

# Request for Proposal (RFP) for Development and Deployment of an Online MIS Portal for EESL projects

## 1. KEY DATES AND DETAILS

| Event                                    | Dates   |
|--|---|
| Closing Time for Submission of Proposals | <b>20/04/2026</b>   |
| Pre-bid Queries from Bidders             | <p><b>06/04/2026 at 17:30 hrs IST</b><br/>Please send your queries to the following email ID only:<br/><b><u>procurement_gef6@iiec.org</u></b><br/>Pre-bid queries received after this deadline shall not be considered.</p>  |
| Method to Submit Proposal                | <p><b>Proposals must be submitted to:</b></p> <p><b>Procurement Team</b><br/>International Institute for Energy Conservation (IIEC)<br/>944 Mitrtown Office Tower, 27 Floor, Suite no. S27089,<br/>Samyan Mitrtown, Rama IV Road, Wangmai, Pathumwan,<br/>Bangkok 10330, Thailand.<br/><b>E-mail:</b> <a href="mailto:procurement_gef6@iiec.org">procurement_gef6@iiec.org</a></p> <p>The Bidder shall submit only an electronic version (in PDF format) of the proposal strictly in separate attachments as mentioned below –</p> <p><b>Subject Line: Proposal For ‘Development and Deployment of an Online MIS Portal for EESL projects’</b></p> <p><b>File 1: Technical Proposal</b> (not more than 25 pages) including expertise of firm/organization, approach, methodology, implementation/work plan and team members’ CVs. The CV of each team member should not exceed 3 pages. However, CVs do not count as a part of 25 pages limit.</p> <p><b>File 2: Financial Proposal</b> (not more than 2 pages)</p> <p><b>File 3: Copy of Work Orders showcasing relevant experience.</b> (not more than 15 pages)</p> <p><b>File 4: Certificate of Registration (legal status), Financial audited statement of last 3 years</b> (not more than 15 pages)</p> |

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|  | <p>(The proposal document should be single-spaced, 12-point Times New Roman font in Microsoft Word, at least one-inch margins)</p> <p>Proposals with conditional offers or variables, submitted in any manner other than as detailed in this section or submitted after the deadline, shall be deemed invalid and may be excluded from consideration.</p> |
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## 2. BACKGROUND

Under the **Global Environment Facility (GEF)**-6 cycle, the **United Nations Environment Programme (UNEP)** is the lead implementing agency for managing the project '**Creating and Sustaining Markets for Energy Efficiency**'. In India, the project is currently executed by **Energy Efficiency Services Limited (EESL)**, as the 'Executing agency' and the **International Institute for Energy Conservation (IIEC)** as the 'Co-Executing agency' for this project.

EESL over the years has been leading many large-scale programs in the field of energy efficiency and clean energy. A few such programs started as pilot projects in one state and later amplified to national level programs. Currently, EESL is undertaking numerous projects of diverse nature with different stakeholders including public and private sector. In this context, IIEC is assisting EESL to develop a web-based Management Information System (MIS) portal to support internal monitoring and management of its various ongoing projects. The portal will enable EESL officials to track project activities across different stages of implementation, monitor milestones and deliverables, maintain centralized records, and generate analytical reports for decision-making.

## 3. ABOUT INTERNATIONAL INSTITUTE FOR ENERGY CONSERVATION (IIEC)

The International Institute for Energy Conservation (IIEC) was established in the USA in 1984 as a non-governmental, not-for-profit organization and has regional offices in India, the Philippines, and Thailand. IIEC's mission is to accelerate the global adoption of energy efficiency and renewable energy policies, technologies, and practices to enable economic and environmentally sustainable development. IIEC pursues this mission in developing countries and countries in transition through fieldwork undertaken by its regional offices. For the last four decades, IIEC has been providing solutions to the problems posed by the rapidly increasing energy demand in developing and industrializing countries. IIEC works with governments and the private sector to develop, implement, and evaluate energy efficiency and renewable energy policies, programs, and projects.

## 4. STUDY OBJECTIVE

The objective of this Request for Proposal (RfP) is to engage a qualified professional agency for the development of an online Management Information System (MIS) portal for project management by Energy Efficiency Services Limited (EESL).

The portal will serve as a centralized digital platform for internal use by EESL to facilitate efficient project management, workflow tracking, and monitoring of programme implementation across multiple stakeholders. The system shall enable EESL to digitally manage project activities across different stages of implementation, track milestones and deliverables, maintain centralized records, and generate dashboards and analytical reports for decision-making.

The portal shall also support programmes where EESL functions as an aggregator or programme facilitator, enabling EESL officials to monitor progress of activities undertaken by external partners and service providers.

Through the development of this portal, EESL aims to improve transparency, enhance operational efficiency, strengthen monitoring and reporting mechanisms, and enable real-time visibility of project implementation across its programmes.

## 5. SCOPE OF WORK

The scope broadly covers following activities:

### A. Project Management

The portal shall function as a comprehensive web-based Management Information System (MIS) to support project management, monitoring, and coordination of programmes implemented by Energy Efficiency Services Limited (EESL). The system shall be designed primarily for internal use by EESL officials to digitally track project activities, manage workflows, and monitor implementation progress across various programmes.

The portal shall enable end-to-end project lifecycle tracking, covering activities from initial survey and feasibility assessment to project planning, implementation, installation, commissioning, and final impact evaluation. The system shall standardize workflows, provide real-time visibility of project progress, and maintain a centralized and auditable record of activities across stakeholders involved in programme implementation.

The portal shall also support programmes where EESL functions as an aggregator or programme facilitator, with implementation activities undertaken by external partners, vendors, or service providers. In such cases, the portal shall enable EESL teams to monitor project progress, track milestones, review updates submitted by partners, and manage coordination across multiple stakeholders.

Key functionalities of the portal shall include:

- Configurable project workflows for different programmes
- Partner and stakeholder registration for project coordination
- Workflow-based submission and review of project updates
- Tracking of project milestones and deliverables
- Monitoring implementation progress across projects
- Role-based dashboards and reporting for EESL officials
- Centralized data management and audit trail

The portal should support programmes such as ADDEETIE, Solar PPA initiatives, ALCBT programmes, Electric Vehicle (EV) initiatives, as well as service-based models including Cooling-as-a-Service (CaaS),

Lighting-as-a-Service (LaaS), Renewable Energy-as-a-Service (REaaS), and GHG accounting and advisory services.

Through structured workflows, centralized monitoring, and real-time reporting, the portal shall enable efficient project management, improved coordination among stakeholders, and enhanced transparency in programme implementation.

### **Technical Implementation**

- EESL API Utilization (REST/SOAP) for real-time data exchange
- Data Mapping (ensure field-level alignment between systems)
- Authentication (OAuth 2.0 or EESL-approved tokens)

### **B. Requirement Gathering and System Design**

The selected agency shall undertake a detailed requirement analysis and system design process in consultation with the project team of Energy Efficiency Services Limited (EESL). The activities under this task shall include:

- Detailed understanding of programme requirements and project management workflows for the proposed web-based portal.
- Stakeholder consultations and meetings with EESL officials to identify and map business processes related to programme monitoring and project management.
- Preparation of functional and technical documentation, including System Requirement Specification (SRS) and Functional Requirement Specification (FRS).
- Development of UI/UX wireframes and interface architecture, ensuring responsive design and accessibility standards.
- Design of database structure and overall system architecture for efficient data management and scalability.

### **C. MIS Core Modules**

#### **i. Programme / Project Registration and Management**

- Programme and project registration module with necessary documentation and approval workflows.
- Creation and management of project profiles including programme category, sector, location, and stakeholders.
- Dynamic forms for submission of project-related information, supporting custom fields, document uploads, and validation checks.
- Draft and save functionality for incomplete submissions.
- Auto-generated reference numbers and acknowledgement notifications.
- Dashboard for monitoring project status, progress updates, and data management.

#### **ii. Stakeholder and Partner Management**

- Registration and profiling of partners, vendors, or implementing agencies associated with different programmes.
- Partner profile management including organization details, capabilities, and programme

associations.

- Submission of project updates, reports, and implementation information by stakeholders where applicable.
- Query management and communication interface for coordination between EESL officials and project stakeholders.

### **iii. Workflow Automation and Access Management**

- Role-Based Access Control for different categories of users such as system administrators, EESL officials, and external stakeholders (where required).
- Configurable approval workflows for submission, review, and validation of project-related information.
- Automated notifications and reminders for pending actions, milestone updates, and reporting timelines.
- Comprehensive audit logs to track system activities, submissions, and updates.

### **iv. Reporting and Analytics**

- Project and programme status reports including progress tracking and milestone monitoring.
- Stakeholder participation and activity reports.
- Analytical dashboards for monitoring programme performance and implementation progress.
- Customizable reports for internal review and decision-making.

## **D. Security and Data Protection**

The portal shall incorporate appropriate security measures and compliance mechanisms including:

- Data encryption for information stored and transmitted through the portal.
- Role-based permissions to control access to sensitive programme data.
- Secure document management and controlled document access.
- Compliance with applicable government data protection and IT security standards.

## **E. Testing and Deployment**

The selected agency shall ensure comprehensive system testing and deployment including:

- Unit testing and integration testing of all modules.
- User Acceptance Testing (UAT) with EESL officials.
- Performance testing and security validation.
- Deployment of the portal in staging and production environments.
- Go-live support and user training for EESL teams.

## **F. System Integration**

The MIS portal shall be designed with the capability to integrate with existing digital systems of Energy Efficiency Services Limited where required, including:

- Integration with EESL internal systems and databases.
- Integration with EESL data centre infrastructure for hosting and data management.
- API-based integration capability for future interoperability with other digital platforms or enterprise systems.

### **G. Integration Approach (Indicative)**

The portal shall support an integration framework based on standard APIs or middleware mechanisms to facilitate secure and efficient data exchange between systems. The integration of architecture shall include:

- Data synchronization mechanisms where required.
- Error handling and alert systems for failed transactions.
- Configurable real-time or batch data exchange mechanisms depending on system requirements.

### **H. Common Integration Requirements**

The proposed portal shall be designed to support integration with existing systems of Energy Efficiency Services Limited (EESL) where required. The selected agency shall ensure appropriate data governance, monitoring, and security mechanisms for seamless and secure data exchange.

#### **Data Governance**

- Definition of master data ownership and management rules, identifying the source system responsible for maintaining key data elements.
- Configuration of data synchronization mechanisms, including real-time or scheduled synchronization depending on operational requirements.

#### **Error Handling and Monitoring**

- Provision of dashboards to monitor integration status and system health, including identification of failed data transfers or delays.
- Mechanisms to manage and resolve integration issues, including administrative intervention where required.

#### **Security and Compliance**

- Implementation of secure communication protocols and data encryption for all system integrations.
- Maintenance of audit logs to record integration activities and system transactions.
- Compliance with applicable EESL IT security and data management standards.

During the development phase, the selected agency shall work closely with EESL teams to understand existing workflows, develop the UI/UX architecture, and map the workflows within the portal to ensure alignment with operational requirements.

### **I. Standardization of Documents**

The portal shall include a document management framework to support standardized documentation and record management for programme implementation. Key features shall include:

- Development of standardized templates for programme-related documents, forms, and submissions.
- Centralized repository for storage, retrieval, and archival of documents associated with different projects and programmes.
- Automated document generation and version control where required.

#### Technical Implementation

- EESL API Utilization (REST/SOAP) for real-time data exchange
- Data Mapping (ensure field-level alignment between systems)
- Authentication (OAuth 2.0 or EESL-approved tokens)

#### J. Design Considerations:

The Design considerations for the Portal development are listed below. It is recommended that the Agency use these guiding principles for the development of the technical architecture and framework of the Portal:

- **Web based software:** The System should allow users/stakeholders to connect to and use cloud-based Portal over the internet through any web browser.
- All applications in the Enterprise Application Architecture shall be Service Oriented Architecture (SOA) compliant. The integration between applications shall be via the Enterprise Service Bus (ESB) or through the API Gateway. The ESB supports various features including Mediation, Adaptors, Transport Protocols, Security Management, and System Admin Features. The protocols supported include SOAP, ReST and HTTP(S). APIs designed must be compliant with Open-API Specifications. Please refer to <https://www.openapis.org/> for Open-API specifications.
- Some of the important points that application architects must consider while designing the Application Architecture are mentioned below. These are guidelines and best practices:

##### i. Open-Source Software:

Government of India has notified the guidance for adoption of Open-Source Software by Government Organizations. In accordance with the same, the organizations shall endeavour to adopt Open-Source Software in all e-Governance systems as a preferred option in comparison to Closed Source Software (CSS). The Open-Source Software shall have the following characteristics:

- The source code shall be available for the community / adopter / end-user to study and modify the software and to redistribute copies of either the original or modified software.
- Source code shall be free from any royalty.
- All applications must comply by the "Policy on Adoption of Open Source Software for Government of India".

##### ii. Non-Functional Requirements of Applications

All the Applications in the Enterprise Architecture must meet the following non-functional requirements (indicative list):

| S. No. | Requirement                 | Description  |
|--------|-----------------------------|--|
| 1      | Scalability                 | <p>The application should be able to scale elastically to handle the increase or decrease in workload.</p> <ul style="list-style-type: none"> <li>The Application must support load balancing and routing.</li> <li>The Application must support horizontal and vertical scaling of Servers, compute, storage, network, etc.</li> <li>Graceful failure: The application must not have any Single point of failure. There must be a graceful degradation of services in case of any failure.</li> </ul>                                       |
| 2      | Performance                 | <ul style="list-style-type: none"> <li>The Application must comply by Service Response Time as required by the Application</li> <li>Optimize response times for critical functions, aiming for sub-second response times for user interactions. Implement caching mechanisms to reduce latency and improve throughput, especially for frequently accessed data.</li> </ul>   |
| 3      | Security                    | <ul style="list-style-type: none"> <li>All applications in the Enterprise Application Architecture must adhere to Standard Secure Coding Practices as stipulated by GIGW Standards and other Standards Body.</li> <li>The application should incorporate and in compliance with the Meity security standards. Enforce strong authentication mechanisms, including multi-factor authentication, to prevent unauthorized access. Regularly conduct security audits and penetration testing to identify and address vulnerabilities.</li> </ul> |
| 4      | Usability                   | <p>The applications must comply with ISO 9241-210:2010 Standards (Ergonomics of human-system interaction), GIGW Standards and other standards as stipulated by the state government.</p>   |
| 5      | Quality                     | <p>The applications must comply by ISO/IEC 25010:2011 Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — System and software quality models, GIGW standards and other stipulated standards.</p> <p>Use of the latest &amp; best available standards to avoid locking in obsolescent technologies. The Agency should compliance with IndEA Framework guidelines.</p>  |
| 6      | Availability                | <p>Applications must support the Available SLAs as mentioned for each application. The system must meet the stipulated RTOs and RPOs.</p>  |
| 7      | Error Handling & Resolution | <p>The applications must efficiently do error handling. It must also provide detailed logs to enable efficient de-bugging and issue</p>  |

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|    |                                     | resolution. A repository of 'Known Issues' must be made available to the System Administrator  |
| 8  | Documentation                       | All Software documentation including but not limited to Requirement Gathering, BRS, FRS, Gap Analysis, Design, Testing Use Cases, User Guides, etc. must be maintained with proper Version Control and Access Rights. Software Traceability Matrix must be maintained. |
| 9  | Support for Differently Abled Users | All applications must support accessibility by differently abled Users and adhere to GIGW Standards.   |
| 10 | Change Control                      | All Change Request documents must be approved before implementation and Unit Testing and System Integration Testing must be done post-implementation.  |
| 11 | Multilingual                        | Application should be in Hindi and English   |

In line with the design principles, the Agency should consider the following requirements and propose suitable technical architecture:

| Sr. No. | Particulars        | Technical requirements               |  |
|---------|--------------------|--------------------------------------|--|
| 1       | Presentation Layer | 1. User Interface (UI)               | 1. Develop a modern and intuitive UI that prioritizes usability and accessibility.   |
|         |                    |                                      | 2. Ensure consistency in design elements and navigation across all pages and modules.                                      |
|         |                    |                                      | 3. Implement responsive design principles to provide a seamless user experience across different devices and screen sizes. |
|         |                    |                                      | 4. Multilingual support (English and Hindi)  |
|         |                    | 2. Customization and Personalization | 1. Allow users to customize their dashboards and reports according to their preferences and roles.                         |
|         |                    |                                      | 2. Provide options for users to personalize their UI layout and data visualization settings.                               |
|         |                    |                                      |  |

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|   |                     |                                 | <p>3. Support user-specific settings and configurations to enhance productivity and user satisfaction.</p>  |
|   |                     | 3. Accessibility and Compliance | <p>1. Ensure compliance with accessibility standards such as WCAG (Web Content Accessibility Guidelines) to accommodate users with disabilities.</p>  |
|   |                     |                                 | <p>2. Ensure compliance with the Guidelines for Indian Government Websites (GIGW) in full along with mobile compatibility.</p>  |
|   |                     |                                 | <p>3. Implement keyboard navigation, screen reader compatibility, and other accessibility features to enhance usability for all users.</p>  |
| 2 | Database Management | 1. Database Management          | <p>1. Choose a suitable open source database technology based on performance, scalability, and data model requirements (e.g., relational, NoSQL, NewSQL).</p> <p>2. Optimize database schematic design for efficient data storage, retrieval, and query performance.</p> <p>3. Implement indexing, partitioning, and clustering strategies to optimize query execution and minimize latency.</p>  |
|   |                     | 2. Data Security and Compliance | <p>1. Encrypt sensitive data at rest using strong encryption algorithms and key management practices.</p> <p>2. Implement access controls and role-based permissions to restrict unauthorized access to sensitive data.</p> <p>3. Ensure compliance with data protection regulations and industry governing data security and privacy.</p> <p>4. Ensure security tools like Identity Access Management (IAM), DDoS protection, TLS/SSL management to make platform highly secured and controlled.</p> <p>5. Ensure robust cybersecurity measures in line with standards set by the Indian</p> |

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|   |                |   | <p>Computer Emergency Response Team (CERT-In) and National Cyber Security Policy.</p> <p>6. Ensure compliance with Guidelines for Indian Government Websites (GIGW) for STQC audits.</p>   |
| 3 | Security Layer | 1. Authentication and Authorization         | <p>1. Implement secure authentication mechanisms such as OAuth 2.0 or OpenID Connect for user authentication and authorization.</p> <p>2. Enforce strong password policies, multi-factor authentication, and session management controls to prevent unauthorized access.</p> <p>3. Use Auth scopes and role-based access control to restrict access to resources based on user roles and permissions.</p>  |
|   |                | 2. Data Encryption and Privacy              | <p>1. Encrypt sensitive data both in transit and at rest using industry-standard encryption algorithms and protocols (e.g., AES, TLS).</p> <p>2. Implement data masking and anonymization techniques to protect personally identifiable information (PII) and sensitive data.</p> <p>3. Comply with data privacy regulations and industry standards to ensure the confidentiality and integrity of user data.</p>  |
|   |                | 3. Vulnerability Assessment and Remediation | <p>1. Perform routine security assessments, vulnerability scans, and penetration tests to detect and address security vulnerabilities. An STQC assessment should be completed prior to Go-Live, while VAPT should be conducted before any new version launch.</p> <p>2. Apply security patches and updates promptly to mitigate known vulnerabilities and protect against emerging threats.</p> <p>3. Maintain an up-to-date inventory of software components and dependencies</p> |

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|  |  |  | to track vulnerabilities and security risks effectively. |
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**K.** The Agency shall gather understanding of the Portal need in terms of scheme documents, process flow and role of each stakeholder.

1. Basis above, the Agency shall assess functional requirements and prepare a detailed design report comprising System Requirement Study (SRS). This shall broadly include mapping of functional requirements with the desired system components/ modules, process flow mechanism, wireframes & application design and solution architecture.
2. The SRS along with BRD and prototype prepared by the Agency shall be submitted to EESL for its review and approval /sign off.
3. The Agency should also prepare the business requirement document (BRD) and prototype for better understanding.
4. All the data including the complete solution shall be property of EESL.
5. The portal shall be developed using open-source technologies.
6. The system shall be based on non-proprietary standards; however, OEM support shall be included wherever applicable.
7. The portal must comply with the IndEA Framework, IT Act 2000 (and subsequent amendments), IT Act 2008, GDPR, and other applicable regulations.
8. The application shall be perpetual, royalty-free, and compatible with all major web browsers and operating systems (Windows, Linux, MacOS).
9. Post System Requirement Study (SRS), Business Requirement Document (BRD), and prototype approval, the Agency shall deliver detailed designs covering:
  - Software architecture
  - Database schema
  - Wireframe process flows
  - Third-party integration design
  - GUI for all modules
  - Analytics for MIS and reporting
  - The portal shall be dynamic, database-driven, and capable of:
    - Displaying and sharing information
    - Submission of applications/documents
    - Querying and tracking status/approvals
    - Secure storage of data
10. The Agency shall design an intuitive, bilingual GUI (English & Hindi), ensuring user-friendliness, accessibility (as per GIGW guidelines), and enhanced user experience.
11. The system shall include a robust Role-Based Access Control (RBAC) mechanism, with OTP-based authentication for critical actions.
12. The Agency shall provision for:
  - Data encryption (in transit and at rest)
  - 256-bit SSL certificates
  - Compliance with ISO 27001 security standards
  - Authentication–Authorization–Access audit trails (minimum retention:6 months, configurable)
  - Protection against SQL injection, XSS, and other vulnerabilities

13. The Agency shall implement real-time monitoring tools and alerting mechanisms for unauthorized access attempts.
14. The portal shall support multiple user roles.
15. The system shall provide User Management functions for add/edit/delete, role assignment, and access-level permissions.
16. All stakeholders shall have restricted access to their own data; EESL and its authorised users shall have full access.
17. System should have the provision for any automated verification through API. API will be provided by EESL.
18. Interfacing forms and backend linkages
19. Facility for bulk document upload.
20. Alerts and notifications via Email/SMS (gateway provided by EESL)
21. Pop-up confirmation messages for all transactions
22. The portal shall support automated Email/SMS notifications to relevant stakeholders, configurable via the frontend.
23. The system shall maintain audit logs for backend modifications, thresholds, and approvals.
24. The application shall support at least 500 concurrent users and 12,000 registered users at launch.
25. The architecture must be scalable to handle increasing users and data without performance degradation.
26. The portal shall support industry-standard protocols (e.g., RESTful APIs, MQTT) for integration with external/internal systems.
27. Data exchange shall follow standard formats (JSON, XML).
28. The Agency shall recommend the minimum cloud infrastructure sizing (VMs, storage, WAF, firewall, SSL, backup, etc.).
29. EESL will provision cloud infrastructure (VMs with OS).
30. The Agency shall manage application and database support.
31. The portal shall adhere to:
  - Data protection and privacy regulations (IT Act, GDPR, etc.)
  - GIGW accessibility standards
  - Open-source code management practices (including source code delivery and repository maintenance)
32. User Authentication & Access Control
  - Post-registration, portal access (login, submission, editing, viewing, etc.) shall be enabled only through a One-Time Password (OTP) sent to the designated mobile number of the nodal person registered.
  - The system shall support secure password management and enforce Two-Factor Authentication (2FA) for all users.
  - Access shall be strictly role-based, with permissions assigned according to the respective user type.
33. Encryption & Data Protection
  - All sensitive data, including personal and financial information, shall be protected using encryption protocols (e.g., SSL/TLS) during transmission.
  - Customer data shall be stored securely with encryption at rest.
34. Fraud Prevention & Monitoring
  - The system shall incorporate fraud detection mechanisms to identify abnormal activities

- during registration, login, and activation.
  - The Agency shall implement real-time alerts and automated blocking mechanisms for suspicious behavior.
  - Any unauthorized access attempt shall be reported immediately.
  - The Agency shall be responsible for continuous monitoring of portal performance and security events, including service degradation and failures.
35. Audit & Logging
- All system events and activities shall be securely logged.
  - Logs shall be tamper-proof, retained for a minimum of six months, and accessible only to authorized personnel with option to change the duration of logs retention.
  - Applications, software, and website solutions shall be protected from security breaches and vulnerabilities through timely patches and updates.
36. The portal should provide a user-friendly interface with clear and concise steps for registration and activation.
37. The portal shall support multi-level approval workflows with configurable approving authorities based on requirements.
38. The Agency shall develop data integration layer for the integration with different portal modules for seamless information exchanges.
39. Maintain version control and configuration information for application software and any system documentation.
40. Infrastructure & Hosting
- The Agency shall recommend the minimum cloud infrastructure sizing (VMs, storage, WAF, firewall, SSL, backup, etc.).
  - EESL will provision cloud infrastructure (VMs with OS).
  - The Agency shall manage application and database support.
  - The development is to be done on the infrastructure of the agency
41. SSL Certification & Secure Connectivity
- The portal shall be provisioned with an SSL Certificate to ensure secure communication between users' browsers and the portal.
  - A Wildcard SSL Certificate in the name of EESL shall be provided by the Agency.
  - All connections between stakeholder modules and the backend server shall be established over HTTPS secure protocol.
  - Data transmission between the server and client browsers shall be fully encrypted.
  - The encryption key shall be issued by a recognized Certification Authority (CA).
42. Compliance & Standards
- The portal shall comply with CERT-In Security Policies and Guidelines.
  - All audits shall be conducted by CERT-In empanelled auditors.
  - The portal shall undergo Vulnerability Assessment and Penetration Testing (VAPT) prior to Go-Live.
  - The Agency shall ensure the portal successfully clears STQC audit before Go-Live.
  - The portal shall undergo an Accessibility Audit in line with GIGW requirements.
  - Any other audit(s) mandated by Government of India/competent authority for secure hosting shall be undertaken.
43. Audit Certification & Costs
- The Agency shall bear the full cost of all audits, including rectification of non-compliances.

- A Safe-to-Host Certificate must be obtained by the Agency prior to Go-Live.
44. **User Acceptance Testing and Go Live of Web based Portal**  
After completion of the design, development, and implementation of the web portal, EESL will conduct technical reviews and UAT of developed web portal. The Agency shall be responsible for:
- Preparation and submission of test strategy, test cases and test results.
  - Demonstration of features and functionalities of the Web based Portal to EESL.
  - Support EESL and its designated authority for conducting the testing and provide access to the systems as required by them.
  - The required testing like cert-in, STQC, Accessibility etc. should be done.
  - The Agency shall assist EESL in conducting the User Acceptance Tests.
  - The Agency shall remove/ make changes to resolve any issues/ bugs/ and improvements/ Enhancements / upgradations suggested by EESL during the UAT and stabilization phase without any additional cost.
  - After incorporation of the suggestions made during UAT phase, the Agency shall make the web Portal Go-live.
  - Deliver source code of complete solution (including without limitation all make files, configuration files, APIs, protocol, data tables upon which execution is dependent, and the like, collectively the “Source Code”), object code, integration details and documentation for complete solution (and cumulative updates thereof), together with (a) continually updated instructions as to the installation, configuration, deployment, and use of the Source Code, and (b) a list of all non-deposited third party software used in conjunction with the Source Code to provide the full functionality of the solution to EESL.
  - The intellectual property (IP) of the code must be transferred to EESL or any other agency authorized by EESL.
45. **Training to EESL officials regarding Portal use, preparation of User Guides and Handholding of EESL development team**

The Agency shall provide comprehensive **handholding and knowledge transfer support** to EESL’s internal development/IT team for effective operation, maintenance, and future enhancements of the web portal. The minimum requirements are as follows:

- **Training & Knowledge Transfer**

The Agency shall conduct detailed training sessions for EESL’s internal team covering:

- System architecture and database schema
  - Application workflow and module functionalities
  - User management and access control
  - Integration processes (APIs, third-party systems, etc.)
  - Security protocols, monitoring, and reporting mechanisms
- Training materials (user manuals, admin manuals, technical documentation, and troubleshooting guides) shall be provided in both soft and hard copy.
  - The Agency shall provide on-site and/or remote handholding support.
  - Capacity Building

- The Agency shall facilitate **knowledge transfer workshops** to enable EESL's internal team to independently manage minor enhancements, bug fixes, and routine operations.
- The Agency shall provide access to all required tools, repositories, and environments necessary for capacity building.

- **Handover & Transition**

- At the end of the handholding period, the Agency shall conduct a **final transition workshop** to ensure EESL's internal team is fully capable of managing the portal.
- A **certificate of knowledge transfer and handover** signed by both parties shall be prepared as part of project closure.

#### 46. MIS & Reporting Module Requirements

- The Agency shall design, develop, and implement a Management Information System (MIS) integrated within the portal to support reporting, monitoring, and decision-making. The minimum requirements are as follows:
  - The Agency shall prepare draft formats for MIS reports and dashboards and obtain prior approval from EESL.
  - The system shall support automated scheduling of reports and delivery via Email/SMS notifications to designated stakeholders.
  - Reports shall be configurable for daily, weekly, monthly, quarterly, yearly, and user-defined time ranges.
  - Reports shall include metadata such as "Generated By" and "Generated Time" in the footer.
  - The MIS shall support custom report creation with filters such as date range, geography, project type, sector, and financial status.
  - Reports shall be configurable and exportable in at least the following formats: PDF, XLSX, CSV, DOCX.
  - The system shall have the capability to generate graphs, charts, and infographics based on user-defined criteria.
  - MIS reports shall be accessible on a role-based basis.
  - The Agency shall provide any additional reports required by EESL.

#### 47. Dashboard Module Requirements

The Agency shall design and implement an interactive, dynamic dashboard within the web portal for better monitoring and visualization. The minimum requirements are as follows:

- The dashboard shall be dynamic and interactive, presenting consolidated scheme performance.
- Key visualization features shall include:
  - Graphs, charts, and infographics for data representation
  - Drill-down to detailed records from summary metrics
  - Progress indicators for applications, approvals, disbursements, and complaints
- The dashboard shall provide at-a-glance insights for decision-makers. The system shall include configurable filters for state, region, sector, and scheme parameters.
- The Agency shall develop any additional dashboards as may be required by EESL.

#### 48. Helpdesk Module Requirements:

- Ability for users to raise **support tickets** via email, web based Portal etc.

- Unique Ticket ID generation for each request/complaint.
- Categorization of tickets (technical issue, registration issue, payment, grievance, etc.).
- Priority levels (High, Medium, Low) with SLA-based resolution timelines.
- Status tracking (Open, In Progress, Escalated, Resolved, Closed).
- Ticket assignment to support agents/admins automatically or manually.
- Automated acknowledgment email/SMS upon ticket creation.
- Real-time updates to users via Email/SMS/portal notifications on ticket status changes.
- Facility to attach documents/screenshots while raising or responding to tickets.
- Defined escalation matrix (e.g., auto-escalation if not resolved within SLA).
- Role-based access for support team (Agent, Supervisor, Admin).
- Admin dashboard showing number of tickets received, resolved, pending, SLA breaches.
- Graphical representation of helpdesk performance (charts, trends).
- Customizable reports by category, user type, resolution time, etc.
- Export of reports in **Excel/PDF/CSV** formats
- Seamless integration with **Grievance Redressal Module** (if separate).
- Linkage with MIS for reporting ticket statistics.
- Integration with Email/SMS gateways for communication.
- Multilingual support (English/Hindi at minimum).
- Mobile-friendly, responsive interface.
- Compliance with applicable government guidelines (e.g., GIGW).
- End users multi-channel support by allowing users to create tickets via email, web based Portal etc.
- Provide real-time status updates.
- Maintain a complete audit trail for every grievance, including all actions taken, user interactions, and timeline of updates.

#### L. User Acceptance Testing and Go Live of application

After completion of the design, development, and implementation of the application, EESL will conduct the technical reviews and UAT of the application. The service provider shall be responsible for:

- Preparation and submission of test strategy, test cases and test results.
- Demonstration of features and functionalities of the application.
- Support EESL for conducting the testing and provide access to the systems as required by them.
- The service provider shall assist EESL in conducting the User Acceptance Tests.
- Performing the required security audit like cert-in, VAPT etc.
- The Service Provider shall remove/ make changes to resolve any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested by EESL during the UAT and stabilization phase without any additional cost.
- After incorporation of the suggestions made during UAT phase, the service provider shall make the application Go-live. Thereafter, the Service Provider shall check the stabilization aspects of the application and incorporate any changes/fixing issues encountered during the three weeks of stabilization/support period post Go Live without any additional cost.
- Deliver source code of complete solution (including without limitation all make files, configuration files, APIs, protocol, data tables upon which execution is dependent, and the like, collectively the "Source Code"), object code, integration details and documentation for complete solution (and cumulative updates thereof), together with (a) continually updated instructions as to the installation, configuration, deployment, and use of the Source Code, and (b) a list of all non-

deposited third party software used in conjunction with the Source Code to provide the full functionality of the solution.

- The intellectual property (IP) of the code must be transferred to EESL
- The service provider needs to train the inhouse development team for the continuous management of the application.

## 6. DELIVERABLES & TIMELINES

The selected vendor shall provide the following deliverables:

The shortlisted Organization/Agency is expected to complete the deliverables as per the timelines mentioned below:

| Deliverables   | Description of Activities  | Timeline (Weeks)   |
|--|--|--|
| Submission of Inception report & Architecture of Portal  | Review of requirement document, selection of right architecture which is scalable and secure   | Within 2 weeks from the inception meeting                  |
| Business Requirements Document (BRD) and working Prototype of Portal   | Undertaking stakeholder consultation and preparing in-detailed Business Requirements Document (BRD) and Prototype  | Within 4 weeks from date of award of the contract          |
| 1. OAT report<br>2. UAT Report<br>3. Cert-in Security audit report<br>4. Accessibility Audit Report<br>Source code with complete documentation IP Transfer | <ul style="list-style-type: none"> <li>• Undertaking security audits and incorporating remedial actions suggested by the auditors.</li> <li>• Delivery of source code and associated configuration files, APIs, etc.</li> </ul> Operational acceptance and Go-live of the solution | Within 10 weeks from date of award of the contract         |
| Testing & Final handover of functional portal  | <ul style="list-style-type: none"> <li>• Validation of processes at EESL Testing of modules</li> <li>• Training to EESL IT team &amp; other officials</li> <li>• Report and User Manuals</li> <li>• Validation of tools and processes</li> </ul>                                   | Within 12 weeks from the date of the award of the contract |

## 7. SUBMITTAL & REPORTING

Interested organisations/agencies must provide information indicating that it is qualified to perform the services, along with budgetary quotes, by submitting separate proposals as described above via email to [procurement\\_gef6@iiec.org](mailto:procurement_gef6@iiec.org) with the subject as **Proposal for 'Development and Deployment of an Online MIS Portal for EESL projects'** in the subject line by **20 April 2026 at 17:30 hrs IST**.

Proposals should include the following information.

- Brief background about your organisation.
- Organizational & team's relevant experience.
- A narrative outlining the vision for the work along with the suggested methodology, work plan, and/or other technical inputs for the assignment.
- Team composition and individual qualifications & experience.
- References of similar projects/studies with contact details (email and telephone).
- Budget information. The Organization/Agency should submit a detailed cost proposal in USD only.

## 8. SCHEDULE OF PAYMENTS

| S. No. | Milestone  | Payment (%)                |
|--------|--|----------------------------|
| 1      | Submission of Inception report & Architecture for Portal   | 20 % of the contract value |
| 2      | Business Requirements Document (BRD) and working Prototype of Portal   | 20 % of the contract value |
| 3      | Operational acceptance and Go-live of the solution along with following details: <ol style="list-style-type: none"> <li>1. OAT report</li> <li>2. UAT Report</li> <li>3. Cert-in Security audit report</li> <li>4. Accessibility Audit Report</li> <li>5. Source code with complete documentation<br/>IP Transfer</li> </ol> | 30 % of the contract value |
| 4      | Testing & Final handover of functional portal to EESL team   | 30 % of the contract value |

## 9. QUALIFYING REQUIREMENTS

- A. The bidder should have a legal status in India enabling the firm to carry out the assignment.
- B. The bidder should have average annual turnover for the last three financial years should be of USD 100,000.
- C. The bidder should have a minimum of five (05) years of experience in Designing, developing, and implementing web-based portals / Management Information System (MIS) platforms / IT-enabled project management systems with government organization / public sector entities / private institutions.
- D. The bidder should have successfully completed at least three (03) similar assignments during the last five (05) years, involving one or more of the following activities:

- Design and development of web-based portals / Management Information Systems (MIS) / IT-enabled project management platforms / Similar software applications using modern technologies and development frameworks.
- E. The bidder should be a CMMI Level 3 (or higher) certified organization and should possess ISO 27001 certification for Information Security Management Systems (ISMS).

**Note:** Bidders shall submit the relevant supporting documents showcasing their qualifications and experience relevant to the qualifying criteria mentioned above. However, IIEC holds the right to seek any additional documents during the evaluation process as deemed necessary.

## 10. EVALUATION CRITERIA

The evaluation of bids shall be done on Quality Based Selection with **70%** (Seventy percent) weightage to technical score and **30%** (Thirty percent) weightage to financial bid. The following are the qualification criteria for the selection of organization/agency.

- Pre-screening: All applications meeting the minimum eligibility criteria and conformance to the application content requirements will be evaluated by the Evaluation Committee (EC).
- Final Evaluation: The proposals will be evaluated based on the marks obtained as per the criteria provided below against each category by the EC.

| Parameters   | Marks                  | Maximum Marks |
|--|------------------------|---------------|
| Quality of Technical Proposal<br><b>Sub-Criteria:</b><br>a. Adequacy of the proposed methodology in responding to the Terms of Reference. <i>(Completeness of approach to meet all ToR requirements - Innovation in solution design, Risk mitigation strategy)</i><br>b. Technical approach and work plan. (Realistic timelines with milestones - Clarity of development phases (SRS, UAT, etc.), QA/QC processes)<br>c. Specific experience of the proposed team members. | 20<br><br>20<br><br>15 | <b>55</b>     |
| Specific experience of the Organization/Agency relevant to the assignment  | 15                     | <b>15</b>     |
| Bid cost competitiveness   | 30                     | <b>30</b>     |
| <b>TOTAL</b>   |                        | <b>100</b>    |

## 11. TEAM COMPOSITION AND EDUCATIONAL & PROFESSIONAL QUALIFICATIONS

| S. No | Role                                     | Minimum Number of professionals | Minimum Education Qualification  | Minimum Experience Criteria  |
|-------|--|---------------------------------|--|--|
| 1     | Project Manager / Team Lead              | 1                               | Bachelor of Engineering or equivalent / Bachelor of Technology or equivalent | Should have minimum 20 years of overall professional experience, with at least 12 years of experience in managing IT system and web portal development projects  |
| 2     | Solution Architect / Technical Architect | 1                               | Bachelor of Engineering or equivalent / Bachelor of Technology or equivalent | Should have minimum 12 years of overall professional experience, with at least 8 years of experience in designing system architecture for web portals, MIS platforms, or enterprise applications.  |
| 3     | Full Stack Developer                     | 1                               | Bachelor of Engineering or equivalent / Bachelor of Technology or equivalent | Should have minimum 10 years of overall professional experience, with at least 6 years of experience in development of web-based applications, MIS portals, or enterprise software solutions using modern programming frameworks and technologies. |
| 4     | UI/UX Designer                           | 1                               | Bachelor of Engineering or equivalent / Bachelor of Technology or equivalent | Should have minimum 06 years of overall professional experience, with at least 04 years of experience in UI/UX design for web platforms.   |
| 5     | Database and Data Management Specialist  | 1                               | Bachelor of Engineering or equivalent / Bachelor of Technology or equivalent | Should have minimum 06 years of overall professional experience, with at least 04 years of experience in database design and management.   |
| 6     | DevOps Engineer                          | 1                               | Bachelor of Engineering or equivalent / Bachelor of Technology or equivalent | Should have minimum 05 years of overall professional experience, with at least 04 years of experience in DevOps practices, application deployment, version control, and CI/CD pipeline management for web-based enterprise applications.           |

The agency shall also demonstrate the availability of backstopping support and availability adequate support staff/resources for supporting the project team in conducting various tasks of the assignment.

## 12. INSTRUCTIONS FOR BIDDERS

- Bidders are requested to submit the complete proposal as mentioned on Page 1 of this RFP document.
- Files/ Folders greater than 20 MB in size will not be delivered in the above-mentioned email ID resulting in non-submission of the bids.
- The bidders can submit the proposal and documents in a maximum of two separate emails due to the size limitations of email as mentioned above.
- Submission of bids through any open source or links to shared drives such as Google Drive, OneDrive, WeTransfer, Dropbox etc. shall not be entertained and will stand disqualified.
- Project references and the associated documentary evidence should be easily identifiable for ease of evaluation.
- Submission of Financials should indicate the component of local taxes, as applicable.

## 13. TERMS AND CONDITION

- JV/consortium or any kind of sub-contracting shall not be allowed for this assignment.
- The maximum cumulative liability of the Consultant/ agency entering a contract with the Client shall be limited to the Contract Value.
- IIEC is under no obligation to accept any proposal or part thereof received in response to this study.
- IIEC reserves the right to seek clarification or request any additional documents as deemed necessary. Furthermore, the IIEC reserves the right to modify or cancel the RFP (including extending the deadline for the receipt of proposals) without justification or compensation payable to the bidder.
- It will be at IIEC's discretion that it may accept request for an interim payment based on the situation of the ongoing project.
- IIEC will not reimburse bidders' expenses, including those related to responding to this RFP. In case any additional tasks are required, the consultant should seek prior approval in writing from IIEC.
- Confidentiality: All data and information received from IIEC and partner organizations, provided to the agency for this assignment is to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference (a specific separate confidentiality agreement may be agreed between the Consultancy and IIEC, if needed to provide information more freely). All intellectual property rights arising from the execution of these Terms of Reference are assigned to IIEC. The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advance written authorization of IIEC and its partner organizations.