.

33.4 The venue of arbitration shall be Shillong, Meghalaya.

33.5 The proceedings shall be conducted in English.

33.6 The award of the arbitrator shall be final and binding.

SECTION 34

GENERAL CONDITIONS

34.1 Submission of a proposal shall constitute acceptance of all provisions of this RFQ.

34.2 MSSDS reserves the right to:

- a) Amend the RFQ.
- b) Seek clarifications.
- c) Conduct presentations.
- d) Negotiate with bidders.
- e) Reject any or all proposals.
- f) Cancel the procurement process.

34.3 MSSDS shall not be liable for any expenses incurred by bidders.

34.4 Any false information submitted by a bidder may result in disqualification.

34.5 MSSDS reserves the right to verify any information submitted by bidders.

34.6 The bidder shall comply with all applicable laws and regulations.

34.7 The contract shall be governed by the laws of India.

34.8 Courts at Shillong, Meghalaya shall have exclusive jurisdiction over matters arising from this RFQ.

34.9 The selected bidder shall execute a formal agreement with MSSDS prior to commencement of work.

34.10 MSSDS reserves the right to modify project scope, timelines or deliverables in accordance with project requirements and administrative approvals.

SECTION 35

INTELLECTUAL PROPERTY RIGHTS

26.1 All intellectual property created specifically under this contract shall vest exclusively with MSSDS.

26.2 MSSDS shall have perpetual, irrevocable, royalty-free rights to use all deliverables developed under the project.

26.3 The bidder shall not claim ownership over any custom-developed components created for MSSDS.

26.4 MSSDS shall have unrestricted rights to modify, enhance, replicate and reuse project deliverables.

ANNEXURE A
BID SUBMISSION FORM
(On Bidder's Letterhead)

Date: _____

To
The Executive Director
Meghalaya State Skill Development Society (MSSDS)
Grove Site Building, 3rd Floor
Keating Road, Shillong – 793001

Subject: Submission of Proposal for Selection of System Integrator for Design, Development, Deployment, Integration, Operation and Managed Support of an AI-Powered Integrated Skills, Employability, Advisory, Recruitment and Citizen Service Ecosystem

Ref: RFQ No.MSSDS/AI-SE/2026/____, dated 31-July-2026

Dear Sir,

Having examined the RFQ document, we hereby submit our Proposal for the above assignment.

We confirm that:

1. We have carefully examined the RFQ document and accept all terms and conditions.
2. We possess the requisite experience, expertise, financial capability and technical resources required for execution of the assignment.
3. The information provided in our proposal is true and correct.
4. We understand that MSSDS reserves the right to reject any proposal without assigning any reason.
5. We agree to be bound by our proposal for a period of 180 days from the proposal submission date.
6. We undertake to provide all services in accordance with the requirements specified in the RFQ.
7. We certify that there is no conflict of interest affecting this proposal.
8. We certify that we have not been blacklisted by any Government Department, PSU, Statutory Body or International Agency.

Authorized Signatory

Name:

Designation:

Organization:

Signature:

Seal:

ANNEXURE B
ORGANIZATION PROFILE

1. General Information

Particulars	Details
Name of Organization	
Type of Organization	
Country of Incorporation	
Date of Incorporation	
CIN/Registration Number	
GST Number	
PAN Number	
Registered Address	
Corporate Address	
Website	
Telephone Number	
Email Address	

2. Authorized Representative

Particulars	Details
Name	
Designation	
Mobile Number	
Email Address	

3. Organizational Overview

Provide a detailed description of the organization including:

- a) Business Profile
- b) Core Areas of Expertise
- c) AI Capabilities
- d) Experience in AI powered platforms
- e) Digital Transformation Experience
- f) Technical Competencies

4. Financial Information

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

Certified by:

Chartered Accountant

Name:

Firm Registration Number:

UDIN:

Signature:

Seal:

ANNEXURE C

TECHNICAL PROPOSAL FORMAT

1. Executive Summary

Provide a summary of the proposed solution.

2. Understanding of MSSDS Requirements

Describe:

- a) Understanding of project objectives
- b) Understanding of MSSDS ecosystem
- c) Understanding of stakeholders
- d) Key implementation challenges

3. Proposed Solution

Describe:

- a) Platform Architecture
- b) Functional Modules
- c) AI Framework
- d) Integration Framework
- e) Security Framework
- f) Hosting Framework

4. AI Strategy

Describe:

- a) LLM Strategy
- b) Knowledge Management
- c) RAG Framework
- d) AI Governance
- e) AI Monitoring

5. Implementation Methodology

Describe:

- a) Discovery
- b) Design
- c) Development
- d) Testing
- e) Deployment
- f) Stabilization
- g) Managed Support

6. Risk Management Plan

Describe:

- a) Key Risks
- b) Mitigation Measures
- c) Governance Controls

7. Project Deliverables

Provide detailed mapping of deliverables against project phases.

8. Managed Support Model

Describe:

- a) Support Team
- b) SLA Management
- c) Escalation Matrix
- d) Enhancement Process

ANNEXURE D
RELEVANT EXPERIENCE FORMAT

Project Experience in AI Platforms

SN	Project Name	Client	Sector	Project Value (INR)	Duration	Status	Reference Contact
1							
2							
3							

Supporting documents shall be enclosed.

Digital Transformation Experience

SN	Project Name	Client	Sector	Project Value (INR)	Duration	Status	Reference Contact
1							
2							
3							

ANNEXURE E
PROJECT CITATIONS FORMAT

For each project cited in Annexure D provide:

Project Name:

Client:

Contract Value:

Project Duration:

Description of Work:

Technology Stack:

AI Components Implemented:

Project Outcomes:

Reference Person:

Designation:

Organization:

Contact Number:

Email Address:

Client Certificate Attached: Yes / No

Work Order Attached: Yes / No

Completion Certificate Attached: Yes / No

ANNEXURE F
TEAM COMPOSITION FORMAT

SN	Role	Name	Qualification	Experience (Years)	Relevant Experience	Employment Type
1	Project Director					
2	Project Manager					
3	Solution Architect					
4	AI Architect					
5	Security Lead					
6	DevOps Lead					
7	Technical Lead					
8	UI/UX Lead					
9	Business Analyst					
10	QA Lead					

Declaration

We certify that all proposed personnel shall be available for deployment under the project if awarded.

Authorized Signatory

ANNEXURE G
CURRICULUM VITAE FORMAT

Position Deputed For:

1. Personal Information

Name:

Date of Birth:

Nationality:

2. Educational Qualifications

Qualification	Institution	Year
---------------	-------------	------

3. Professional Certifications

Certification	Issuing Authority	Year
---------------	-------------------	------

4. Employment History

Organization	Position	Duration
--------------	----------	----------

5. Relevant Project Experience

Project	Role	Duration	Responsibilities
---------	------	----------	------------------

Declaration

I hereby certify that the information provided above is true and correct.

Signature:

Date:

ANNEXURE H
PROJECT WORK PLAN FORMAT

Phase	Activity	Deliverable	Duration	Dependencies
Discovery				
Design				
Development				
Testing				
Deployment				
Stabilization				
Managed Support				

Milestone Schedule

Milestone	Planned Completion
Project Kick-off	T1
BRD Approval	
Architecture Approval	
Development Completion	
UAT Completion	
Go-Live	
Stabilization Completion	

ANNEXURE I
FUNCTIONAL COMPLIANCE MATRIX

Instructions:

The bidder shall indicate compliance against each requirement.

Compliance Codes:

FC = Fully Compliant

PC = Partially Compliant

NC = Not Compliant

SN	Functional Requirement	Compliance (FC/PC/NC)	Remarks
1	User Management		
2	Role-Based Access Control		
3	Authentication Framework		
4	Dashboard Framework		
5	Workflow Engine		
6	Notification Engine		
7	Audit Trails		
8	Training Partner Registration		
9	Training Partner Empanelment		
10	Batch Management		
11	Candidate Registration		
12	Candidate Lifecycle Management		
13	Skills Passport		
14	Career Advisory Platform		
15	Advisory Reports		
16	Employer Registration		
17	Vacancy Management		
18	Candidate Matching		
19	Recruitment Tracking		
20	Entrepreneurship Platform		
21	Mentor Matching		
22	Citizen Services Portal		
23	AI Assistant		
24	Knowledge Search		
25	AI Recommendations		

SN	Functional Requirement	Compliance (FC/PC/NC)	Remarks
26	Analytics Dashboards		
27	Reporting Framework		
28	Multilingual Support		
29	WhatsApp Integration		
30	API Framework		

Authorized Signatory

Name:

Designation:

Organization:

Signature:

Seal:

ANNEXURE J
TECHNICAL COMPLIANCE MATRIX

Instructions:

The Bidder shall indicate compliance against each technical requirement.

Compliance Codes:

FC = Fully Compliant

PC = Partially Compliant

NC = Not Compliant

SN	Technical Requirement	Compliance	Reference to Proposal	Remarks
1	Cloud-Native Architecture			
2	API-First Architecture			
3	Microservices Architecture			
4	Scalable Infrastructure			
5	Containerized Deployment			
6	Load Balancing			
7	Auto Scaling			
8	Centralized Logging			
9	Centralized Monitoring			
10	Backup Mechanism			
11	Disaster Recovery Mechanism			
12	Multi-Environment Support			
13	API Gateway			
14	Authentication Framework			
15	RBAC Framework			

SN	Technical Requirement	Compliance	Reference to Proposal	Remarks
16	Workflow Engine			
17	Dashboard Framework			
18	Reporting Framework			
19	Audit Trails			
20	AI Infrastructure Support			

Authorized Signatory

Name:

Designation:

Signature:

Seal:

ANNEXURE K
SECURITY COMPLIANCE MATRIX

SN	Security Requirement	Compliance	Remarks
1	Data Encryption at Rest		
2	Data Encryption in Transit		
3	TLS 1.2 or Above		
4	Multi-Factor Authentication		
5	Role-Based Access Control		
6	Password Policy Enforcement		
7	Web Application Firewall		
8	Intrusion Detection System		
9	Intrusion Prevention System		
10	DDoS Protection		
11	Audit Logging		
12	Security Monitoring		
13	VAPT Compliance		
14	CERT-In Compliance		
15	Incident Reporting Mechanism		
16	Backup Security Controls		
17	Database Security Controls		
18	API Security Controls		

SN	Security Requirement	Compliance	Remarks
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19	Key Management Framework		
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20	Disaster Recovery Controls		
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Authorized Signatory

Name:

Designation:

Signature:

Seal:

ANNEXURE L
SLA COMPLIANCE MATRIX

SN	SLA Parameter	MSSDS Requirement	Bidder Commitment
1	System Availability	99.5%	
2	Critical Incident Response	30 Minutes	
3	Critical Incident Resolution	4 Hours	
4	High Severity Response	1 Hour	
5	High Severity Resolution	8 Hours	
6	Medium Severity Resolution	24 Hours	
7	Low Severity Resolution	3 Working Days	
8	Security Incident Reporting	2 Hours	
9	Monthly SLA Reporting	Mandatory	
10	Quarterly Performance Review	Mandatory	

Declaration

We hereby confirm compliance with the SLA requirements stated above.

Authorized Signatory

ANNEXURE M
FINANCIAL PROPOSAL FORMAT
(On Bidder Letterhead)

RFQ No.: MSSDS/AI-SE/2026/ _____

Personnel	No. of Resources Proposed	Proposed Man-Months (9-months)	Proposed Man-Months (18-months)	Cost per Man-Month	Total Proposed Cost
Chief Product & Technology Leader					
Delivery and Sprint Coordination Lead / Implementation Coordinator					
Lead Solutions Architect / Lead Ai Engineer					
AI Engineer					
Full Stack Developer					
UI / UX Designer					
DevOps / Cloud Engineer					
Support Staff					
GRAND TOTAL					

Amount in Words:

Declaration:

We certify that the above financial proposal is valid for 180 days and includes all costs associated with project execution.

Authorized Signatory

ANNEXURE N

NON-BLACKLISTING DECLARATION (On Non-Judicial Stamp Paper of INR 100)

To

The Executive Director
MSSDS

I/We hereby declare that:

1. Our organization has not been blacklisted, debarred, suspended or prohibited from participation in any tender process by any Government Department, PSU, Statutory Authority, International Agency or Regulatory Authority.
2. No investigation relating to fraud, corruption or unethical business practices is currently pending against our organization that would materially affect our ability to execute this project.
3. We understand that any false declaration may result in disqualification, forfeiture of EMD, termination of contract and legal action.

Authorized Signatory

Witness 1

Witness 2

ANNEXURE O
POWER OF ATTORNEY
(On Non-Judicial Stamp Paper)

Know all men by these presents that we, (Name of Organization)

having our registered office at (Address)

do hereby appoint: (Name of Authorized Representative)

Designation:

as our lawful representative to act on our behalf for submission of proposal, participation in discussions, negotiations, execution of documents and all related matters concerning RFQ No. MSSDS/AIECO/2026/____.

This Power of Attorney shall remain valid until revoked in writing.

For and on behalf of:

(Name of Organization)

Authorized Signatory

Witness 1

Witness 2

ANNEXURE P
DATA SECURITY DECLARATION
(On Bidder Letterhead)

We hereby undertake that:

1. All MSSDS data shall remain confidential.
2. Data shall not be shared with any third party without written approval from MSSDS.
3. All MSSDS data shall be hosted within India.
4. Appropriate security controls shall be implemented to protect data.
5. Access shall be restricted to authorized personnel only.
6. Data shall be returned to MSSDS upon project completion or termination.
7. Any security breach shall be reported to MSSDS immediately.
8. We shall comply with all applicable data protection and cybersecurity regulations.

Authorized Signatory

Seal

ANNEXURE Q
PERFORMANCE BANK GUARANTEE FORMAT
(To be submitted by Successful Bidder)

Bank Guarantee No.: _____

Date: _____

To

The Executive Director
Meghalaya State Skill Development Society

WHEREAS

(Name of Bidder)

has entered into a Contract with MSSDS for Design, Development, Deployment, Integration, Operation and Managed Support of an AI-Powered Integrated Skills, Employability, Advisory, Recruitment and Citizen Service Ecosystem.

NOW THEREFORE

We,

(Name of Bank)

having our registered office at

(Address)

do hereby irrevocably guarantee and undertake to pay MSSDS an amount not exceeding INR _____ upon written demand without demur or contest.

This guarantee shall remain valid until sixty (60) days after completion of all contractual obligations.

The liability of the Bank under this Guarantee shall not exceed INR _____.

Authorized Signatory

(Name of Bank)

Seal

ANNEXURE R
DRAFT CONTRACT AGREEMENT TEMPLATE
(Will be filled after selection of Bidder)

THIS AGREEMENT is executed on this ____ day of _____ 2026.

BETWEEN

Meghalaya State Skill Development Society (MSSDS), Government of Meghalaya, having its office at Grove Site Building, 3rd Floor, Keating Road, Shillong – 793001, hereinafter referred to as “MSSDS”.

AND

having its registered office at _____, hereinafter referred to as the “Service Provider”.

WHEREAS

A. MSSDS invited proposals for Selection of System Integrator for Design, Development, Deployment, Integration, Operation and Managed Support of an AI-Powered Integrated Skills, Employability, Advisory, Recruitment and Citizen Service Ecosystem.

B. The Service Provider was selected pursuant to the RFQ process.

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:

Scope of Services

The Service Provider shall perform all services specified in the RFQ, Proposal and subsequent Work Orders.

Contract Duration

The contract shall remain valid for twenty-four (24) months from the Effective Date unless terminated earlier.

Deliverables

The Service Provider shall deliver all project deliverables in accordance with the approved project plan.

Payment

Payments shall be made on a monthly basis for resources engaged based on the approved time-sheet

Performance Security

The Service Provider shall maintain a valid Performance Security throughout the contract period.

Intellectual Property

All intellectual property created under the project shall vest in MSSDS.

Data Ownership

All data shall remain the sole property of MSSDS.

Confidentiality

The Service Provider shall maintain confidentiality of all information received.

SLA Compliance

The Service Provider shall comply with all SLA requirements.

Indemnity

The Service Provider shall indemnify MSSDS against claims arising from negligence, misconduct, infringement or breach of obligations.

Termination

MSSDS may terminate the contract in accordance with the provisions contained in the RFQ.

Dispute Resolution

Disputes shall be resolved in accordance with Section 33 of the RFQ.

Governing Law

The Agreement shall be governed by the laws of India.

Jurisdiction

Courts at Shillong, Meghalaya shall have exclusive jurisdiction.

IN WITNESS WHEREOF

The Parties have executed this Agreement on the day and year first above written.

For MSSDS

Name:

Designation:

Signature:

Seal:

For Service Provider

Name:

Designation:

Signature:

Seal:

Witness 1

Witness 2