## REQUEST FOR PROPOSALS



# INFORMATION SCIENCE AND TECHNOLOGY DEPARTMENT GOVERNMENT OF SINDH

# PROCUREMENT OF CENTRALIZED ONLINE JOB PORTAL "ROZGAAR SINDH" FOR GOVERNMENT OF SINDH

April 2015

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## RFP GUIDELINES

### General

Information Science and Technology Department, Government of Sindh is responsible for setting up and maintaining the e-Government and ICT infrastructure to support the working of the Government of Sindh with the vision to bring about Qualitative improvement in citizen services and optimize the operational capability of the provincial Government through effective use of information and communications technology, transforming Government of Sindh into an agile, knowledge-based, citizen friendly Government.

In keeping with this high-tech approach, Information Science and Technology Department, Government of Sindh has intended to procure the services of a leading Software Development House to design, develop, deploy and maintain an Online Job Portal that will enable various contities and departments of Government of Sindh to post job opening in their respective departments. With this facility potential applicant will have the ability to browse through various job openings on the basis of departments, location, district and grade with the ability to apply/sign up online and receive particular job related announcements and results. Government of Sindh intends to leverage common service delivery approach for e-Government services to ensure ease of use and reduce cost of operations and align infrastructure with the long term objectives of e-government.

## Project Overview

The Purchasel is soliciting proposals for the development of a Government Job Portal (Rozgaar Sindh) that will be centrally linked with all departments of Government of Sindh. The project entails detailed requirement, analysis, art work, wireframes, UX/UI development, module development, extensive QA testing, deployment and periodic maintenance.

Rozgaar Sindh Job Portal would be an online solution that will entitle authorized user from each department to access the portal's secure administrative section and post job openings in their respective departments with relevant information; department, grade, salary range, minimum experience, minimum education, circular number, newspaper clipping and expiry date of posting. Upon successful posting, admin will have the ability to view listing of applicant with relevant information; name, education, CNIC #, experience, domicile # and attached CV. Admin will have the ability to filter applicant of the basis of pre-defined search filters and send announcements and interview call results.

Fotential Applicant will have the ability to access the Rozgaar Sindh Job Portal and search for potential job opening from various departments with the ability to apply for the job online. The primary objective of this effort is to provide complete transparency in the hiring process for all departments and significantly improve the productivity of Sindh c-Government personnel by er hancing Information sharing and collaboration and effectively managing all records and decuments in an optimal, consistent and logical manner in a centralized platform (Rozgaar Sindh).

## Deliverables of the Assignment:

The Firm shall perform the scope of work specified in the following Five (5) phases. The firm shall be specifically responsible for the following tasks and scope of work. At minimum, it ant cipates the following activities and deliverables will be required

## Analysis Phase

- Conduct a detailed analysis of the current manual hiring process in various departments across Sindh Government and propose an effective plan to provide an online solution that could be used in each and every department.
- After analyzing the details, focus on discovering and documenting the portal's user and business functional, technical and design requirements. Work collaboratively with

Information Science and Technology Department, Government of Sindh to assess and harvest Rozgaar Sindh logic and design to enhance the user experience. Multiple meeting sessions will be held with the department representative to identify, clarify and assess specific requirements of Rozgaar Sindh.

After detailed analysis and complete understanding of the Rozgaar Sindh Project; functional requirement document and wireframes need to be developed and shared to establish the requirements for the project.

## Logo and UI Creation

The new website should have an updated and responsive website design. Use a similar color palette and use similar fonts as used in the logo and current website.

#### Design

- Design a Logo for the Rozgaar Sindh
- o Design a homepage that makes the Website easy to navigate and give it more dynamic features
- Be visually appealing and engaging to the intended audiences
- o Internal Page Design will be consistent with the home page design and Organize content in a format that is easy to use.
- o Implement an easy and user-friendly navigation structure: top horizontal for main menu bar and side menu bars for secondary pages for subsections.
- Ensure layout is clear for the audience.
- Have a finished aesthetic
- Have a WOW effect

### **UX** Development

System must be tested and responsive on the following browsers/OS and must be responsive (Mobile, Tablet and Smartphone versions) and viewable in all devices and platforms. Failure to work across all platforms as commonly anticipated would be considered a bug.

- Internet Explorer v.9 & Up
- Google Chrome v.40 & Up
- Safari v5.1+
- Firefox v34

## Software Development and Customization Phase

#### System Architecture

Database and code architecture for the entire application will be designed to ensure enhanced security, performance and scalability of the application and will be developed using open source technology PHP and CodeIgniter Framework.

## 'Web Development, Integration & Coding:

During this phase of the project, selected vendor will develop integrate and test the following modules:

## Module Development

- Administrative Section
  - o Multi-tier Admin Roles and Permissions
  - Admin group can post/manage employment opportunities
  - o The system will have the multiple users
  - Users access rights will be governed by the Admin
- Applicants Management Section
  - Admin will have the rights to view applicant listings
  - Admin will have search and filter options
- Department Management Section
  - Admin will have the ability to maintain and manage the complete list of departments

- Secure Access Area
  - Atlmin and user both will have secure access to the system protected by unique username and password
- Customize Access Area
  - Admin and user will have dashboards that will provide them ability to access relevant information (contact information, password, job searches etc)
- · Secure Job Posting Area
  - Admin will have the ability to post jobs with relevant information; name, department, location, gender, Age requirements, job posting and expiry date etc
- Custom Search Option
  - Intelligent Job Search functionality and Filter Groups
- · Announcement & Notification Section
  - Email Notifications to Applicant and Admin Groups
  - Admin will have the ability to add announcements and notifications related to a particular job
- Applicant signup Sections
  - Applicant can apply for the job post and Maintain their profile
  - Users will have the ability to search for jobs via the system
  - Uşer will have the ability to register in the system with relevant information
- · Social Media Integration
  - Applicant will have the ability to register/login via social media platform
- SMS Gateway Integration
  - Ability for users to receive SMS notifications/alerts for announcements and notifications
  - o Mobile system verification system will be integrated with the system
- · Advanced Admin Reporting Section
  - Qualification based job post visibility
  - o Admin will have the option to export all reports to CSV format
  - Will have access to graphical chart for Job posts, Applicant demographics, visitor stats

- Multi-Language Option
  - Application will be available for users with help text in multiple language.

## Implementation Phase

## **Test and Acceptance Phase**

Prior to going live, Ministry will require 15 days period of time to conduct a thorough User Acceptance Testing (UAT) of the Web Portal. This period should be sufficient to verify that the solution is operating effectively as per the outlined defined in the RFP. UAT will not commence until all the phases of the job have been completed.

Training manuals must be provided to personnel in advance of the acceptance phase to make sure that the different department teams are ready for the implementation of the application. Training sessions will be requirements of final delivery.

## Operations Support & Maintenance

During the post implementation phase, provide technical support for remedying mutually agreed upon warranty related problems. After the warranty period team will assist in maintenance and ongoing development for two years as outlined SOW from the date the system does live.

Tean must be able to supply general support services, with support acknowledgement within (1) one business day, with either fix or estimated time for completion. Which includes but not

- System upgrades & hardware
- New features
- Page updates/optimizations
- Database queries/reports
- End-user support

## **Hosting Solutions**

Hosting will be provided with the solution for 5 years that will be billed in advance

- Robust server to handle 15-20 Million Job Applicants
- o Dedicated Website and Email Hosting
- o 99.99% uptime
- o Dedicated, Secure and Robust Hosting Server

## Implementation Schedule

3 No.	Milestone	Timeline	
!	RFP Details Published in Local Newspaper	22 <sup>nd</sup> of April 20, 2015	
	Pre-bid meeting: Bids to be evaluated.	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
	Bidder(s) will be invited to brief proposed		
2,	solution to Department (presentation	30 <sup>th</sup> of April, 2015 at 3:00 p.m.	
	meetings, not negotiation meetings).	, and the plant	
	As per giving criteria in RFP		
? 	Deadline for receiving bid (all material)	7 <sup>th</sup> of May, 2015 upto 1 p.m.	
	Technical Proposal opening Date	7 <sup>th</sup> of May, 2015 at 2 p.m.	
6	Short listed bidders will be invited for the		
	time of opening of their financial bids		
7	Hosting of bid evaluation report on website	For 7 days	
3	Contract Award		
<del>-</del>	SRS Preparation And Signoff		
()	Project kickoff		
+	Pilot Demo Showing Full Functionality		
12: +	UAT		
	Go Live		

## To be included in the Bid

In order to be eligible the Bidder shall meet the Mandatory Eligibility Criteria laid out below in the RFP.

#### Profile

The Bidders must comply with the following mandatory requirements evidenced by submission of cocumentation in this bid:

- o The bidder must have the required experience and technical know-how for the project's scope of work as mentioned in Qualification Criteria
- The Bidder must have proven experience/portfolio of developing job portals for international companies
- The Bidder must be in similar business for at least 5 years
- The Bidder must have revenue of at least USD 1.5Million Dollar or equivalent in Pak rupees in the past 5 years.
- The Bidder must have experience working with over 250+ local and international cliental over the past 5 years.
- Key personal within the organization must meet the following criteria
  - Business Analyst Bachelor from a reputable foreign University with over
     5 yrs of working experience within local and international market
  - Sr. Project Manager Bachelor from a reputable foreign University and should have attained a Project Management Certification from aboard with over 10 yrs of working experience within local and international market.
  - Project Manager Bachelor from a reputable foreign University with over
     7 yrs of working experience within local and international market
  - Technical Architect Bachelor from a reputable foreign/local, University with over 10 yrs of working experience within local and international market
  - Sr. Software Engineer Bachelor from a reputable foreign/ local University with over 5 yrs of working experience within local and international market

- Sr. Creative Designer Bachelor from a reputable foreign/ local University with local/international market and Print or electronic media working experience over 7 yrs
- IT Operations Team members needs to be Microsoft Registered Partner,
   Cisco Certified, Microsoft Certified Professionals and Innovative
   Educator Trainer (MIE) with over 5 yrs of working experience within local and international market

Bidders NOT complying with any of the mandatory eligibility criteria listed would be discualified.

All documentary evidence must be submitted along with the bids; no document will be acceptable after bid submission.

#### **Technical Skills**

- Web development process: explain the process you will follow to build the Web site including major milestones and evaluation
- o Provide usability standards and testing procedure

#### Management Tools

- Organizational structure: communication process; including lines of reporting and any special tools used.
- Schedule of deliverables: including major milestones and testing proposal.

## Costing Breakdown

- o Break down cost by production hours, tools and functionalities
- Maintenance and support: Identify any costs that should be assumed as part of the site and ongoing costs for maintenance and support we need in the future.
- Hosting: Provide cost breakdown of hosting the site on a dedicated server for 5 yrs.
- Training Guide / Manual: Identify costs to train our staff to use site tools and provide a style guide.

Other charge areas: Please Identify whether there will be other expenses, consulting fees, future work, etc. to complete this project.

#### Timeline

- Application needs to be completed in a timely manner with mutual consent of both parties after being awarded the job
- Hosting needs to be provided for 5 years
- Maintenance Contract is required for 2 years from the time the application goes lives

## TECHNICAL PROPOSAL EVALUATION CRITERIA

Technical Bids must score at least 80% marks overall to be considered a responsive bid. Financial Bid for non-responsive bids will be returned un opened.

Purchaser will require from participating companies any document/papers that he may require in order to verify the claims of the participating companies with regard to technical competence. Companies are encouraged to provide maximum documentation as part of the technical proposal.

Section	Points	Criteria				
Lomain :	100	Over all understanding or	f design and	implementation of		
Understanding				ge (general and subjective)		
		may be assessed, based o	n the Techni	cal Write-up submitted and		
<del></del>		Evaluation of Project Ref	erences succ	essfully delivered		
Project	50			n to the purchaser outlining		
Demonstration (Live		the basic functionality	,	to the parenaser outning		
Demo)		,	•			
Government	45	The Bidder must be regis	stered with F	BR for Income Tay CST		
Registration	ļ	The Bidder must be registered with FBR for Income Tax, of and Professional Tax Government of Sindh				
		Registration	Points	,		
		FBR	15 pts			
		GST	15 pts			

		Professional Ta	ax 15 pts			
Web Development	50	The Bidder must have p	roven experience/portfolio of develo	ping		
Experience	ı	dynamic web applications for international companies.				
		,				
		# of Web Apps	Points			
		1 - 10	5 pts			
1		11 – 20	10 pts			
	j .	21 – 30	20 pts			
		31 – 40	30 pts			
		41 – 50	40 pts			
<u> </u>		50+	50 pts			
Financials Capability	50	Bidder must have revenu	ue of at least USD1.5 Million in the	last		
·		5 yrs.				
		5 yrs Revenue	Points			
		USD \$0.50 Mill	ion 10pts			
	!	USD \$0.75 Mill	ion 20 pts			
		USD \$1.00 Mill	ion 30 pts			
		USD \$1.25 Mill	ion 40 pts			
		USD \$1.5 Millio	on 50 pts	5		
		,				
	. <u>.</u> .					
Specialization,	100	Strength of the Firm $-5$				
Qualification And	;	Year of establishment of company				
Competence Of, The		Years of Establishments Points				
Key Staff Assigned	İ	Less than 6 months 10 pts				
To The Project		Less than 1 year	20 pts	h,		
		Less than 2 years	· •			
		Less than 3 years	40 pts			

5 years and above

#### Experience of Key Personnel - 50 points max

The section will evaluate the required Human Resource potential of the company as well as the quality and experience of the available Human Resource with special reference to the assignment being tendered for.

50 pts

For evaluation of Team Leader and each of the key professionals the following sub-criteria will be followed:

### Educational qualifications

# Key Perso		CHAITHCAHOIL		PAINTE
Perso	ı	Qualification	Exp	Points
	ons		(Yrs.)	
Busi	nace	Bachelor from a	>5 yrs =	5 pts
1		reputable foreign	<5 yrs=	2 pts
Anal	iyst	University	<3 yrs =	0 pts
		Bachelor from a		
		reputable foreign		
		University		
S-	Sr. Project	• Post Graduate	>5 yrs. =	= 5 pts.
2	-	Diploma (PGD)	<5 yrs. =	= 2 pts.
Ivtan	Manager	from a reputable	<3 yrs. =	= 0 pts.
		foreign University		
		Project		
		Management		
Desi	Project Manager	Bachelor from a	>7 yrs.	= 5 pts.
3   -		reputable foreign	<7 yrs.	= 2 pts.
Ivian		University	<3 yrs.	= 0 pts.
4 Tech	nnical	Bachelor from a	>10 yrs	= 5 pts

		Architect	reputable University	-72
		Aicintoct	reputable University	<7 yrs = 2 pts
	!			<5 yrs = 0 pts
	5	Sr. Software Engineer	<ul> <li>Bachelor from a reputable         University         Internationally recognized and accepted programming certification     </li> </ul>	>5 yrs = 5 pts <5 yrs = 2 pts <3 yrs = 0 pts
*	6	Sr. Creative Designer	Bachelor from a reputable University	>5 yrs = 5 pts <5 yrs = 2 pts <3 yrs = 0 pts
	7	Sr. UI/UX Developer	Bachelor from a reputable University	>5 yrs = 5 pts <5 yrs = 2 pts <3 yrs = 0 pts
	8	Content Writer	Proficient in English, Urdu and Sindhi	>5 yrs = 5 pts <5 yrs = 2 pts <3 yrs = 0 pts
1	9	IT Operations	Team needs to be having following skills.  Completed Masters  Microsoft Registered Partner  Cisco Certified  Microsoft Certified Professionals	>5 yrs = 5 pts <5 yrs = 2 pts <3 yrs = 0 pts

				<ul><li>System Advisor</li><li>Innovative</li><li>Educator Trainer</li></ul>	
		10	Human Resource Advisor	(MIE)  Master from a reputable foreign University	>5 yrs = 5 pts <5 yrs = 2 pts <3 yrs = 0 pts
Proposed Me:hodology	100	Methodology proposed by the bidder shall be evaluated for its innovativeness and soundness and would be graded subjectively.			

گورنمهنت آف م "ريزگار س

دِي) بازان بروروزلزجي لاء دعوت ڏني ويعي ٿي

مرين كاتن سان مركزي طور كنديل هوندو گهرمون اتلاثیزن آرت ورک واثر فریمز UX/UI

آر اي رولز 2010 (ترميم ٿيل 2013) ت

مات RFP/تینبر كَتَالُوعِي كَانِي مِانْ خَرِيدُ كِرِي سِكْهِيمِن ثَا

**ڊيولپميئٽ آف سينٽر لائيزڊ آن جاب پورٽل 'روزگار سنڌ** 

عاریزن پر چاڻائیل آهن شیون 22 ایریل 5 201 کان 07 منا غريتريت نسبر 6. كراجي (99213827) ۾ ليترهيڊ تي عاريز /RFP جاسا

ڪراچي (99213827) ۾ پهجائي جڏڻ/جسم ڪرائي جاڻ گهر،

واك ديندان جا تيكنيكل بروبوزاز ساكي دينهن يعني 07 مئي 2015 يتي ۽ ان دوران شرڪت جي خواهشمند بدرؤيا سندن بااختيار تمائنلن

يري ـ بېميتنگ 30 ليريل 2015 تي بوقت 03:00 وڳي. ڪميٽي روم انڌ سائنس اينڊ ليڪنالوجي کاتي جي (ملي سيريل نسبر 2 ۾ ڄاڻايال) ۾ اُنا سائنس آينڊ ليڪنالوجي گورنسينٽ آف سنڌ جي واسطيدار اختيارين جي من

ايس بين بين روز 2010 (ترميمز ٿيل 2013) جي قرامر

سيكشن أفيسر (جي) تيكنالوجي بپارتمينت

INF/KRY NO.1497/2015

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