অসম ইলেকট্রনিক্স উন্নয়ন নিগম পৰিসীমিত
(অসম চৰকাৰৰ অধীনস্থ প্ৰতিষ্ঠান)
Assam Electronics Development Corporation Ltd.
(A Govt. of Assam Undertaking)
CIN: U31909AS1984SGC002155

No: AEDC/IT/SEED/21-22/516/25099 Date:15/10/2025

Notice Inviting Quotation for Annual Maintenance Contract (AMC) of MIS Portal and Assam Job Portal

Sealed quotations are invited from interested AMTRON empanelled vendors for the Annual Maintenance Contract (AMC) of the Directorate of Employment & Craftsmen Training's (DECT) MIS Portal and Assam Job Portal for the period from 4th July 2025 to 3rd July 2026.

Quotation Submission Date 22/10/2025 Time: 2 PM

Quotation Opening Date 22/10/2025 Time: 3 PM

DGM, AEDC Ltd.

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1. Project Background

The Directorate of Employment & Craftsmen Training (DECT), Assam, operates two critical digital platforms: the MIS Portal (a core platform for data collection, processing, reporting, and decision-making) and the Assam Job Portal (a flagship platform connecting job seekers with employers). This AMC is essential to ensure the robustness, security, optimal performance, and operational continuity of both portals.

2. Project Objectives

The primary objectives of the AMC include:

Ensure Operational Continuity and uninterrupted access for all authorized stakeholders.

Enhance System Performance in terms of speed, reliability, and user responsiveness.

Strengthen Data Security by implementing robust protocols against cyber threats and unauthorized access.

Ensure Compliance and Technological Relevance through updates, patches, and upgrades.

Facilitate User Support and Training with helpdesk services and updated documentation.

Support timely and regular content updates and backups.

3. Scope of Work (Includes both MIS Portal & Assam Job Portal)

The comprehensive AMC scope covers:

3.1 Technical Maintenance and System Management

Software Patches and Updates: Updating all critical components (server OS, database, middleware, and application layer) to address bugs and security vulnerabilities.

System Health Monitoring: Real-time tracking of performance, server loads, memory usage, and error logs to prevent outages.

Review and cleaning of logs and temporary files.

Code Optimization: Review and fine-tuning of system components.

3.2 Security Enhancements

Security Protocols: Implementation and updating of robust security protocols.

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Access Control and User Role Management: Periodic audits of access rights and modification of Role-Based Access Control (RBAC).

Data Encryption: Implementation of end-to-end encryption for sensitive data.

Vulnerability Scans and Patching: Scheduled scans and deployment of security patches (OS, CMS, plugins, DB).

Firewall rule maintenance and intrusion detection.

SSL/TLS renewal and configuration.

3.3 Performance Optimization

System Profiling and Bottleneck Resolution: Routine assessments to identify slow queries, overloaded modules, or inefficient data processing.

Server and Database Tuning: Fine-tuning configurations, load balancing, and query handling.

Load Testing: Bi-annual load testing.

3.4 Adaptive Maintenance

Updates and modifications to ensure compatibility with new technologies or changes in operational processes.

Updating frameworks, libraries, and plugins.

Compliance with emerging standards and support for newer browsers/mobile OS.

3.5 User Support, Training, and Documentation

Helpdesk Support: Dedicated support via email/ticketing/phone to promptly address user-reported issues (login, registration, errors) and providing admin panel support.

Training Workshops: Periodic sessions to familiarize users with new features and best practices.

Documentation: Development and regular maintenance of user manuals, administrator guides, and FAQs.

3.6 Database and Backup Management

Weekly and Monthly full database backup.

Backup verification and recovery testing.

DB optimization (indexing, cache flushing).

Archival of old data (> 1 year) with retrieval mechanism.

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4. Technical Specifications

Component	Specification/Technology	Portal Name
		Assam Job Portal (https://job.assam.gov.in/) & DECT MIS portal
Backend/Framework	Python / Django	
Frontend/UI	Bootstrap / JavaScript	
Database	PostgreSQL	
Web Server	NGINX	
Hosting	Assam State Data Centre	

5. Service Level Agreement (SLA)

Parameter	Target SLA
Uptime Guarantee amework	99.5% per annum
Response Time (Critical)	2 hours
Response Time (Normal)	6 hours
Resolution Time (Normal)	Within 3 business days
Reporting	Monthly uptime & issue resolution reports
Backup Frequency	Daily incremental, weekly full backups

6. Deliverables

Bug Fix Logs, Uptime report, Backup log, etc. as Maintenance reports.

Comprehensive user manuals, administrator guides, and technical documentation.

Documentation of all maintenance activities.

7. Eligibility Criteria

The bidder must be an AMTRON empanelled firm/company with at least 3 years of experience in software development and API integration.

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8. Terms & Conditions

- Bids must be inclusive of all taxes, duties, and other charges.
- Vendor must submit invoice and all supporting documents upon successful completion.
- Payment will be released once funds are received from DECT, Guwahati, Assam.
- Project timeline: 1 year from the date of work order.

9. Cost Estimate

Sl No	Description	Rate (INR)	Amount (INR)
1	Annual Maintenance of the MIS Portal related to Sewa Setu Portal (For 4th July 2025 - 3rd July 2026)		
2	Annual Maintenance of the Assam Job Portal (For 4th July 2025 - 3rd July 2026)		
3	Net Amount		
4	GST (..... %)		
5	Gross Amount		

15/10/2025

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For AEDC Ltd.

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