

## **Punjab Ghar Ghar Rozgar & Karobar Mission (PGRKAM)**

### **Corrigendum-IV**

Kindly note that this corrigendum in form of Amended/ Revised/ Updated RFP is being affected in following RFP for which advertisement appeared in The Times of India, Danik Bhaskar, The Tribune and Punjabi Tribune on 6.3.19 :

#### 1. Widening scope of Digital Platform

The bidders shall note that Amended/ Revised/ Updated RFP shall PREVAIL over the existing RFP issued through advertisement dated 6.3.19 and change in dates issued thereafter.

New bidders who want to apply can apply ab initio on website <https://eproc.punjab.gov.in>.

Bidders who have already given their bid may exercise any of the following three options:

- a. Can continue with the Bid already made against the earlier RFP and its corrigenda in case they are eligible as per the revised RFP and its corrigenda – Such Bidder (s) need not do anything.
- b. Can rebid in case the bidders want to change the earlier bid as per the revised RFP and its corrigenda – Such bidders must NOT withdraw their earlier bid but should modify their existing technical bid or financial bid or both, as they deem fit on website <https://eproc.punjab.gov.in> .
- c. Can withdraw their bid in case the bidders do not want to bid for the RFP anymore – Such bidders may withdraw their bid on <https://eproc.punjab.gov.in>. Refund of EMD, Tender Fees, Processing Fees if any, shall be initiated on completion of stage 1 (PreQual/Technical) of the bid opening process.

IT IS AGAIN CLARIFIED THAT ALL TERMS, CONDITIONS AND DATES ETC. SHALL NOW BE APPLICABLE AS PER CORRIGENDED TENDER BEING UPLOADED TODAY i.e 2.5.19 & ONLY IT MAY BE REFERRED TO BY ALL CONCERNED.

Mission Director (PGRKAM)

**Punjab Ghar Ghar Rozgar & Karobar Mission (PGRKAM)**  
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 widening the scope of Digital  
Platform ([www.ghargharrozgar.punjab.gov.in](http://www.ghargharrozgar.punjab.gov.in))**

**Least Cost Selection (LCS) Method**

RFP No. : 2019\_DEGT\_30575\_4  
Issued on : 6.3.19

### Glossary of Abbreviations

API	Application Programming Interface
CA	Chartered Accountant
DBEE	District Bureau of Employment and Enterprise
EGT	Employment Generation and Training
EMD	Earnest Money Deposit
FY	Financial Year
GST	Goods and Service Tax
INR	Indian National Rupees
LOA	Letter of Award
LSP	Local Service Provider
NCS	National Career Service
NIT	Notice Inviting Tender
PGRKAM	Punjab Ghar Ghar Rozgar & Karobar Mission
PSDM	Punjab Skill Development Mission
PSU	Public Sector Undertaking
RFP	Request for Proposal

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Mission Director  
Punjab Ghar Ghar Rozgar & Karobar Mission (PGRKAM)  
Department of Employment Generation and Training,  
SCO No. 47/1,  
Sec-17E,  
Chandigarh 160017,  
Punjab

RFP No.: 2019\_DEGT\_30575\_4

Dated: 06.03.2019

## 1. NOTICE INVITING TENDER (NIT)

PGRKAM (the “**Authority**”) invites online bids under 3 bid basis i.e. Pre-Qualification, Technical and Financial Bids from reputed and experienced agencies for widening the scope of Digital Platform ([www.ghargharozgar.punjab.gov.in](http://www.ghargharozgar.punjab.gov.in))

The interested bidders shall submit their bids online on <https://eproc.punjab.gov.in> on or before **24.05.2019 upto 10:00 A.M**

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

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

## 2. INSTRUCTIONS TO BIDDERS

- 2.1 The Bidder may be a Sole Proprietor or Partnership firm or a Company (Public or Private Ltd.)
- 2.2 **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 RFP process.
- 2.3 The bidder is expected to examine all instructions, forms, terms and conditions in the RFP document. Failure to furnish all information as mentioned in the RFP document or submission of a Bid not substantially responsive to the RFP document in every respect will be at the bidder's risk and may result in rejection of the Bid.
- 2.4 The Bidder shall not make or cause to be made by any alternation, erasure or obliteration to the text of the RFP document.

### 2.5 Preparation of Bids

- 2.5.1 **Language:** Bids and all accompanying documents shall be in English language. In case any accompanying document is in other languages, it shall be accompanied by an English Translation. The English version shall prevail in matters of interpretation.
- 2.5.2 The 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 shall be attached.
- 2.5.3 **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.
- 2.5.4 **Clarifications by Bidders**
- 2.5.4.1 Bidders requiring any clarification on the RFP 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 6- Schedule of Bidding Process.
- 2.5.4.2 All correspondence for clarifications shall be submitted to the following address in writing by Bidder:
- Department of Employment Generation & Training Punjab,  
SCO 47/1, Sector 17-E,  
Chandigarh
- 2.5.4.3 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.
- 2.5.4.4 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 Bidders', modify the RFP document by way of issue of Addendum/Corrigendum/Clarifications. Any Addendum Corrigendum/Clarifications thus issued shall be uploaded on the website

<https://eproc.punjab.gov.in> and shall be binding on Bidders and shall form part of the RFP document.

## 2.6 Bid Document Fee and EMD

- 2.6.1. An initial non – refundable Bid Document Fee of INR 5,000/- (Indian National Rupees Five Thousand Only) shall be paid online on <https://eproc.punjab.gov.in> at the time of submission of the bid.
- 2.6.2. The bidder shall also pay an EMD for an amount of INR 1,00,000 (Indian National Rupees One Lakh only) online on <https://eproc.punjab.gov.in> at the time of submission of the bid. The EMD will remain valid for a period of 90 (ninety) days beyond the final bid validity period.
- 2.6.3. Any Bid not accompanied by the Bid Document Fee and EMD shall be rejected.
- 2.6.4. The EMD is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- 2.6.5. 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.
- 2.6.6. EMD shall be forfeited if the bidder withdraws his bid during the period of bid validity.
- 2.6.7. 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.
- 2.6.8. In case the successful bidder provides the Bank Guarantee/ Performance Security within stipulated period and enters into an agreement, the EMD will be refunded without any accrued interest on it.

## 2.7 Pre-Bid Meeting

- 2.7.1. 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 6- Schedule of Bidding Process.
- 2.7.2. 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	RFP Document Reference ( Section and Page No)	Content of the RFP Document requiring clarification	Points of clarification
1.			
2.			

- 2.7.3. Bidders may note that the Authority will not entertain any deviations to the RFP Document at the time of submission of the Bid or thereafter. The Bid 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 Bid shall be regarded as non-responsive and would be liable for rejection.

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

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

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

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

## **2.8 Format and Signing of Bid**

2.8.1. 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.

2.8.2. 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.

## **2.9 Submission of Bids**

2.9.1. The Bidder shall submit their bids online on <https://eproc.punjab.gov.in> on or before 10:00 A.M on 24.05.2019. The Bids shall not be accepted beyond the stipulated date and time under any circumstances what so ever

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

## **2.10 Late and Delayed Bids:**

2.10.1 Bids must be received not later than the date and time stipulated in the RFP document. The Authority may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the Authority and the bidder will be the same.

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

## **3. Pre-Qualification Criteria**

3.1 The pre-qualification Bid of the Bidders will be opened first. 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. The pre-qualification criterion\* is as below:



S.No.	Criteria	Documentary evidence to be produced
1.	The Bidder shall be a registered entity and must have been in operation for a minimum period of 5 years as on 31 <sup>st</sup> March 2018	<ul style="list-style-type: none"> <li>• Certificate of Incorporation / Registration in case of a registered entity (pubic or pvt. Ltd)</li> <li>• Valid Tax/GSTN Certificate in case of a Sole Proprietor or Partnership firm</li> </ul>
2.	<p>The bidder shall have undertaken atleast 5 Enterprise Resource Planning (ERP) Projects in last 5 years</p> <p><i>ERP is referred to as a category of business-management software — typically a suite of integrated applications—that an organization can use to collect, store, manage, and interpret data from these many business activities</i></p>	Requisite client certificates (Work Orders/Completion Certificates)
3.	The Bidder shall have average annual turnover of atleast INR 1 Crore from providing ERP services in last 3 FY i.e. 2015-16, 2016-17 and 2017-18	Certificate of CA
4.	The Bidder shall not have been blacklisted/ debarred by any State or Central Government Department/ Agency or PSU in India at the time of submission of bid.	Self-certification on company's letter head signed by an authorized representative

\*Note: Any Bid not accompanied by the EMD shall be rejected.

#### 4. Opening and Evaluation of Technical Bid

- 4.1 Technical Bids will be opened in the presence of the bidders' representatives who choose to attend at the appointed place and time.
- 4.2 The Technical Bid of the bidder would be evaluated as per the eligibility criteria set out in the RFP 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.
- 4.3 The Technical Bids will be evaluated based on following criteria. The marks allocation for the technical evaluation shall be assigned as under:

S.No	Criteria	Scale	Score	Maximum Marks
	<b>Firm's Experience</b>			<b>40</b>
1.	No. of years in operation as on 31 <sup>st</sup> March 2018	5 to 7 Years More than 7 to 10 Years:	6 Marks 8 Marks	10

		More than 10 Years 10 Marks	10 Marks	
2.	Average annual turnover from providing ERP services in last 3 FY i.e. 2015-16, 2016-17 and 2017-18	INR 1 to INR 1.25 Crore More than INR 1.25 to INR 1.5 Crore More than INR 1.5 Crore	6 Marks 8 Marks 10 Marks	10
3.	No. of ERP projects undertaken (both Government & Private)	5 to 7 Projects More than 7 to 10 Projects More than 10 projects	6 Marks 8 Marks 10 Marks	10
4.	No. of ERP Projects carried out for Centre/State Govt./any of its agencies	1 to 2 Projects More than 2 to 3 Projects More than 3 Projects	6 Marks 8 Marks 10 Marks	10
	<b>Key Personnel</b>			<b>60</b>
5.	<b>Project Manager/IT Expert</b> B.E/B.Tech/MCA/M.Sc(IT) Atleast 7 years of experience in managing ERP related Development Projects	7 years of experience More than 7 to 10 years of experience More than 10 years of experience	6 Marks 8 Marks 10 Marks	10
6.	<b>Software Design Expert</b> B.E/B.Tech/MCA/ M.Sc(IT) At least 7 years' experience in in designing ERP modules	7 years of experience More than 7 to 10 years of experience More than 10 years of experience	6 Marks 8 Marks 10 Marks	10
7.	<b>Data Administrator</b> B.E/B.Tech/MCA/ M.Sc(IT) Atleast 7 years of experience as Database Administrator	7 years of experience More than 7 to 10 years of experience More than 10 years of experience	6 Marks 8 Marks 10 Marks	10
8.	<b>Quality Analyst</b> B.E/B.Tech/MCA/M.Sc(IT)  Atleast 7 years of experience in Application Testing and handling quality assurance tools	7 years of experience More than 7 to 10 years of experience More than 10 years of experience	6 Marks 8 Marks 10 Marks	10
9.	<b>Android Developer</b> B.E/B.Tech/MCA/ M.Sc(IT) Atleast 5 years of experience in Mobile application development on android platform	5 years of experience More than 5 to 7 years of experience More than 7 years of experience	6 Marks 8 Marks 10 Marks	10

10.	<b>IOS Developer</b> B.E/B.Tech/MCA/ M.Sc(IT) Atleast 5 years of experience in Mobile application development on IOS platform	5 years of experience More than 5 to 7 years of experience More than 7 years of experience	6 Marks 8 Marks 10 Marks	10
	<b>Total</b>			<b>100</b>

**Note:** The Bidder shall submit CVs of all the Key Personnel as mentioned above

- 4.4 Only those Bidders whose Technical Proposals score 60 marks or more out of 100 shall qualify for further consideration

The agency shall deploy at least one qualified resource (Project Coordinator) having a graduate degree in Computer Science and atleast 3 years of experience in the IT domain, He/ she will be permanently stationed at Chandigarh/ Mohali and would sit in the office of PGRKAM. He/she shall be required to attend all discussions, meetings, presentations etc. held on the subject under the chairmanship of Director, Employment Generation and Training or his superiors. He/ She may be required to visit District Bureaus of Employment and Enterprise under Department of Employment Generation and Training, Punjab or any other office on the directions of MD, PGRKAM. Additionally, he / she shall be well conversant in Punjabi & English written as well as spoken language.

*Detailed CV of Project Coordinator also needs to be submitted*

#### 4.5 Opening of Financial Bid and Final Evaluation

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

#### 4.6 Right to accept any Bid and to reject any or all Bids

- 4.6.1 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 RFP process.

#### 4.7 Award of Contract

- 4.7.1 The Authority will award the contract to the Successful Bidder to perform the contract satisfactorily as per the terms and conditions incorporated in the RFP document.
- 4.7.2 The Authority will communicate to 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 Authority will pay to the Successful Bidder in consideration of the execution of work/services by them as prescribed in the contract.

- 4.7.3 The Successful Bidder will be required to commence the assignment at the earliest as communicated by Authority in this regard.
- 4.7.4 The Successful Bidder will be required to enter into contract for the services within a period of fifteen (15) days from the date of issue of Letter of Award.
- 4.7.5 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.
- 4.7.6 The successful bidder shall comply with all relevant laws/ rules/ Govt. instructions concerning with the execution of this contract failing which he shall be solely responsible for financial and legal consequences. Further, in case of breach of contract or violation of any law/ rule/ Govt. instructions, any loss is caused to PGRKAM, the successful bidder shall indemnify the same.
- 4.7.7 TDS/ any other deduction shall be made as per law.

## 5. Performance Security

- 5.1 The Successful Bidder shall be required to furnish a Performance Security prior to signing the contract for an amount equivalent to 2.5% of the total Contract Value in the form of Bank Guarantee from a Nationalised Bank in acceptable form in favour of 'Punjab Ghar Ghar Rozgar & Karobar Mission' payable at Mohali, Punjab. 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.
- 5.2 Failure of the Successful Bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and other actions as deemed necessary.

## 6. Schedule of Bidding Process

The Authority would endeavour to adhere to the following schedule:

Sr. No	Activity Description	Date
1.	Issue of RFP Document	06.03.2019
2.	Pre-Bid meeting	25.03.2019, 3:00 P.M
3.	Last date for submission of queries	29.03.2019, 3:00 P.M
4.	Authority's response to queries and publication of corrigendum/addendum **	02.05.2019
5.	Last Date of Submission of Bids	24.05.2019, 10:00 A.M
6.	Date and time of Opening of the Pre-qualification and Technical Bid	24.05.2019, 02:00 P.M

7.	Date and time by which Clarification, if any is to be taken from bidders via e-mail by PGRKAM	04.06.2019, 05:00 P.M
8.	Date and time by which the bidders can reply w.r.t S.No. 7 above by personal presence/ e-mail	06.06.2019, 05:00 P.M
9.	Date and time by which list of bidders eligible for financial bid opening would be drawn by PGRKAM	10.06.2019, 05:00 P.M
10.	Date and time of opening of Financial Bids	11.06.2019, 03.00 P.M
11.	Date and time of Issuance of Award of Work to the successful bidder (s)	25.06.2019, 09.00 A.M
12.	Date and time of acceptance of Award of Work by the successful bidder (s) through personal presence	25.06.2019, 05:00 P.M
13.	Date and time of issuance of Bid contract for signatures to the successful bidder	10.07.2019, 9:00 A.M
14.	Date and time of Signing of Contract & start of execution of Project as per timelines given in payment schedule of the RFP	15.07.2019, 09:00 A.M

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

\*\* Any bidder who cannot understand language/ scope of work or any of the clause of the tender can come in person to seek clarification from O/o Commissioner, Employment Generation & Training –cum- Mission Director, PGRKAM, SCO 47/1, Sector 17-E, Chandigarh on 06.05.2019 at 11:00 A.M.

## 7. Scope of Work

### 7.1 Background

Department of Employment Generation & Training Punjab (EGT) has digital platform for Job Seekers, Employers, Skill Trainings, Career Counselling and self-Enterprises/ Employment etc. in the form of a Portal [www.ghargharozgar.punjab.gov.in](http://www.ghargharozgar.punjab.gov.in).

Department of Employment Generation and Training, Punjab has District Bureaus of Employment and Enterprise (hereinafter called as the Bureau) in each district of the State. The Bureaus bring necessary synergy, oversight and effective coordination in the implementation of various schemes for employment generation, skill training, self-employment and entrepreneurship development across the departments at the district level and facilitate overseas employment to achieve the objectives of 'Ghar Ghar Rozgar'.

## 7.2 Scope of Work

7.2.1 In addition to the operation and maintenance of the existing Ghar Ghar Rozgar Portal from the date of contract, the agency will create an all-inclusive digital platform with following features:

- i. Foreign employment & foreign study module
- ii. Career information module
- iii. Counselling module
- iv. Self-employment module
- v. Skill training module
- vi. Customer relationship management
- vii. E-mail & sms module
- viii. Mobile app
- ix. Govt. department module
- x. Tracking system
- xi. Reports
- xii. Integration with other Portals of Govt. of India such as NSC, emigrate.gov.in, CSE etc.
- xiii. Integration with both Interstate and Intrastate Portals
- xiv. The Portal shall allow the registration of Punjabi stakeholders in addition to others
- xv. The backend database of the portal shall be in English.
- xvi. The interface of the portal to be bi-lingual i.e. home page of the portal and the home page of 22 District Bureau of Employment & Enterprise shall be in both English and Punjabi
- xvii. Helpline numbers such as Job Helpline, Pravasi Bhartiya Kendra or any other helpline numbers as directed by MD, PGRKAM shall be mentioned on the portal
- xviii. The system shall work under the maximum stress of 10,000 logins at one time
- xix. It will be the responsibility of the agency to ensure that the system is not prone to any kind of cyberattacks and system data is not exposed to unauthorized entity in any way

### 7.2.2 Dashboard enhancements for Foreign study and Foreign Employment

- i. Registration option for potential students/foreign job seekers
- ii. Registration option for Foreign colleges/ universities/Foreign employers/ their agents in India
- iii. Available seats for Punjabi youth in overseas colleges & universities with eligibility, fees etc.
- iv. Available jobs overseas
- v. Potential student/employee search by agent/ overseas college/ university/employer
- vi. Invitations to potential students/employees
- vii. Event creation
- viii. Potential course/job search by the applicant
- ix. Reports for agents/ colleges or universities/ employers/applicants/ DBEEs/ PGRKAM

### **7.2.3 Information on Career guidance/ information**

- i. Career options under different headings
- ii. Career Matching algorithm for the applicant
- iii. Career searching for different qualifications
- iv. Auto matched option in the dash board of job seeker
- v. Admin option for adding the content

### **7.2.4 Self-employment module to provide entrepreneurship opportunities to applicants**

- i. Get registered as a potential entrepreneur
- ii. Search option at home page & jobseeker dashboard - All Self-employment Schemes
- iii. Link to the sites of the Government Departments running the schemes
- iv. Module to capture all parameters of the Self Employment schemes of Central/State Govt. including checklist and further link to the sites of the Government departments.
- v. This module needs to show relevant schemes to the potential entrepreneurs as per his eligibility and interest through backend matching.
- vi. Different search parameters for the potential entrepreneurs to search self-employment schemes

### **7.2.5 Counseling module to cover counseling of job-seekers**

- i. Registration of counselors
- ii. Approval by DBEE's / State admin
- iii. Calendar of Counseling sessions (availability and non-availability)
- iv. Registration of Counselee
- v. Participation offer by counselee online on portal
- vi. Approval by Counselor online
- vii. Attendance of applicants by counselor (session wise)
- viii. Rating and feedback by counselee
- ix. Cancellation of session
- x. Report for Counsellor, DBEE & PGRKAM

### **7.2.6 Skill training module for increasing employability**

Punjab Skill Development Mission (PSDM) provides free employment linked skill development trainings to the youth through empaneled training partners across the state in different sectors like Healthcare, Media & Entertainment, Green Jobs, Domestic Workers, Retail, Beauty, Construction, Electronics and Hardware, Food Processing, Health Care, IT ITES, Leather, Logistics etc. PSDM ensures universal coverage from various sections of the society including Urban/ Rural, Border Area, traditional courses like Phulkari Jutti making/ modern courses thereby providing opportunity to all.

With a brief write-up on PSDM and on such similar sites as MD, PGRKAM shall specify (content of the write-ups including pic(s), if any shall be provided by PGRKAM), the portal to be developed via this RFP shall provide link(s) to the official website(s) of PSDM (at present <http://psdm.webappline.com>) and of such similar sites as MD, PGRKAM shall specify. On clicking, the link(s) shall open the official website of PSDM and such similar sites as specified by MD, PGRKAM in new tab where the applicant can get detailed information on availability of skill courses.

## 7.2.7 CRM (Customer Relationship Management)

- i. The Successful bidder shall create a platform where user can send queries and the bidder after taking response from the officer authorized by MD, PGRKAM can respond within 48 hours.

7.2.8 Module for sending bulk SMS and bulk emails with detailed reporting of delivered, undelivered and bounced features with real time report

7.2.9 One Mobile app for Job Seeker, Employer, Job Mela (Event) and Local service provider on both IOS and Android platforms

7.2.10 Government Department module for getting on-line information related to Employment Generation Department from various Departments e.g. information on recent recruitments, vacancy position, recent advertisements given w.r.t recruitments, submission of applicants for various openings etc.

7.2.11 **Tracking Module:** A module will be created in order to

- i. Provide for communication (sms, e-mail, calling) record with candidate with follow up date and time notification
- ii. Provide for input by DBEE, State Admin or any other level as decided by DBEE/ State Admin –
  - a. Whether jobseeker got employed
  - b. Whether employer got the candidate of choice
  - c. Whether counselling session was helpful
  - d. Whether skill training was of use
  - e. Whether foreign employment or foreign study is going as expected

7.2.12 LSP Module similar to urban clap (shall cover services such as Aayah, Beautician, Carpenter, Cook, Gardner, Dietician, Insurance Advisor etc.) without payment gateway with reports for DBEE, PGRKAM, Service Provider and Service Seeker. Provision for creation of payment gateway & its usage in future shall be made.

7.2.13 Recent and upcoming activities like job melas etc. shall be flashing on the home page of the portal.

7.2.14 The portal shall be able to generate various reports including district wise/sub-division data or in any other format as may be required from time by MD, PGRKAM.

7.2.15 The successful bidder shall provide capacity building training (s) as decided by MD, PGRKAM.

## 8. Error/Issue Resolution

8.1 All the Critical errors/issues to be resolved within 48 hours of being brought to notice by the O/o PGRKAM to the Successful Bidder.

8.2 All the Conventional errors/issues to be resolved within 7 days of being brought to notice by the O/o PGRKAM to the Successful Bidder



- 8.3 Any delay in resolution of errors as mentioned above, shall lead to a penalty of INR 10,000/- per day. No resolution within 7 days will mean penalty of 1 lakh per day. No resolution within 15 days will mean notice for termination/cancellation of the contract. No resolution within 15 days from notice of termination/cancellation of the contract would lead to blacklisting and termination/cancellation of the contract.

## 9. Payment Schedule

S No	Description	Deliverables	Duration (Weeks)	Amount
1.	Submission and acceptance of Study phase and Submission of Study Report and Freezing of specifications/requirement	Study Report, Proposed, Solution, Design, Documents/Forms, List of MIS, Reports	6 (+4) weeks	10%
2.	Development and Deployment: After Testing, User Training & Implementation, Submission and acceptance of Deliverables i.e., Source Code and relevant manuals and operational training to EGT Officials	Trial Run Report, Operational, Manual for Head Office Operations, Centre Login Module, Administration Activities, Training to Stakeholders, Generation of all Reports as per MIS	16	10%
3.	After successful operation of one complete cycle covering all activities as per scope of work & final sign-off including the mobile application	Upon acceptance of Monthly Uptime reports, Final Copy of Manual, Final Copy of Source Code & Data and set of Reports as per MIS.	30	15%
4.	Operations and Management Phase	On submission & acceptance of Monthly Progress Reports (Annexure- IX and X) including reports on job melas.	2 years	55% (equally distributed over a period of 24 months)
5.	On submission & acceptance of Closure Report	--	-	10%

## 10. Contract Period

The project will be for 3 years from date of signing of agreement between the Authority & bidder & could be extended for further 3 years. If it is extended, then 10% addition in quoted cost will be payable to the bidder w.r.t to pt. 4 above

## 11. General

- 11.1 The Authority reserves the right to annul the contract without citing any reasons thereof.
- 11.2 The Authority reserve the rights to reject the offer in case:
- 11.2.1 Non responsiveness i.e. not meeting with the submission criterion or
  - 11.2.2 Being incomplete or
  - 11.2.3 In case of any conflict of interest of successful bidder or
  - 11.2.4 Successful bidder being unable to meet out its financial liabilities (if any) and becomes insolvent/ bankrupt or
  - 11.2.5 Non-performance (proportional achievement of targets or non-responsiveness) by successful bidder will lead to annulment of contract.

## 12. 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.

## 13. Penalty Clause

- 13.1 In case, any of the deliverable as mentioned in the payment schedule para- 9 of this RFP is not submitted by the Successful Bidder within the stipulated time, a grace period of maximum of 1/4th of allowed time line may be given by MD, PGRKAM. The grace period shall be given only if the Successful Bidder is able to justify that the reason of delay was beyond his control. A penalty of 5% per week of amount accruable against that deliverable shall be levied post that grace period upto maximum of ¼ th of the stipulated time. For e.g. If a monthly report is not submitted after the expiry of the grace period (if provided) a penalty of 5% of (55% of the contract value/104) will be imposed per week of delay.
- 13.2 In case of any delay post the timeline as mentioned above, the contract of the Successful Bidder shall be terminated and the bidder shall be blacklisted.
- 13.3 In case the bidder gives a representation, Governing Council, PGRKAM may reduce penalty upto 50% and Governing Council, PGRKAM can give additional time lines upto ¼th of the stipulated time of the relevant activity with or without imposing penalty, if governing council is satisfied that the reason given for delay by the successful bidder is justified.

## 14. Dispute Resolution

The Authority and the Successful Bidder shall make every effort to resolve any disagreement or dispute arising between them amicably by direct negotiation. If the Authority and the Successful Bidder fails to resolve the dispute amicably within one (1) month, then the issue will be referred to the Arbitrator in accordance with the Arbitration and Conciliation Act, 1996, amended upto date. The sole arbitrator for such purposes

will be decided by MD, PGRKAM as per the Arbitration and Conciliation Act, 1996, amended upto date. All arbitration proceedings shall be held at Mohali, India, and the language of the arbitration proceedings shall be in English. Any legal dispute will come under Punjab State jurisdiction.

## **15. Intellectual Property Rights**

- 15.1 PGRKAM owns the Intellectual Property Rights of all the content created under the scope of work of this engagement.
- 15.2 The Successful Bidder is liable to handover all documents/information/media/ knowledge base related to the assignment undertaken under the scope of work of this engagement to PGRKAM on completion/termination
- 15.3 The Successful Bidder shall not carry and/ or transmit any material, information, diagrams, storage media or any other goods/ material in physical or electronic form, which are proprietary to or owned by the Authority/ Department of Employment Generation & Training, out of premises without prior written permission.

## **16. Exit Management**

- 16.1 PGRKAM shall prepare an Exit Management Plan and share it with the Successful Bidder that will be binding on the Successful Bidder.
- 16.2 The exit management period, to be informed in the Exit Management Plan, shall not be more than eight weeks from the date of expiry/ termination of contract.
- 16.3 **Transfer of Assets-** The Successful Bidder shall be able to use the assets, if any provided, for the duration of the exit management period and shall return before completion of the said period.
- 16.4 During the exit management period the Successful Bidder will allow the Authority to access information required to define the current mode of operation.
- 16.5 The Successful Bidder shall handover all documents/information/media/ knowledge base to the Authority within the exit management period
- 16.6 The Successful Bidder shall provide the knowledge transfer sessions to the Authority as and when required during the exit management period.

**Annexure-I**

**Bid Submission Letter**

To  
The Mission Director  
Punjab Ghar Ghar Rozgar & Karobar Mission (PGRKAM)  
Department of Employment Generation and Training  
SCO No. 47/1, Sec-17E,  
Chandigarh - 160017,  
Punjab

Sub: RFP for Engagement of an Agency for widening the scope of Digital Platform  
([www.ghargharrozgar.punjab.gov.in](http://www.ghargharrozgar.punjab.gov.in))

Ref: **2019\_DEGT\_30575\_4**

Dear Sir,

I/ We, the undersigned, offer to provide services for widening the scope of Digital Platform  
([www.ghargharrozgar.punjab.gov.in](http://www.ghargharrozgar.punjab.gov.in)). We are hereby submitting our bid.

I/We, hereby declare that:

- (a) We are enclosing and submitting herewith our Bid, with the details as per the requirements of the RFP, 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 RFP 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 Bid that the Authority receives.

Yours faithfully,

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

*Note:*  
*On the Letterhead of the Bidder.*

**Annexure-II**

**Bidder's Authorisation Certificate**

To  
The Mission Director  
Punjab Ghar Ghar Rozgar & Karobar Mission (PGRKAM)  
Department of Employment Generation and Training  
SCO No. 47/1, Sec-17E,  
Chandigarh - 160017,  
Punjab

Sub: RFP for Engagement of an Agency for widening the scope of Digital Platform  
([www.ghargharrozgar.punjab.gov.in](http://www.ghargharrozgar.punjab.gov.in))

Ref: **2019\_DEGT\_30575\_4**

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 RFP 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/-)*

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**

S.No.	Particulars	Details
1.	Name of the Bidder	
2.	Address of the Bidder	
3.	Incorporation status of the Bidder: Registered Company (Public or Pvt. Ltd)/ Partnership Firm/ Sole Proprietor (Relevant certificates in line with Clause 3 – Pre-Qualification Criteria need to be submitted)	
4.	Year of Establishment	
5.	Name and Designation of the contact person to whom all references shall be made regarding this Bid	
6.	Telephone No. (with STD Code)	
7.	E-mail id of the Contact Person	
8.	Fax No. (with STD Code)	
9.	Website (if any)	

.....  
Name of the Bidder

.....  
Signature of the Authorised Signatory

.....  
Name of the Authorised Signatory

Place: \_\_\_\_\_  
Date: \_\_\_\_\_

**Annexure-V**

**Project Experience**

<b>S. No.</b>	<b>Name of Assignment</b>	<b>Name of the Client</b>	<b>Details/ Brief Scope</b>	<b>Contract Period</b>	<b>Agency Charges/Fee earned (Rs. In Lakh)</b>
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: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_



**Annexure-VI**

**Financial Information of Bidder's Organisation**

*Rupees.*

S. No.	Parameters	FY2015-16	FY2016-17	FY2017-18
1	Annual Turnover from providing ERP services			
	Average Annual Turnover from providing ERP services			

**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  
Punjab Ghar Ghar Rozgar & Karobar Mission (PGRKAM)  
Department of Employment Generation and Training  
SCO No. 47/1, Sec-17E,  
Chandigarh - 160017,  
Punjab

Sub: RFP for Engagement of an Agency for widening the scope of Digital Platform ([www.ghargharrozgar.punjab.gov.in](http://www.ghargharrozgar.punjab.gov.in))

Ref: **2019\_DEGT\_30575\_4**

Dear Sir,

We \_\_\_\_\_ herewith submit our Financial Bid for RFP for Engagement of an Agency for widening the scope of Digital Platform ([www.ghargharrozgar.punjab.gov.in](http://www.ghargharrozgar.punjab.gov.in))

#	Name of work	Fee (INR) (without GST/ applicable taxes) In figures & in words	GST / taxes as applicable presently In figures & in words	Total Fee (INR) 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 up to 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 RFP. We understand and accept that you are not bound to accept the lowest or any Bid you may receive.

Dated this .....Day 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  
Punjab Ghar Ghar Rozgar & Karobar Mission (PGRKAM)  
Department of Employment Generation and Training  
SCO No. 47/1, Sec-17E,  
Chandigarh - 160017,  
Punjab

WHEREAS \_\_\_\_\_ [Name and address of the Successful Bidder] (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 Mohali, 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 \_\_\_\_\_ (INR. \_\_\_\_\_) 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

## Monthly Progress Report

**The Monthly progress report to be submitted by the Successful Bidder during the Operations and Maintenance phase shall include the following:**

1. Critical errors reported by PGRKAM during the month:
  - a. Critical errors carried forward from last month
  - b. Details Annexure as per X
2. Critical errors resolved during the month
  - a. Resolved within 48 hours
  - b. Resolved beyond 48 hours
  - c. Details of time taken to resolve the critical errors (Annexure X)
3. Conventional errors reported by PGRKAM during the month:
  - a. Conventional errors carried forward from last month
  - b. Details Annexure as per X
4. Conventional errors resolved during the month
  - a. Resolved within 7 days
  - b. Resolved beyond 7days
  - c. Details of time taken to resolve the Conventional errors (Annexure X)
5. No. of logins on the portal
6. Number of Job seekers registered on the portal
7. Number of Employers registered on the portal
8. Number of Jobs posted

**Annexure- X**

**Details on Critical and Conventional Errors**

Critical errors:

Sr. No.	Date and time of raising of Critical error	Date and time of resolution of Critical error	Total time taken in resolution	Stipulated time as per RFP	Remarks

Conventional Errors:

Sr. No.	Date and time of raising of Conventional error	Date and time of resolution of Conventional error	Total time taken in resolution	Stipulated time as per RFP	Remarks