

Punjab Ghar Ghar Rozgar & Karobar Mission
Department of Employment Generation and Training
SCO 47/1, Sector 17-E, Chandigarh

<https://eproc.punjab.gov.in>

Request for Proposal (RFP)

for

**Engagement of an Agency for operating a Job Helpline
for Jobseekers & Employers in Punjab**

Least Cost Selection (LCS) Method

RFP No. : 2
Issued on : 5.3.19

Glossary of Abbreviations

CA	Chartered Accountant
DBEE	District Bureau of Employment and Enterprise
DEGT	Department of Employment Generation and Training
EGT	Employment, Generation and Training
EMD	Earnest Money Deposit
FAQs	Frequently Asked Questions
FY	Financial Year
GST	Goods and Service Tax
INR	Indian National Rupees
LOA	Letter of Award
MIS	Management Information System
NIT	Notice Inviting Tender
PGRKAM	Punjab Ghar Ghar Rozgar and Karobar Mission
PSEGT	Principal Secretary, Employment Generation and Training
PSU	Public Sector Undertaking
RFP	Request for Proposal
TRAI	Telecom Regulatory Authority of India

Table of Contents

I.	NOTICE INVITING TENDER (NIT)	3
II.	INSTRUCTIONS TO BIDDERS	4
III.	PREQUALIFICATION CRITERIA	8
IV.	SCOPE OF WORK	11
V.	ANNEXURE-I: TENDER SUBMISSION LETTER	15
VI.	ANNEXURE-II: BIDDER'S AUTHORISATION CERTIFICATE	16
VII.	ANNEXURE-III: PERFORMA FOR AFFIDAVIT	17
VIII.	ANNEXURE-IV: INFORMATION ON BIDDER'S ORGANISATION	18
IX.	ANNEXURE-V: PROJECT EXPERIENCE	19
X.	ANNEXURE-VI: FINANCIAL INFORMATION OF BIDDER'S ORGANISATION	20
XI.	ANNEXURE-VII: FORMAT OF FINANCIAL BID	21
XII.	ANNEXURE-VIII: FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY	22

Department of Employment Generation and Training,
SCO No. 47/1,
Sec-17E,
Chandigarh 160017,
Punjab

RFP No.: 2

Dated: 01.03 2019

I. NOTICE INVITING TENDER (NIT)

The Authority invites sealed Bids under two bid basis i.e. Technical Bid and Financial Bids from reputed and experienced agencies for operating a Job Helpline for Jobseekers & Employers in Punjab

The interested bidders should submit their bids online on <https://eproc.punjab.gov.in> on or before **08.05.2019 upto 03:00 P.M.**

For further details and RFP please visit <https://eproc.punjab.gov.in>

**Mission Director
Punjab Ghar Ghar Rozgar & Karobar Mission**

II. INSTRUCTIONS TO BIDDERS

1. The Bidder may be a Single Entity or a group of entities (the "Consortium") coming together to implement the project. One member of the member of the consortium shall be proposed as the Lead Member of the Consortium. However, no Bidder/firm applying individually or as a member of a Consortium, as the case may be, can be member of another Bidder. The term Bidder used herein would apply to both a single entity and a Consortium. In case of a Consortium, all the requisite certificates should be submitted by both the entities as per Clause 12.1 of the RFP document
2. The Bidder may be a Sole Proprietor or Partnership firm or a Company (Public or Private Ltd.).
3. **Cost of Bid:** The bidder shall bear all costs associated with the preparation and submission of bid and the Authority in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.
4. The bidder is expected to examine all instructions, forms, terms and conditions in the tender document. Failure to furnish all information required as mentioned in the tender document shall deem to make the bid submitted by the bidder(s) non responsive and may result in rejection of the bid.
5. The Bidder shall not make or cause to be made by any alternation, erasure or obliteration to the text of the tender document.

6. Preparation of Bids

- 6.1 **Language:** Bids and all accompanying document shall be in English language. In case any accompanying documents are in other languages, it shall be accompanied by an English Translation. The English version shall prevail in matters of interpretation.
- 6.2 **Form of Bid:** The form of bid shall be completed in all respects and duly signed and stamped by an authorised representative of the Bidder. Relevant power of attorney for signing the bid should be attached.
- 6.3 **Currencies of Bid and Payment:** The bidder shall submit his financial bid in Indian Rupees and payment under this contract will be made in Indian Rupees.
- 6.4 **Clarifications by Bidders**
 - 6.4.1 Bidders requiring any clarification on the tender document may contact the Authority in writing by e-mail/ post/ courier within such date as specified in the Schedule of Bidding Process set out in Clause 18- Schedule of Bidding Process.
 - 6.4.2 All correspondence for clarifications should be submitted to the following address in writing by Agency:

Department of Employment Generation & Training Punjab,
SCO 47/1, Sector 17-E
Chandigarh

6.4.3 The Authority shall endeavour to respond to the queries raised or clarifications sought by the Bidders. However, the Authority reserves the right not to respond to any query or provide any clarification, in its sole discretion, and nothing in this clause shall be construed, taken or read as compelling or requiring the Authority to respond to any query or to provide any clarification.

6.4.4 At any time prior to the Bid Due Date, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by Bidder(s), modify the tender document by way of issue of Addendum/Corrigendum/Clarifications. Any Addendum/ Corrigendum/Clarifications thus issued shall be uploaded on the website of the Authority (<http://www.pbemployment.gov.in/>) and shall be binding on Bidders and shall form part of the tender document.

7. Bid Document Fee and EMD

7.1 The Bid / Proposal shall be accompanied by an initial Bid Document Fee for a value of INR 5,000/- (Indian National Rupees Five Thousand Only) submitted in the form of a Demand Draft in favor of Mission Director, Punjab Ghar Ghar Rozgar and Karobar Mission payable at Chandigarh, Punjab

7.2 The bidder shall deposit an EMD for an amount of INR 1,00,000- (Indian National Rupees One Lakh only) in the form of a Demand Draft issued by a nationalized bank or a scheduled bank of India in favour of 'Mission Director, Punjab Ghar Ghar Rozgar and Karobar Mission' payable at Chandigarh, Punjab, along with the submission of the bid. The Authority shall not be liable for payment of any interest on the EMD.

7.3 Any tender not accompanied by the Bid Document Fee and EMD shall be rejected.

7.4 The EMD is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.

7.5 The EMD shall be returned to unsuccessful Bidders after expiry of the final Bid Validity Period and latest on or before the 30th day after award of the contract.

7.6 EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity.

7.7 EMD shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the Authority.

8. Pre-Bid Meeting

8.1 To clarify and discuss issues with respect to the Project and the RFP Document, a Pre-Bid meeting will be held as per the details provided in Clause 18- Schedule of Bidding Process.

8.2 Prior to the Pre-Bid meeting, the Bidders may submit a list of queries and proposed suggestions, if any, to the RFP requirements. The queries shall be accepted only in the following format

Serial No	Tender Document Reference (Section and Page No)	Content of Tender Document requiring clarification	Points of clarification
-----------	--	--	-------------------------

1.			
2.			

8.3 Bidders may note that the Authority will not entertain any deviations to the RFP Document at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders will be unconditional and unqualified and the Bidders would be deemed to have accepted the terms and conditions of the RFP Document with all its contents. Any conditional Proposal shall be regarded as non-responsive and would be liable for rejection.

8.4 Bidders' representatives attending the Proposal opening shall bring an authorisation letter from the Bidder.

8.5 In case of any change in the schedule of Pre-Bid Meeting, the same will be communicated to Bidders through emails and/or by posting on the web site <https://eproc.punjab.gov.in>

8.6 Attendance of the Bidders at the Pre-Bid Meeting is not mandatory.

8.7 No interpretation, revision, or other communication from the Authority regarding this solicitation is valid unless in writing.

9. **Format and Signing of Bid**

9.1 The documents comprising the bid shall be typed and all pages of the bid shall be signed by a person duly authorised to sign on behalf of the bidder. The bids should be properly bound and have thick paper cover (if possible).

9.2 The bid shall contain no alternations, omissions or additions except those to comply with instruction issued by the Authority, or are necessary to correct errors made by the bidder, in which case such corrections shall be initialled/singed by the person signing the bid.

10. **Submission of Bids**

10.1 The Bidder shall submit their bids online on <https://eproc.punjab.gov.in> on or before 15:00 hrs on 08.05.2019. The Bids shall not be accepted beyond the stipulated date and time under any circumstances what so ever

10.2 Validity of Bid: The Bid must be valid for a period of not less than 90 days from the date of opening of the Bid.

11. **Late and Delayed Bids:**

11.1 Bids must be received not later than the date and time stipulated in the tender document. The Authority may, at its discretion, extend the deadline for submission of bids.

11.2 Any bid received by the Authority after the deadline for submission of bids, as stipulated above, shall not be considered.

12. **Pre-Qualification Criteria**

12.1 The pre-qualification bid envelopes of the bidders will be opened first. The bidders will be assessed as per the pre-qualification criteria defined in the Tender Document.

Only the bidders who qualify pre-qualification shall be eligible for technical evaluation. Non-conforming Bids will be rejected and will not be eligible for any further processing. A pre-qualification criterion is as below:

S.No.	Criteria	Documentary evidence to be produced
1	The Bidder should be a registered entity and must have been in operation for a minimum period of 5 years as on 31 st March 2018 (To be met by both the bidding entities)	Certificate of Incorporation / Registration
2	The Bidder should have at least 3 years' experience in (a) Recruitment domain and (b) running a Job Helpline/Call centre with minimum of 25,000 calls every month (To be met jointly by the bidding entities in case of a Consortium)	Requisite client certificates (Work Orders/Completion Certificates)
3	The Bidder should have average annual turnover of atleast INR 2 Crore from Recruitment and/or running a Job Helpline/Call centre in last 3 FY i.e. 2015-16, 2016-17 and 2017-18 (To be met by the Lead member in case of a Consortium)	Certificate of CA
4.	The Bidder should not have been blacklisted/ debarred by any State or Central Government Department/ Agency or PSU in India at the time of submission of bid. (To be met by both the bidding entities)	Self-certification on company's letter head signed by an authorized representative

13. Opening and Evaluation of Technical Bid

- 13.1 Technical Bids will be opened in the presence of the bidders' representatives who choose to attend at the appointed place and time.
- 13.2 The Technical Bid of the bidder would be evaluated as per the eligibility criteria set out in the tender document. Bids will be evaluated based on the information submitted by bidder. However, the Authority reserves the right to seek clarification/documents from the bidders, if it considers it necessary for proper assessment of the bid.
- 13.3 Only those Applicants whose Technical Proposals score 60 marks or more out of 100 shall qualify for further consideration.
- 13.4 The Technical Bids will be evaluated based on following criteria. The marks allocation for the technical evaluation shall be assigned as under:

#	Criteria	Scale	Score	Maximum Marks
1.	Number of Years of experience in Recruitment Domain	3 - 5 Years More than 5 – 7 Years More than 7 years	10 Marks 15 Marks 20 Marks	20
2.	Number of years of experience in running a job helpline/call centre	3 - 5 Years More than 5 – 7 Years More than 7 years	10 Marks 15 Marks 20 Marks	20
3.	Experience in running a job helpline/call centre	25,000 - 35,000 calls every month More than 35,000 - 50,000 calls every month More than 50,000 calls every month	20 Marks 30 Marks 40 Marks	40
4.	Average Annual Turnover from Recruitment and/or running a Job Helpline/Call centre in last 3 FY i.e. 2015-16, 2016-17 and 2017-18	INR 2 – 3 Crore More than INR 3 Crore – INR 5 Crore More than INR 5 Crores	10 Marks 15 Marks 20 Marks	20
	Grand Total			100

14. Opening of Financial Bid and Final Evaluation

- 14.1 The Financial Bids of the technically qualified bidders shall be opened in the presence of such bidders' representatives who choose to attend.
- 14.2 The contract will be awarded on **Least Cost Selection basis**. The Authority will select the bidder with the lowest quote among the technically qualified bidders.

15. Right to accept any Bid and to reject any or all Bids

- 15.1 The Authority is not bound to accept the lowest bid or any bid and may at any time by giving notice in writing terminate the tendering process.
- 15.2 The Authority may also terminate the contract/cancel the LOA in the event the Successful Bidder fails to furnish the performance security or fails to execute the agreement.

16. Award of Contract

- 16.1 The Authority will award the contract to the Successful Bidder to perform the contract satisfactorily as per the terms and conditions incorporated in the tender document.

- 16.2 The Authority will communicate the Successful Bidder by mail confirmed by letter transmitted by registered/speed post that his bid has been accepted. This letter (hereinafter and in the condition of contract called the "Letter of Award") shall prescribe the amount which the Authority will pay to the Successful Bidder in consideration of the execution of work/services by them as prescribed in the contract.
- 16.3 The Successful Bidder will be required to commence the assignment at the earliest as communicated by the Authority in this regard.
- 16.4 The Successful Bidder will be required to execute the contract for the services within a period of seven (7) days from the date of issue of Letter of Award.

17. Performance Security

- 17.1 The Successful Bidder shall be required to furnish a Performance Security prior to sign the contract for amount equivalent to 5% of the total Contract Value in the form of Bank Guarantee from a Nationalised Bank in acceptable form in favour of 'Department of Employment Generation & Training Punjab' payable at Chandigarh. The Performance Security shall remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the Successful Bidder accordingly.
- 17.2 Failure of the Successful Bidder to comply with the requirements of above clauses shall constitute sufficient grounds or the annulment of the award and other actions as deemed necessary.

18. Schedule of Bidding Process

The Authority would endeavour to adhere to the following schedule:

Sr. No	Activity Description	Date
1.	Issue of RFP	06.03.2019
2.	Pre-bid meeting	25.03.2019 at 11:00 A.M
3.	Last date for submission of queries	29.03.2019 by 3:00 P.M
4.	Authority's response to queries/ publication of corrigendum/addendum	08.04.2019
5.	Last Date for Submission of Bids	08.05.2019 by 3:00 P.M
6.	Date for Opening to access the pre-qualification	10.05.2019 , 11:00 A.M
7.	Date of Opening for Technical Evaluation for shortlisted bidders as per Pt. 6 above	20.05.2019 , 3:00 P.M
8.	Date for Opening of Financial Bids	28.05.2019, 2:00 P.M

* Venue of the Pre-Bid Meeting: Department of Employment Generation & Training Punjab, SCO 47/1, Sector 17-E, Chandigarh

III. Scope of Work

i. Background

Punjab Government is setting up Ghar Ghar Rozgar and Karobar Mission to assist providing a job to every household in the State. The Mission aims to provide Employment opportunities not only in the country but also abroad. In addition to finding Employment avenues, the Mission would also aim to send people abroad on Study Visa. Punjab is setting up District Bureaus of Employment & Enterprise (DBEE's) in every District with main focus on providing all facilities to the un-employed under one roof. DBEE's have to act as a physical one-stop platform for facilitating employment including overseas employment, skill training, self-employment, enterprise and entrepreneurship development at the district level.

EGT has also developed a portal www.ghargarrozgar.punjab.gov.in to provide a digital platform for all the stakeholders including the job seekers and job providers. Un-employed applicant can register on the portal and seek Pvt. job, Govt. job, Foreign job, Skill Training, Foreign study, Self-employment etc.

As per surveys conducted by various Government agencies, large number of jobseekers are estimated to work in the informal sector. Out of these, majority of jobseekers are estimated to work in local, small businesses. Hence, to effectively deliver employment services, it is critical for Employment Generation & Training Department to serve this large population of informal sector jobseekers & small business employers.

Compared to formal sector jobseekers & employers, these informal sector jobseekers & employers are characterized by:

- Lower levels of education & English language skills
- Lower access to internet & lower comfort in using sophisticated technology tools / online services
- Higher levels of attrition & frequent job switching behavior
- Dominant presence in rural and semi-urban areas

TRAI reports indicate Punjab enjoys the 2nd highest tele-density among all states in India (Punjab: 121.41 vs All India: 93.98). Tele-density in Punjab is among the highest in both Urban and Rural parts of Punjab (Urban Tele-density: 170.64, Rural: 81.84). This indicates that telephony (Phone calls, SMSs, etc.) is ideally suited to reach and deliver employment services to informal sector jobseekers & employers.

Thus, to give impetus to delivery of employment services for informal sector jobseekers & employers in, Employment Generation & Training Department aims to launch a

'Punjab Job Helpline' for jobseekers & employers in Punjab. This Helpline would also cater to the formal sector in addition to the informal sector.

The objective of the Punjab Job Helpline is to provide a single phone number where:

- i) To segregate jobseekers & employers from the other mobile users in the State of Punjab.
- ii) Out bound calls will be made to create a database of jobseekers and employers.
- iii) Out bound calls will be made to get job vacancies from the employers.
- iv) Out bound calls will be made to convey the relevant vacancies to jobseekers
- v) Jobseekers can call to register with their local District Bureau of Employment & Enterprise/ Employment Exchange & get information about job opportunities.
- vi) Employers can call to register with their local District Bureau of employment & Enterprise/ Employment Exchange & share available vacancies.

ii. Scope of Work

i. The bidder shall be responsible for providing following facilities/equipment:

- a. Desktop PCs for each seat
- b. Server space
- c. Local Area Network
- d. Appropriate no. of incoming and outgoing telephone lines
- e. Internet facility on all PCs
- f. Required no. of telephone instruments
- g. Conferencing Facility on Telephone sets
- h. Head phones for each agent
- i. Air conditioning
- j. IVRS (Interactive Voice Response Solution)
- k. EPABX (Electronic Private Automatic Branch Exchange)

➤ All available numbers (to be collected by the executing agency through telephone directories, other sources etc. and also to be provided by the Govt.) will be called through IVRS. Such IVRS facility should have the potential of making ½ Lakh calls/day.

➤ IVR call to tap information from call receiver by pressing 1,2,3,4,5 or 6

- You are an employer and can give a job – Press 1
- You are unemployed and need a job – Press 2
- You are employed but need a better job – Press 3
- You are already registered with the job helpline and want to update your database – Press 4
- You have other queries related to employment – Press 5
- You are not related to this employment related exercise -- Press 6

- Data regarding those who press 1,2,3,4 & 5 will be supplied to the live calling centre (to be established by the executing agency having 110 seats & function from 9 A.M to 5 P.M, 6 days a week)
- Database will be created/updated through live calling
- Database of jobseeker will consist of Name, Father's name, e-mail I'd, contact number, educational qualification, Technical/ skill qualification, desired salary, desired place of work (pan world or pan India or pan Punjab, State/Country or at most 3 districts), if marginally unemployed (then apart from other details, salary, designation). In addition to this, any such no. of fields, as desired by MD, PGRKAM
- Database of job provider will consist of name of the entrepreneur/ firm, address, e-mail ID, contact number, vacancies available (job title, number of vacancies, minimum eligibility, experience required, whether both sex eligible, working hours/ days, salary, place of posting, any special requirement).
- At the time of calling, option shall be given to the job seeker/employer that the relevant job/potential employee is not available in the desired location, then alternative options shall be given to the job seeker/employer
- Each Unit (job provider or job) in the database will be given a unique 20-digit number starting from 0000000001 prefixed by contact number.
- Each unit will have to be told about 4 cross units i.e. each jobseeker will be told about 4 different vacancies matching his/ her profile and each job provider will be told atleast 4 desirous jobseekers against each vacancy as per the demand
- Atleast half of the information should be unique. This means that only 2 cross units (vacancies) for 1 jobseeker can be shared with other jobseeker. This further means that jobseeker will be informed of 4 vacancies out of which 2 would be such which would be uniquely informed to him only.
- Similarly, if for an available vacancy, the job provider is given 4 names then 2 would be such which would be uniquely given to that job provider against that vacancy only.
- Starting from making the IVR call till informing a unit about 4 cross units will be called an ITERATION.
- 100 seats in live call centre will be used for calling. Calls have to be made first to those applicants who are already registered on the Job Portal. 10 seats in the call centre will be used for receiving calls/ queries from public. Answers to FAQs will be given to data entry operators who man those 10 seats. They will record details about each caller & the query and the reply given if question is from FAQs. If question is outside the FAQs, then they will seek reply from an officer deputed from PGRKAM or o/o PSEGT/ DEGT & give reply the next day.
- The executing agency will complete calling entire database within a period of 6 months. After 6 months, the executing agency will restart the process from IVR calling. In 2nd & subsequent rounds, however, the Iteration will be considered complete only if units are given fresh cross unit data & not ones they had been given in earlier rounds.
- Atleast 25000 iterations per month have to be completed

- One resource person of the shortlisted bidder to sit in o/o PGRKAM.
- Integration with Portal Database. Call Centre should be able to see the entire profile on the system

IV. Payment Schedule

S.No.	Description	Amount
1.	Creation of database as per 'Iteration' Definition	25%
2.	Completion of Iteration	75%
<ul style="list-style-type: none"> • <i>The bidders need to quote cost of "Iteration". Bidder quoting lowest cost per Iteration will be chosen as successful bidder.</i> • <i>Unsuccessful IVR calls, call drops, incomplete live calling etc. won't be considered for billing</i> 		

V. Contract Period

The project will be for 3 years from date of signing of agreement between PGRKAM & bidder & could be extended for further 3 years. If it is extended, then 10% addition in quoted cost of iteration will be payable to the bidder.

VI. General

- (i). The Authority reserves the right to annul the contract without citing any reasons thereof.
- (ii). The Authority reserve the rights to reject the offer in case:
 - (a) Non responsiveness i.e. not meeting with the submission criterion or
 - (b) Or being incomplete or
 - (c) In case of any conflict of interest of consultancy firm or
 - (d) Consultancy firm being unable to meet out its financial liabilities (if any) and becomes insolvent/ bankrupt.
 - (e) Non-performance (proportional achievement of targets or non-responsiveness) by shortlisted consultancy firm of will lead to annulment of contract

VII. Penalty

- i. The selected Bidder must establish all facility within 30 days of award of contract.
- ii. Each day delay will entail penalty of Rs. 1000.
- iii. If the bidder is not available the facility within 60 days, he will be blacklisted and the contract will be terminated.

VIII. Termination Clause

The Authority reserves the right to terminate the service of the selected consultancy firm at any stage. Upon termination of the services with the consultancy firm, remuneration for services satisfactorily performed prior to the termination of the services shall be paid as per the payment schedule.

Annexure-I

Tender Submission Letter

(On the letterhead of the Lead member in case of a Consortium)

To
The Mission Director,
SCO No. 47/1,
Sec-17E,
Chandigarh - 160017,
Punjab

Sub: Engagement of an Agency for operating a Job Helpline for Jobseekers & Employers in Punjab

Ref:

Dear Sir,

I/ We, the undersigned, offer to provide services for operating a Job Helpline for Jobseekers & Employers in Punjab. We are hereby submitting our bid, in a sealed envelope.

I/We, hereby declare that:

- (a) We are enclosing and submitting herewith our Bid in one (1) original and one (1) copy, with the details as per the requirements of the tender, for your evaluation and consideration.
- (b) I/We have read carefully the terms and conditions of RFP document attached hereto and hereby agree to abide by the said terms and conditions.
- (c) The bid is unconditional.
- (d) I/We undertake that documents submitted are genuine/authentic and nothing material has been concealed. I/We understand that the contract is liable to be cancelled, if it is found to be having obtained, through fraudulent means/concealment of information.
- (e) We shall make available to the Authority any additional information it may find necessary or require to clarify, supplement or authenticate the Bid.
- (f) Until a formal agreement is prepared and executed, acceptance of this tender document shall constitute a binding contract between the Authority and us subject to the modifications, as may be mutually agreed to, between the Authority and us.
- (g) We agree to keep this bid valid for acceptance for a period of ninety (90) days from the date of opening the bid.

We understand that the Authority is not bound to accept any tender that the Authority

Yours faithfully,

Authorized Signatory

(with Name, Designation, Contact no. and Seal)

Note:

On the Letterhead of the Bidder.

Annexure-II

Bidder's Authorisation Certificate

(On the letterhead of the Lead member in case of a Consortium)

To

The Mission Director,
SCO No. 47/1,
Sec-17E,
Chandigarh - 160017,
Punjab

Sub: Engagement of an Agency for operating a Job Helpline for Jobseekers & Employers in Punjab

Ref:

Dear Sir,

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with tender No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid.

Thanking you,

Name of the Bidder: -

Authorised Signatory :-

Seal of the Organisation:-

Date:-

Place:-

Note: Please attach the valid power of attorney in favour of person signing this authorisation letter.

Annexure-III

Performa for Affidavit

(on non-judicial stamp paper of Rs. 100/-)

(To be submitted by both the entities in case of a Consortium)

I _____ Proprietor/Director/Partner of the firm M/s. _____ do hereby solemnly affirm that our firm M/s. _____ has never been blacklisted/ debarred by any State or Central Government Department/ Agency or PSU in India at the time of submission of bid

Signature of the Authorized Signatory

Name of the Authorized Signatory

Designation

Name of the Bidding Entity

Annexure-IV

Information on Bidder's Organisation

(To be submitted by both the entities in case of a Consortium)

S.No.	Particulars	Details
1.	Name of the Bidder	
2.	Address of the Bidder	
3.	Incorporation status of the Bidder (Company or Firm) (Relevant Certificate to be submitted in Technical Bid)	
4.	Year of Establishment	
5.	Valid GST registration No. (Copy of certificate to be submitted)	
6.	Permanent Account No. (PAN) (Copy of PAN Card to be submitted)	
7.	Name and Designation of the contact person to whom all references shall be made regarding this Bid	
8.	Telephone No. (with STD Code)	
9.	E-mail id of the Contact Person	
10.	Fax No. (with STD Code)	
11.	Website (if any)	

.....
Name of the Bidder

.....
Signature of the Authorised Signatory

.....
Name of the Authorised Signatory

Place: _____
Date: _____

Annexure-V

Project Experience

S. No.	Name of Assignment	Name of the Client	Details/ Brief Scope	Contract Period	Agency Charges/Fee earned (Rs. In Lakh)
1.					
2.					
3.					
...					

Supporting documents such as copies of Work Order/contracts/LoAs/completion certificate/ Client letter, etc. to be attached. Assignments which are not supported by documentary evidence shall not be considered for evaluation.

Signature of the authorized signatory: _____

Name of the Authorized Signatory of the Firm: _____

Date: _____

Place: _____

Annexure-VI

Financial Information of Bidder's Organisation
(To be submitted by the Lead member in case of a Consortium)

Rupees.

S.No.	Parameters	FY2015-16	FY2016-17	FY2017-18
1	Annual Revenue earned from Recruitment and/or running a Job Helpline/Call centre			
	Average Annual Revenue earned from Recruitment and/or running a Job Helpline/Call centre			

Note:

Copy of certificate from Chartered Accountant in this regard shall be submitted

.....
Name of the Bidder

.....
Signature of the Authorised Signatory

.....
Name of the Authorised Signatory

Place: _____

Date: _____

Annexure-VII

Format of Financial Bid

To
The Mission Director,
SCO No. 47/1
Sec-17E,
Chandigarh - 160017,
Punjab

Sub: Engagement of an Agency for operating a Job Helpline for Jobseekers & Employers in Punjab

Ref:

Dear Sir,

Having examined the Bidding Document placed along with tender, we, the undersigned, offer to provide the support in conformity with the said RFP and We _____ herewith submit our Financial Bid for Tender for Engagement of an Agency for operating a Job Helpline for Jobseekers & Employers in Punjab

#	Name of work	Fee (INR)/Iteration (without GST/ applicable taxes) In figures & in words	GST / taxes as applicable presently In figures & in words	Total Fee (INR)/Iteration with GST / applicable taxes In figures & in words
1.				

- We undertake, if our Bid is accepted, to provide Performance Bank Guarantee for the above purpose within the stipulated time schedule.
- We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Authority upto the period prescribed in the Bid which shall remain binding upon us.
- We undertake that, in competing for (and, if the award is made to us, in executing) the above Contract, we will strictly observe the laws against fraud and corruption in force in India.
- We have complied with all the terms and conditions of the tender. We understand and accept that you are not bound to accept the lowest or any Bid you may receive.

Dated thisDay of.....2019.

.....
Name of the Bidder

.....
Signature of the Authorised Signatory

.....
Name of the Authorised Signatory

Place: _____

Annexure-VIII

Form of Bank Guarantee for Performance Security

To
The Mission Director,
SCO No. 47/1 and 46/2-3,
Sec-17E,
Chandigarh - 160017,
Punjab

WHEREAS _____ [Name and address of the Manpower Service Provider] (hereinafter called "the Agency") has undertaken, in pursuance of Contract No. _____ dated _____ to provide the services on terms and conditions set forth in this Contract _____ [Name of contract and brief description of works] (hereinafter called the "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Agency shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Agency such a Bank Guarantee;

NOW THEREOF we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Agency up to a total of _____ [amount of Guarantee] _____ [in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the services to be performed there under or of any of the Contract documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the Agency or of the Bank.

"This guarantee shall also be operatable at our..... Branch at Chandigarh, from whom, confirmation regarding the issue of this guarantee or extension / renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and

payment there under claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation."

Notwithstanding anything contained herein before, our liability under this guarantee is restricted to INR. _____ (Indian National Rupees. _____) and the guarantee shall remain valid till _____. Unless a claim or a demand in writing is made upon us on or before _____ all our liability under this guarantee shall cease.

Notwithstanding anything contained hereinabove"

- A. Our liability under this guarantee shall not exceed INR. _____ (Indian National Rupees _____).
- B. This bank guarantee shall be valid up to _____.
- C. We are liable to pay the guarantee amount or any part thereof under this bank guarantee only and only if you serve upon us, a written claim or demand on or before _____.

Signature and Seal of the Guarantor _____

In presence of

Name and Designation

1. _____
(Name, Signature & Occupation)

Name of the Bank

Address

2. _____
(Name & Occupation)

Date