

REQUEST FOR PROPOSAL

Volume II: Instructions to Bidders

FOR

**SELECTION OF SERVICE OPERATOR
TO OPERATE, MAINTAIN AND MANAGE
SEWA KENDRAS
IN THE STATE OF PUNJAB**

(Reference No. PSeGS/UCSDC/2015)

**PUNJAB STATE e-GOVERNANCE SOCIETY
Department of Governance Reforms
SCO 162-164, SECTOR 34 A
CHANDIGARH**

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1. Bid Data Sheet

S. No.	Information	Details
1.	RFP Number	<p>1. PSeGS/UCSDC/2015-S <i><u>(Applicable for submission of bid for Entire State)</u></i></p> <p>2. PSeGS/UCSDC/2015-Z <i><u>(Applicable for Zone(s) wise bid submission)</u></i></p>
2.	Name of the Assignment	Selection of Service Operator to Operate, Maintain and Manage SEWA Kendra's in State of Punjab
3.	Name of the Tender Inviting Authority	Punjab State e-Governance Society (PSeGS), Department of Governance Reforms, SCO 162-164, Sector 34 A, CHANDIGARH
4.	Web-Site Address and Email ID	Website: www.dgrpunjab.gov.in www.punjab.gov.in Email id: punjabusdc@punjab.gov.in
5.	Cost of RFP Document	Rs. 5000/- (Five Thousand Only)
6.	Date of release of RFP	03 rd June 2015 (Wednesday)
7.	Last Date and Time for submission of Queries	17 th June 2015 (Wednesday) upto 12:00 noon (IST)
8.	Date and Time for Pre-Bid Meeting	17 th June 2015 (Wednesday) (Venue and Time will be intimated later on website)

S. No.	Information	Details
9.	Last Date and Time for Submission of Bids	06 th July 2015 (Monday) upto 03:00 PM (IST)
10.	Date and Time for opening the Bids and Pre-Qualification	06 th July 2015 (Monday) 04:00 PM (IST)
11.	Validity Period for EMD	180 days from bid submission date
12.	Validity Period for Proposal	180 days bid from submission date
13.	Place, Date and Time for opening of Pre-Qualification Proposal	Online
14.	Results of Pre-Qualification and opening of Commercial Proposal	To be intimated Later
15.	Consortium & Sub-Contracting	Consortium: Not allowed Sub-Contracting: Allowed
16.	Term of Contract	60 months from date of award of contract
17.	e-Procurement Help Desk details	Please refer to website www.punjab.gov.in
18.	Contact Details	Mr. Kalwarn Singh, Project Manager Contact Number: +91 93572 42220

S. No.	Information	Details
		Email: punjabusdc@punjab.gov.in (All correspondence related to RFP should be with PSeGS contact person only).

2. General

- a) Bids are invited from eligible bidders to operate, manage and maintain Sewa Kendras in State of Punjab. For operational effectiveness, the State has been divided into 5 zones comprising 4 to 5 districts in each zone (*As defined in RFP Vol.I*). Bidders have the following options to submit their bids:
- i. Bidders may submit consolidated state wide bid for entire state covering all the centers in all the districts.
 - ii. Bidders may submit individual bid for each zone separately.
 - iii. Bidders are allowed to submit bid for one or multiple zones but bid should be submitted separately for each zone.
 - iv. Bidders are allowed to opt both options i.e Consolidated bid for entire state as well as bid(s) for individual zones simultaneously.
- b) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- c) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the PSeGS on the basis of this RFP

- d) While preparing the bids, the bidders are advised to provide separate EMD for each of the bids they are intending to submit, avoid sharing of resources across the bid to the extent possible and exclusively demonstrate their capability to manage multiple bids in their technical proposal.
- e) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract is executed by or on behalf of the PSeGS. Any notification of preferred bidder status by the PSeGS shall not give rise to any enforceable rights by the Bidder. The PSeGS may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the PSeGS.
- f) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3. Bidding Process

3.1 General

- a) For participation in this tender, prospective bidders are required to register themselves at the e-tendering portal. The intending bidder will require valid Class-III digital signature certificates for submitting their bids. (Bidders may avail training for online tendering as per instructions available on the website).
- b) For detailed information on the e-tendering website and the procedures to be followed for downloading documents, modes of payment etc., please refer to the website www.punjab.gov.in
- c) Bidders shall submit their bids online through the portal only. Bids will not be accepted by any other mode.

- d) Documents must be scanned and uploaded through e-tendering website within the period of tender submission.
- e) Payments for document fee and processing fee are to be made online through the e-payment gateway of the portal prior to submission of bids as per details given in the bid data sheet. EMD/Bid security is to be submitted in the form of Bank Guarantee (as per format given in this Volume of the RFP)

3.2 Visits to Departments

Bidders are encouraged to submit their proposals after visiting Punjab Government Departments, offices, existing SUWIDHA Centers/Field offices etc. and ascertaining for themselves the location, surrounding, utilities and existing systems in such offices or any other matter considered relevant, at their own cost and responsibility. PSeGS will arrange for the duly authorized personnel of the bidders to gain access to the related departments or sites. Failure of a visit by the bidder will not be a cause for its disqualification

3.3 RFP Document Fees

- a) The bidder may download the RFP document from the website & pay the document fee online @ INR 5000/- per document.
- b) Proposals received without or with inadequate RFP Document fees shall be rejected.

3.4 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP documents with full understanding of its implications.

- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected.

Bidders must:

- i. Include all documentation specified in this RFP.
- ii. Follow the format(s) and content of this RFP and respond to each element in the order as set out in this RFP.
- iii. Comply with all requirements as set out within this RFP.

3.5 Clarifications and Pre-Bid Meeting

- a) All those who have obtained bid document can participate in pre-bid meeting to seek clarification on the bid, if any.

- b) The bidders designated representatives (Maximum 3) are invited to attend the Pre-Bid meeting at their own cost. The bidders must bring proof of purchase of RFP of respective organization.

- c) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to:

Sh. Kalwarn Singh, Project Manager

PSeGS, Department of Governance Reforms,

SCO 162-164, Sector 34-A, Chandigarh

Email id: punjabusdc@punjab.gov.in

- d) The queries should necessarily be submitted in format as per [Annexure I](#)
- e) PSeGS shall not be responsible for ensuring that the bidders queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the PSeGS.
- f) Non-attending the pre-bid meeting will not be a cause for disqualification of a bidder.

3.6 Responses to Pre-Bid Queries and Issue of Corrigendum(s)

- a) The PSeGS will endeavor to provide timely response to all queries. However, PSeGS makes no representation or warranty as to the completeness or accuracy of any response made in neither good faith, nor does PSeGS undertake to answer all the queries that have been posed by the bidders.
- b) At any time prior to the last date for receipt of bids, PSeGS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document through corrigendum.

- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted only on the website. No Separate communication shall be sent to any prospective bidder.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, PSeGS may, at its discretion, extend the last date for the receipt of Proposals.

3.7 Proposal Preparation Cost

- a) The bidder is responsible for all costs incurred in connection with participation in this process, including but not limited to, costs incurred for information gathering and other due diligence activities, participation in meetings, presentations, preparation of proposal and in providing additional information required by the PSeGS and in negotiating a definitive contract or all such activities related to the bid process.
- b) PSEGS will in no case be responsible or liable for all such costs, regardless of the conduct or outcome of the bidding process.

3.8 PSeGS Right to terminate RFP/Bidding Process

- a) The PSeGS reserves the right to accept or reject any proposal, and to annul this RFP/bidding process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for PSEGS

action. The PSeGS makes no commitment, expressed or implied that this process will result in a business transaction with anyone.

- b) This RFP does not constitute an offer by the PSeGS. The bidder's participation in this process may result in PSeGS selecting the bidder to engage in further discussions toward execution of a contract. The commencement of such discussions does not, however, signify a commitment by the PSeGS to execute a contract.

3.9 Amendment(s) to RFP

PSeGS may for any reason, modify the RFP from time to time. The amendment(s) to the RFP would be clearly spelt out posted on the website and the bidders may be asked to amend their proposal due to such amendments. No separate emails or any communication shall be sent to any prospective bidders. Bidders are advised to keep on visiting the official website for any changes.

3.10 Language of Proposal

The proposal and all correspondence and documents shall be in English. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern. All proposals and accompanying documents received within the stipulated time will become the property of the PSEGS and will not be returned.

3.11 Documents comprising the Bid

The Bid submitted by the Bidder shall comprise of:

- a) Pre-Qualification Proposal
- b) Technical Proposal
- c) Commercial Proposal

3.12 Submission of Bids/ Proposals

- a) Bidders are required to upload the tender separately as below:-
 - i. Consolidated State wide by using reference number **PSeGS/UCSDC/2015-S**
 - ii. Zone-wise bid by using reference number **PSeGS/UCSDC/2015-Z**
- b) Bidders are expected to carefully examine all the instructions, guidelines, terms and conditions and formats of the tender. Failure to furnish necessary information as required in the RFP or submission of a bid not substantially responsive, to all the requirements of the RFP may lead to rejection of bids.
- c) Bids and associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings must be initialed by the authorized person signing the Bid.
- d) Bidders shall submit their bid through e-Tendering website on or before the last date and time for submission of bids as per bid data sheet. It is advised that bidders may submit their bid well in advance of the stipulated time so as to avoid last minute hiccups.

- e) The Documents that are uploaded online on e-Tender portal will only be considered for Bid Evaluation unless Bid Evaluation Committee asked for revised document in case of any clarification sought during bid evaluation.
- f) Bids received by email, facsimile, post or by hand shall be treated as defective, invalid and rejected. Only detailed complete Bids submitted through the portal shall be taken as valid.
- g) Every page of the documents submitted by the bidder must be duly signed by the authorized signatory of the bidder along with the Organization seal.
- h) Each page of all parts should be serially numbered, in conformity with the eligibility qualifications and should be clearly indicated using an index page.
- i) The letter of authorization shall accompany the Bid and should be supported with written power of attorney.
- j) If any document is not submitted by the bidder at the time of submission of bid in support of Bidder's Eligibility Criteria, the evaluation of bids will be based on available documents in the bid and non-submission of documents will be treated as non-availability of documents. PSeGS, however, reserves its right to requisition any document at its discretion.
- k) No bidder is allowed to modify, substitute, or withdraw their bid after its submission on the portal.
- l) The bidders are required to upload the requisite formats online.

3.13 Deadline for submission of Bids

- a) The last date & time for submission of Bids shall remain the same as that mentioned in this Volume of the RFP (unless otherwise revised by the PSeGS and made known to all participating Bidders through website).
- b) All Bids received after the last date & time of submission shall be summarily rejected.
- c) The PSeGS shall not be responsible for any delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- d) The PSeGS reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

3.14 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of:
 - i. Rs. 5 Crores (Rupees Five Crores Only) in case of bidder submitting consolidated bid for entire state.
 - ii. Rs. 1 Crores (Rupees One Crores Only) per Zone in case of bidder submitting its bid(s) for various zones.
- b) The EMD, will be submitted in the form of Bank Guarantee as per the format given at [Annexure V](#) to this Volume of the RFP. EMD in any other form shall not be entertained.
- c) Bidder shall submit the original paper copy of the EMD bank guarantee to PSeGS before the last date & time of submission of bid.

- d) Bid without adequate EMD will be liable for rejection without providing any opportunity to the bidder concerned.
- e) The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in [Annexure VI](#).
- f) EMD would be refunded to all unsuccessful bidders within 10 days of award of the Project.
- g) The EMD amount will be interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- h) The EMD may be forfeited:
 - i. If a bidder withdraws its bid during the period of bid validity.
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
- i) In case the bidder is bidding for entire state as well as for various zones, bidder needs to submit EMD only for entire state. There is no requirement of additional EMD for zone wise bid submission.

3.15 Deviations

- a) No deviations/assumptions/recommendations shall be allowed with bid. Bidders must ensure that pre-bid conference is attended by their concerned senior people so that all the doubts, clarification(s) & ambiguities regarding bid document & project are resolved well before bid submission.
- b) Any conditional bid shall be rejected.

3.16 Bid Opening

- a) Opening of the Bids will take place in the following stages:
- i. Pre-Qualification Proposal
 - ii. Technical Proposal
 - iii. Commercial Proposal
- b) PSeGS will intimate date of opening of various stages of RFP through website.

3.17 Validity of Bids

All proposals shall be valid for a period of 180 Days from the date of submission of the proposals. A proposal valid for a shorter period shall be rejected as non-responsive. In exceptional circumstances, at the sole discretion of the PSeGS, the PSeGS may solicit the bidder's consent for an extension of the validity period of bid as well as EMD. Such request and responses shall be made in writing.

3.18 Modification, Substitution & Withdrawal of Bids

Bids once submitted, cannot be withdrawn in the interval between the deadline for its submission and the expiration of the validity period as specified. Once the Bids are submitted, no modifications and/or substitutions will be allowed in them.

3.19 Formats & Contents of Bids

3.19.1 Pre-Qualification Proposal

The Pre-Qualification Proposal must amply demonstrate that the Bidder fully meets all pre-qualification criteria set out in this Volume of the RFP. Accordingly, the Pre-Qualification Proposals must provide the following:

- a) Format for Pre-Qualification Proposal: [Annexure II](#)
- b) A Covering Letter from the Bidder: [Annexure-IIA](#)
- c) Copy of Power of attorney/Board resolution in name of authorized signatory.
- d) General Information of the Bidder: [Annexure-IIB](#) along with supporting documents including [Annexure-IIC](#).
- e) Relevant past Experience: [Annexure-IID](#).
- f) Undertakings
 - i. Blacklisting (Self Declaration)
 - ii. Breach (Self Declaration)
 - iii. Dispute Disclosures: [Annexure-IIE](#)
- g) Pre-Qualification checklist: [Annexure-IIF](#)

3.19.2 Pre-Qualification Criteria

Pre-Qualification Proposal needs to be submitted to conclusively demonstrate that the Bidder completely meets all the eligibility criteria. This invitation for bids is open to all Indian business entities that fulfill prequalification criteria as per following:

Pre-Qualification Criteria

Sl. No.	Parameter	Pre-qualification Criteria (Entire State wide Bid)	Pre-qualification Criteria (For Single Zone Bid)	Pre-qualification Criteria (For Multiple Zones Bid)	Document Required
1.	Legal Entity	Should be an established Organization and registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008.	Should be an established Organization and registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008	Should be an established Organization and registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008.	Certificate of Incorporation
		Should be in business operation for last more than 3 years.	Should be in business operation for last more than 3 years.	Should be in business operation for last more than 3 years.	Authentic certificate from the practicing member of Institute of Chartered Accountant of India
		Registered with the Service Tax Authorities	Registered with the Service Tax	Registered with the Service Tax	Valid Service Tax Registration Certificate

Sl. No.	Parameter	Pre-qualification Criteria (Entire State wide Bid)	Pre-qualification Criteria (For Single Zone Bid)	Pre-qualification Criteria (For Multiple Zones Bid)	Document Required
			Authorities	Authorities	
2.	Turnover (Average turnover during the last 3 financial years ending 31.03.2014)	INR 150 Crores	INR 30 Crores	INR 30 Crores X Number of Zones opted for bids. <i>e.g. If a bidder opt for 4 zones, required turnover shall be INR 120 Crores (30 X 4)</i>	Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practicing member of Institute of Chartered Accountant of India.
3.	Profit-Making entity	Should be an operating profit making entity in at least 1 out of each of last 3 financial years ending on 31.03.2014	Should be an operating profit making entity in at least 1 out of each of last 3 financial years ending on 31.03.2014	Should be an operating profit making entity in at least 1 out of each of last 3 financial years ending on 31.03.2014	Certificate from practicing Member of Institute of Chartered Accountants of India

Sl. No.	Parameter	Pre-qualification Criteria (Entire State wide Bid)	Pre-qualification Criteria (For Single Zone Bid)	Pre-qualification Criteria (For Multiple Zones Bid)	Document Required
4.	Net Worth	The Net Worth/Cash flow of the Bidder must be positive for each of the last three financial year ending 31st March 2014.	The Net Worth/Cash Flow of the Bidder must be positive for each of the last three financial year ending 31st March 2014.	The Net Worth/Cash Flow of the Bidder must be positive for each of the last three financial year ending 31st March 2014.	Certificate from practicing Member of Institute of Chartered Accountants of India showing Net worth/Cash flow for each year.
5.	Relevant Past Experience Should have undertaken similar projects in any or all of the following areas of: a. Delivery of multi-locational, across the counter citizen	Minimum 2 Projects of INR 25 Crores each. OR Minimum 4 Projects of INR 12.50 Crores each	Minimum 1 Projects of INR 5 Crores. OR Minimum 2 Projects of INR 2.5 Crores each	a. <u>If bidder opts to bid for up to 3 Zones:</u> Minimum 1 Projects of INR 5 Crores OR Minimum 2 Projects of INR 2.5 Crores each b. <u>If bidder opts to</u>	For details of Experience of responding firm/Project Citation supported with Work order/Client Certificate

Sl. No.	Parameter	Pre-qualification Criteria (Entire State wide Bid)	Pre-qualification Criteria (For Single Zone Bid)	Pre-qualification Criteria (For Multiple Zones Bid)	Document Required
	<p>service delivery</p> <p>b. Turn-key implementation of computerized system and O&M support in last 5 years as on date of bid submission.</p> <p>c. Operation and Maintenance of Citizen Service Centers (Project should be in O&M Phase) as on bid submission</p>			<p><i>bid for more than</i></p> <p><u>3 Zones:</u></p> <p>Minimum 2 Projects of INR 25 Crores each.</p> <p>OR</p> <p>Minimum 4 Projects of INR 12.50 Crores each</p>	
6.	<p>Manpower Strength (Average of last 3 years)</p> <p>a. Total Deployed on Projects</p>	a. 700	a. 150	a. 150 X Number of Zones opted for	Certificate from HR Department of the Bidder

Sl. No.	Parameter	Pre-qualification Criteria (Entire State wide Bid)	Pre-qualification Criteria (For Single Zone Bid)	Pre-qualification Criteria (For Multiple Zones Bid)	Document Required
	including on-roll + contractual + outsourced. b. On-Roll	b. 100	b. 20	bids. b. 20 X Number of Zones opted for bids.	
7.	Blacklisting	Bidders must not have been declared ineligible or blacklisted by any entity of Govt. of India / Govt. of Punjab / other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for	Bidders must not have been declared ineligible or blacklisted by any entity of Govt. of India / Govt. of Punjab / other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance,	Bidders must not have been declared ineligible or blacklisted by any entity of Govt. of India / Govt. of Punjab / other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical	Self-Certified letter

Sl. No.	Parameter	Pre-qualification Criteria (Entire State wide Bid)	Pre-qualification Criteria (For Single Zone Bid)	Pre-qualification Criteria (For Multiple Zones Bid)	Document Required
		any other reason.	corrupt, fraudulent or any other unethical business practices or for any other reason.	business practices or for any other reason	
8.	Breach of Contract	Bidders must not have been involved in a breach of general or specific instructions for bidding, general and special conditions of contract with Government of Punjab or any of its agencies during the past 3 years as on bid submission date.	Bidders must not have been involved in a breach of general or specific instructions for bidding, general and special conditions of contract with Government of Punjab or any of its agencies during the past 3 years as on bid submission date.	Bidders must not have been involved in a breach of general or specific instructions for bidding, general and special conditions of contract with Government of Punjab or any of its agencies during the past 3 years as on bid submission date.	Self-Certified letter

3.19.3 Technical Proposal

The complete project requirements have been elaborated in this RFP. In line with this, Technical proposal should comprehensively indicate each of the following (in the order given below:

- a) Format for Technical Proposal: [Annexure III](#)
- b) Format for Declaration on compliance with RFP requirements: [Annexure III-A](#)
- c) Format for undertaking to comply with technical requirement specifications: [Annexure III-B](#)
- d) Format for Manufacturers Authorization Form: [Annexure III-C](#)
- e) Format for Risk Assessment and its mitigation Plan: [Annexure III-D](#)
- f) General Information of the Bidder: [Annexure-IIB](#) along with supporting documents including [Annexure-IIC](#) (*Same Annexure as attached in Pre-Qualification Proposal*)
- g) Relevant past Experience: [Annexure-IID](#) (*Same Annexure as attached in Pre-Qualification Proposal*)
- h) Approach and Methodology of the Project including:
 - i. Strategy for Implementation of Project (*Detailed Supporting document*)
 - ii. Operational methodology (*Detailed Supporting document*)
 - iii. SLA Tools and Plan for meeting the SLA norms and Fault Management (*Detailed Supporting document*)
 - iv. Highlight the associated risks / problems and plans for mitigation (*Detailed Supporting document*)
 - v. Quality Assurance Plan of Manpower, Service Delivery etc. (*Detailed Supporting document*)
- i) Hardware Compliance Sheet of each hardware item with references to hardware data sheets/OEM along with MAFs.
- j) Bill of Material Summary: [Annexure-IIIE](#)
- k) Technical-Qualification Checklist: [Annexure-IIIF](#)

3.19.3.1 Single Make and Model

The bidder has to compulsorily quote Bill of Material of proposed hardware for only single make & model no. along with respective datasheets & MAFs. Bids with multiple make and model for a single line item are liable to be rejected.

3.19.4 Technical Evaluation Criteria

Technical Proposal will be evaluated and marks shall be awarded as per criteria mentioned below:

a) In case Bidder opts for Consolidated State wide bidding

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range2	Marks2	Range3	Marks3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
I	Company Profile								
1	Be in business for last more than 3 years	No. of Years	3-5	5	6-9	8	>9	10	Copy of incorporation certificate/Business Commencement Certificate
2	Average turnover during the last 3 financial years ending 31.03.2014	Turnover- Average last three years (INR)	150-300 Crore	5	301-600 Crore	8	>600 Crore	10	Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practicing member

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range 2	Marks 2	Range 3	Marks 3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
									of Institute of Chartered Accountant of India.
3	Manpower deployed at various projects including on-roll + contractual + outsourced. (Average of last 3 years)	No. of manpower	700-1000	5	1001-1200	10	>1200	15	HR Certificate
4	Total Manpower on pay roll (Average of last 3 years)	No. of Manpower	100-200	5	201-400	8	>400	10	HR Certificate
Sub Total (Company Profile)								45	
II	Relevant Past Experience								
1	Similar projects of value more than INR 25 Crores in any or all of the following areas of: a. Delivery of multi-	No. of projects	2 Projects of INR 25 Crores	15	>=3 Projects of INR 25 Crores	20	-	-	Copy of work order/client letter

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range2	Marks2	Range3	Marks3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
	locational, across the counter citizen service delivery b. Turn-key implementation of computerized system and O&M in last 5 years as on date of bid submission. c. Operation and Maintenance of Citizen Service Centers (Project should be in O&M Phase) as on date bid submission		each. OR 4-5 Projects of INR 12.5 Crores each		each. OR >=6 Projects of INR 12.5 Crores each				
Sub Total (Relevant Past Experience)								20	
III	Approach and Methodology								
1	Strategy for Implementation of Project	The overall project management approach to be adopted by the responding bidder through detailed Project Plan						10	Assessment to be based on a note

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range 2	Marks 2	Range 3	Marks 3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
		including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones & Project review mechanism etc. to implement the project to meet the timelines as well.							covering all requirements as mentioned & Presentation made by Bidder before the Committee
2	Operational methodology	Understanding the scope & spirit of the project model. The overall program management strategy to be adopted by the responding bidder through detailed management model to operate the Project in the desired outcomes. Breakdown of work practices & its continual improvement plan for bringing transformation by using innovative ideas & global best practices & process re-engineering. Strategy to run the project in a cost effective manner. Business continuity plan for uninterrupted operation of the Sewa Kendras.						7	Assessment to be based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee
3	SLA Tools and Plan for	Explain the understanding of the project requirements,						7	Assessment to be

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range 2	Marks 2	Range 3	Marks 3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
	meeting the SLA norms and Fault Management	SLA management methodology, and methodology for carrying out the activities for expected output. Detail of proposed tools to be deployed for SLA monitoring. Proposed Inventory Control management. Proposed Resource back up plan.							based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee
4	Highlight the associated risks / problems and plans for mitigation	Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them.						5	Document and Presentation
5	Quality Assurance Plan of Manpower, Service Delivery etc.	Detailed plan to maintain & improve the Quality Assurance level of manpower deployed & overall service delivery. Number & Quality of training Programmed planned etc.						6	Document and Presentation
Sub Total (Approach and Methodology)								35	

b) In case Bidder opts for Zone wise bidding

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range2	Marks2	Range3	Marks3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
I	Company Profile								
1	Be in business for last more than 3 years	No. of Years	3-5	8	6-9	10	>9	12	Copy of incorporation certificate/Business Commencement Certificate
2	Average turnover during the last 3 financial years ending 31.03.2014	Turnover-Average last three years (INR)	30-60 Crore	10	61-90 Crore	12	>90 Crore	15	Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practicing member of Institute of Chartered

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range2	Marks2	Range3	Marks3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
									Accountant of India.
3	Manpower deployed at various projects including on-roll + contractual + outsourced. (Average of last 3 years)	No. of manpower	150-200	12	201-250	15	>250	18	HR Certificate
4	Total Manpower on pay roll (Average of last 3 years)	No. of Manpower	20-40	10	41-80	12	>80	15	HR Certificate
Sub Total (Company Profile)								60	
II	Relevant Past Experience								
1	Similar projects of value more than INR 5 Crores in any or all of the following areas of: a. Delivery of multi-locational, across the counter citizen service delivery b. Turn-key implementation of computerized system and O&M support for projects in last 5 years as	No. of projects	1 Projects of INR 5 Crores. OR 2-3	15	>=2 Projects of INR 5 Crores. OR >=4	20	-	-	Copy of work order/client letter

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range2	Marks2	Range3	Marks3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
	on date of bid submission. c. Operation and Maintenance of Citizen Service Centers (Project should be in O&M Phase) as on date of bid submission		Projects of INR 2.5 Crores each		Projects of INR 2.5 Crores each				
Sub Total (Relevant Past Experience)								20	
III	Approach and Methodology								
1	Strategy for Implementation of Project	The overall project management approach to be adopted by the responding bidder through detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones & Project review mechanism etc. to implement the project to meet the timelines as well.						5	Assessment to be based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range2	Marks2	Range3	Marks3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
2	Operational methodology	<p>Understanding the scope & spirit of the project model.</p> <p>The overall program management strategy to be adopted by the responding bidder through detailed management model to operate the Project in the desired outcomes.</p> <p>Breakdown of work practices & its continual improvement plan for bringing transformation by using innovative ideas & global best practices & process re-engineering.</p> <p>Strategy to run the project in a cost effective manner.</p> <p>Business continuity plan for uninterrupted operation of the Sewa Kendras.</p>						5	<p>Assessment to be based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee</p>
3	SLA Tools and Plan for meeting the SLA norms and Fault Management	<p>Explain the understanding of the project requirements, SLA management methodology and methodology for carrying out the activities for expected output.</p>						4	<p>Assessment to be based on a note covering all requirements as</p>

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range2	Marks2	Range3	Marks3 (Max.)	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
		Proposed Inventory Control management. Proposed Resource back up plan.							mentioned & Presentation made by Bidder before the Committee
4	Highlight the associated risks / problems and plans for mitigation	Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them.						3	Document and Presentation
5	Quality Assurance Plan of Manpower, Service Delivery etc.	Detailed plan to maintain & improve the Quality Assurance level of manpower deployed & overall service delivery. Number & Quality of training Programme planned etc.						3	Document and Presentation
Sub Total (Approach and Methodology)								20	

3.19.5 Commercial Proposal

- a) The Bidders need to ensure that items and quantities of BOM provided in the Technical Proposal should tally with that provided in the Commercial proposal. All types of costs required for smooth operations and maintenance of centers to be included in commercial bid.
- b) The unit rates provided by the bidder in its commercial proposal shall be used for the purpose of payment as well as for price adjustment in case of any increase/decrease/deletion of line item due to change in scope of work during tenure of project.
- c) The bidder has to provide the following costs as per commercial proposal formats:
 - i. C.Form I: Total Commercial Bid.
 - ii. C.Form II: Cost of hardware infrastructure required for SEWA Kendras
 - iii. C.Form III: Cost related to Operations, Maintenance and Management of SEWA Kendras
 - iv. C.Form IV: Cost related to manpower cost at District and state level.
 - v. C.Form V: Cost related to takeover including AMC of existing hardware, Salaries of manpower of existing SUWIDHA Centers
 - vi. C.Form VI: Cost related to Additional Counters of SEWA Kendras

3.20 Payment Schedule

The following shall be the payment schedule based on actual number of centers launched, actual deployment of District level and State Level manpower i.e District Manager and State Project Coordinator quoted as per C.Form IV. and AMC of existing hardware, salaries of manpower of existing SUWIDHA Centers on the basis of actual operational SUWIDHA counters as per C.Form V.

Year	Payment on Monthly basis on actual as under:
Year 1	1.33% of contract value payable on monthly basis
Year 2	1.50% of contract value payable on monthly basis
Year 3	1.67% of contract value payable on monthly basis
Year 4	1.83% of contract value payable on monthly basis
Year 5	Equated monthly installment of balance contract value

3.20.1 Payment Terms for Additional Counters

- a) Cost of additional operational counters of SEWA Kendras (If any) shall be released on the basis of cost quoted in C. Form VI on pro-rata basis
- b) As the operational period of these additional counter(s) may vary due to different start date(s) of the additional counters, payment for additional counters shall be calculated as below :
 - i. First component of the total additional counter cost i.e. 'Hardware infrastructure cost' as quoted in C. Form VI shall be paid in the equal installments for numbers of remaining months of the contract.

For example, if a new additional counter is made operational at the beginning of 25th month of the contract period, hardware infrastructure cost shall be divided and paid equally in remaining 36 month (Total contract period = 60 months - (minus) Number of months already passed = 24 month).

- ii. Second component of the total additional counter cost i.e. 'Cost related to all Other Operations, Maintenance and Management of additional counter' shall be paid on monthly basis at actual as per

price quoted in the C.Form VI for every additional operational counter.

3.20.2 Payment Terms for Reimbursements

- a) All types of reimbursements payable to the service operator e.g. Diesel, Electricity and Postage etc. shall be made at actual on monthly basis.

3.21 Invoicing and Settlement

- a) Service Operator will collect the money on behalf of PSeGS from the citizens as per pre-defined per service rates which includes facilitation charges & Statuary fee defined by the State Government.
- b) Facilitation charges to be charged from the citizens for delivering the services through these Sewa Kendras will be decided by the PSeGS.
- c) Service Operator will ensure that statutory/government fee collected at Sewa Kendra shall be deposited in the designated Bank and/or any other agency as per guidelines issued by PSeGS and/or State Government from time to time.
- d) Service Operator will submit its invoices to the PSeGS on monthly basis by 7th of subsequent month duly supported with all requisite documents as required by PSeGS.
- e) Such invoices will be accurate and include all adjustments to or changes in the terms of payment. PSeGS reserves the right to ask Service Operator to provide all the information/ clarifications/ additional supporting documents required to verify the invoice.

- f) Service operator will reconcile & settle the money so collected on fortnightly basis. Any surplus money after retaining his proportionate charges, will be transferred to PSeGS designated bank account on fortnightly basis i.e. on 5th & 20th of every month, failing which an interest @ 12% per annum will be levied on the due amount.
- g) In case, if money so collected is not commensurate with the proportionate charges of the Service Operator, PSeGS will make the payment of such deficit after proper verification of invoices submitted by the bidder.
- h) Final payment will be settled/made within 60 days of the receipt of invoice along with supporting documents, subject to:
 - i. All supporting documents being in order,
 - ii. necessary verification of all supporting documents and invoice,
 - iii. deduction of all applicable penalties
 - iv. and acceptance & approval of invoice by the PSeGS.
- i) The PSeGS will be entitled to delay or withhold part of the payment of any invoice which is under a dispute. The withheld amount shall be limited to disputed amount. The disputed amount shall be referred to the escalation procedure as set out in the agreement. Any exercise by the PSeGS under this Clause shall not entitle the Service Operator to delay or withhold provision of the Services.
- j) The Service Operator will be solely responsible to make payment to its sub-contractors, if any.
- k) All applicable penalties (if any), will be deducted from the:
 - i. Amount payable to the service operator
 - ii. amount pending for reimbursement to the service operator,
 - iii. subsequent month's payment or
 - iv. by invoking the PBG.

4. Evaluation of Bids/ Proposals

- a) The PSeGS will constitute a Bid Evaluation Committee to evaluate the responses of the bidders.
- b) The Bid Evaluation Committee constituted by the PSeGS shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of bid.
- c) The decision of the Bid Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation.
- d) The Bid Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their bids.
- e) The Bid Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP document.
- g) PSeGS may waive any minor informality, nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- h) The Bid Evaluation Committee may seek clarifications from the bidders at any stage of bid. The primary function of clarification in the evaluation process is

to clarify ambiguities and uncertainties, if any, arising out of the evaluation of the bid documents.

4.1 Disqualifications

PSeGS may at its sole discretion and at any time during the evaluation of Proposals, disqualify any Bidder, if the Bidder has:

- a) Made any misleading or false representations in the forms, statements and attachments submitted in its bid;
- b) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- c) Submitted a proposal that is not accompanied by required documentation or is nonresponsive;
- d) Failed to provide clarifications related thereto, when sought;
- e) Submitted more than one Proposal (directly/in-directly);
- f) Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted;
- g) Submitted a proposal with price adjustment/variation provision;
- h) Not submitted in as specified in the RFP documents;
- i) Not submitted the Letter of Authorization (Power of Attorney);
- j) Suppressed any details related to bid;

- k) Submitted incomplete information, subjective, conditional offers and partial offers;
- l) Not submitted documents as requested in the checklists/RFP;
- m) Submitted bid with lesser validity period;
- n) Any non-adherence/non-compliance to applicable RFP content.

4.2 Evaluation of Pre-Qualification Bids

- a) For the evaluation of Pre-Qualification Bids, the documentation furnished by the Bidders will be examined to check if all the eligibility requirements (as stated in Section 3), and furnished in accordance with the formats supplied are met.
- b) The PSeGS may ask the Bidder for additional information whenever the PSeGS feels that such information would be required. This may also include reference checks to verify credentials supplied by the Bidder.
- c) Proposals not meeting pre-qualification criteria will not be processed further for technical evaluation.

4.3 Evaluation of Technical Bids

- a) Technical Proposals would be evaluated only for those Bidders, who qualify the Pre-qualification evaluation.
- b) The Technical Proposals will be evaluated against the requirements specified in the RFP and the Technical Evaluation Criteria.

- c) Bidders shall be invited to make a presentation to the Evaluation Committee as per technical evaluation criteria.
- d) Consequent upon the evaluation as per technical evaluation criteria, each **Technical bid will be assigned a Technical Score out of a maximum of 100 points. Bidders who score 65% or more will qualify for the evaluation of their commercial bid.**

4.4 Evaluation of Commercial Bids

- a) For the purpose of evaluation of Commercials Proposal, the “Total Commercial Quote for Project” as provided in Commercial Proposal of this Volume of the RFP shall be taken into consideration.
- b) The financial evaluation of the commercial proposal will be by determining whether the Commercial Proposals are complete and unconditional for the entire State or each zone (as the case may be).
- c) The Commercial proposal price will be all inclusive and will include, inter-alia all taxes including service tax and incidentals and all other expenses, etc.
- d) The cost indicated in the Commercial Proposal shall be deemed as final and reflecting the total cost of services (“Bid Price”).
- e) Omissions, if any, in costing any item shall not entitle the bidder to be compensated and the liability to fulfill its obligations as per the Scope of Work within the total quoted price shall be that of the bidder.
- f) No pre-tender or post-tender tender negotiation with any bidder including successful bidder shall be allowed.
- g) Any conditionality included in the Commercial proposal will lead to disqualification of the entire bid and forfeiture of the EMD.

- h) Commercial evaluation shall be done as below:-
- i. Option 1 - Separate and Independent evaluation of consolidated State wide bids
 - ii. Option 2 - Separate and Independent evaluation of individual zone wise bids
- i) Consolidated State wide bids shall be opened and evaluated first as per the procedure below:-
- i. Commercial Proposals that have “Total Commercial Quote for Project” less than 30% of the average “Total Commercial Quote for Project” will stand disqualified [“Average Total Commercial Quote for Project” will be computed by adding “Total Commercial Quote for Project” of all technically qualified bidders and dividing the same by the number of Technically qualified bidders].
 - ii. The Bidder with lowest ‘Total Commercial Quote for Project’ be declared as most responsive bidder (L1) and shall be called for further Contract Finalization process.
 - iii. In case of a tie of lowest “Total Commercial Quote for Project”, then the bidder having the highest Technical Score (T) among such bidders will be considered as L1.
- j) As an option 2, Zone wise L1 would be arrived at after evaluating all the zone wise bids separately as per the procedure below:-
- i. Commercial proposals that have “Total Commercial Quote for Project” less than 30% of the average “Total Commercial Quote for Project” will stand disqualified [“Average Total Commercial Quote for Project” will be computed by adding “Total Commercial Quote for Project” of all technically qualified bidders and dividing the same by the number of Technically qualified bidders].

- ii. The Bidder with lowest 'Total Commercial Quote for Project' be declared as most responsive bidder (L1) and shall be called for further Contract Finalization process.
- iii. In case of a tie of lowest "Total Commercial Quote for Project", then the bidder having the highest Technical Score (T) among such bidders will be considered as L1.
- iv. In case, a bidder is declared as most responsive bidder for more than 1 zone, PSeGS may award the contract to the respective bidder for all such zones.

4.4.1 Errors & Rectification:

- a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- b) If there is a discrepancy between words and figures of the total price, the amount in words will prevail.
- c) If the bidder doesn't accept the correction of error(s) as specified, its bid will be rejected.

Note: Representations received from the bidders within 3 days from the date of opening of technical bids on the issues related to Pre-Qualification and/or Technical bids evaluation and within a day from the date of opening of commercial proposals on the issues related to the commercial bid evaluation will only be accepted. Representations received beyond this period will not be considered and strictly rejected.

5. Award of Work

5.1 Award Criteria

- a) After evaluation of the proposals, a contract will be awarded for entire State or each zone to the most responsive bidder(s) and has been determined as the L1 bid, whose proposal conforms to the RFP and is, in the opinion of the PSeGS, the most advantageous and represents the best value to the project, price and other factors considered.
- b) The total contract value shall be calculated without including the cost quoted in Commercial Proposal- 'C. Form VI - Cost related to Additional Counters of SEWA Kendras'. It shall be at the discretion of PSeGS to award the work of additional counters to the service operator on the basis of price quoted in Commercial Proposal- 'C. Form VI - Cost related to Additional Counters of SEWA Kendras'.
- c) PSeGS reserves the right to procure the goods and/ or services, in whole or in part or in excess, as listed by the Bidder in its commercial proposal.

5.2 Notification of Award

- a) Prior to expiry of the validity period, the PSeGS will notify in writing that the successful bidder's proposal has been accepted. Upon the successful bidder's furnishing of a Performance Bank Guarantee, the contract signing process will commence. In case the tendering process has not been completed within the stipulated period, the PSeGS, may ask the bidders to extend the validity period of the bid.
- b) The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, the PSeGS will notify each unsuccessful bidder and return their EMD.

5.3 Signing of Agreement

Once the PSeGS notifies the successful Bidder that its proposal has been accepted, the PSeGS shall enter into a separate Agreement, incorporating all agreements (to be discussed and agreed upon separately) between the PSeGS and the successful bidder.

5.3.1 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Agreement (Volume III of RFP) and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award and PSeGS reserve the right to take to call for new proposals from the interested bidders.

5.4 Performance Bank Guarantee

- a) The successful bidder shall at its own expense deposit with the PSeGS, within 10 Working Days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) (as per the prescribed format provided in Annexure VI of this Volume of the RFP) from a Scheduled or Nationalized bank acceptable to the PSeGS, payable on demand, for the due performance and fulfillment of the contract by the Bidder.
- b) The Service Operator will submit Performance Bank Guarantee (PBG) as per following schedule:

Sl.No.	In case of entire State	In case of Zone wise allocation
1.	Rs. 60 Crores valid for 60 months from the date of signing of contract.	Rs. 12 Crores per zone valid for 60 months from the date of signing of contract.
All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.		

- c) In the event of the bidder being unable to service the agreement for whatever reason, the PSeGS would have the right to invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the PSeGS under the Agreement in the matter, the proceeds of the PBG shall be payable to the PSeGS as compensation for the bidder's failure to perform/comply with its obligations under the Agreement. The PSeGS shall notify the Supplier in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.
- d) Before invoking the PBG, the Supplier will be given an opportunity to represent before the PSeGS. The decision of the PSeGS on the representation given by the Supplier shall be final and binding. If circumstances so warrant, the matter may be referred to an arbitrator to be appointed by the PSeGS with mutual consent.

5.5 Fraud and Corruption

- a) All the Bidders must observe the highest standards of ethics during the process of selection of service operator and during the performance and execution of contract.
- b) For this purpose, definitions of the terms are set forth as follows:
 - i. **"Corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of the Society or its personnel in contract executions.
 - ii. **"Fraudulent practice"** means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission)

designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Society of the benefits of free and open competition.

- iii. **“Unfair trade practice”** means supply of services different from what is ordered on, or change in the Scope of Work given in RFP.
- iv. **“Coercive practice”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- v. Society will reject a proposal for award, if it determines that the Bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.
- vi. Society will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.
- vii. The Bidder will not engage or retain any consultant/individual to facilitate or lobby for award of contract. Canvassing by its agent(s) for getting the contract awarded will be construed as corrupt practice.

5.6 Governing Laws / Jurisdiction Arbitration

Any matter relating to appointing the Supplier or procedure for the appointment of the supplier shall be governed by the Laws of Union of India. Only Courts at Chandigarh, India (with exclusion of all other Courts) shall have jurisdiction to decide or adjudicate on any matter or dispute which may arise.

6.2 Annexure II: Format for Pre-Qualification Proposal

6.2.1 Annexure-IIA: Format for Covering Letter

(To be filled offline, signed, stamped and uploaded)

Date: DD-MM-YYYY

The Member Secretary

Punjab State e-Governance Society (PSeGS)
Department of Governance Reforms, SCO 162-164,
Sector 34-A, Chandigarh

**Ref: Request for Proposal: Operate, Maintain and Manage SEWA Kendras in Punjab (RFP
NO.: PSeGS/UCSDC/2015)**

Dear Sir/Madam

1. Having examined the RFP documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the RFP documents. To meet such requirements and provide such services as set out in the RFP documents, we attach hereto our response to the RFP documents, which constitutes our proposal for being considered for appointment as the Service Operator.
2. We are submitting our bid for the following; <<Please mention>>
 - a. Consolidated bid for entire state
 - b. Zone 1
 - c. Zone 2
 - d. Zone 3
 - e. Zone 4
 - f. Zone 5

3. We undertake that this is our sole participation and we are not participating or co-participating in this bid through any other related party or channel.
4. We undertake, if our proposal is accepted, to adhere to the Project Schedule put forward in the RFP documents or such adjusted plan as may subsequently be mutually agreed between us and the PSeGS or its appointed representatives.
5. If our proposal is accepted, we will submit a Performance Bank Guarantee in the format given in the RFP document issued by a Scheduled bank in India, acceptable to the PSeGS, as per the details specified in the RFP documents for due performance of the Agreement.
6. We agree to the unconditional acceptance of all the terms and conditions set out in the RFP documents.
7. We have read all the terms and conditions set out in the RFP documents and confirm that these are unconditionally acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our Proposal shall not be given effect to.
8. We undertake that we will open an office in Chandigarh/Panchkula/Mohali, if we are selected as service operator.
9. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the PSeGS is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the PSeGS as to any material fact.
10. We have indicated the unit rates in our commercial bid for the purpose of account of payment as well as for price adjustment in case of any increase / decrease/deletion from the scope of work under the contract.

6.2.2 Annexure-II B: Format for furnishing General Information

(To be filled offline, signed, stamped and uploaded)

Bid Reference No. :

[Bidders are required to provide details as per following format. The information will be used to check conformance of bidders to the Pre-qualification criteria. Bidder must submit requisite supporting proof as mentioned under the “Reference Documents” column and the reference page number of the supporting proof document must be entered in the “Page No.” column. In case bidders desire to add more citations about IT/ E-Governance Project experiences, these may be appended at last in the format. However, number of such citations should be restricted to a maximum of 5 citations as only the first 5 citations may be considered for the pre-qualification evaluation]

S.No.	Particulars	Reference Documents	Page Number
1.	Bid submitted for (Entire State/Zone(s))	<i>Please mark YES/NO for the area opted for bidding</i>	
		Consolidated bid for entire State	Yes/No
		Zone 1	Yes/No
		Zone 2	Yes/No
		Zone 3	Yes/No
		Zone 4	Yes/No
		Zone 5	Yes/No

S.No.	Particulars	Reference Documents	Page Number
2.	Name of Bidder	--	
3.	Contact Details	--	
	a) Address		
	b) Telephone		
	c) Fax		
	d) Email		
	e) Website		
4.	Incorporation Details	Certified copy of incorporation	
	a) Incorporation Number		
	b) Date of Incorporation		
	c) Authority		
5.	Service Tax Registration Details	Certified copy of valid Service Tax Registration in India	
	a) Service Tax No.		
	b) Date		
	c) Registration Authority		
6.	Operating Detail	Authentic certificate from the practicing member of Institute of Chartered Accountant	

S.No.	Particulars	Reference Documents	Page Number
		of India	
7.	Sales Turnover	Extracts from the audited balance sheet and profit & loss along with authentic certificate as per format Annexure-IIC from the practicing member of Institute of Chartered Accountant of India.	
	a) 2011-12		
	b) 2012-13		
	c) 2013-14		
	Average		
8.	Profit-Making entity	Certificate from practicing Member of Institute of Chartered Accountants of India as per format Annexure-IIC .	
	a) 2011-12		
	b) 2012-13		
	c) 2013-14		
9.	Net Worth	Certificate from practicing Member of Institute of Chartered Accountants of India	
	a) 2011-12		
	b) 2012-13		
	c) 2013-14		
10.	Relevant Project Experience	<p>a. For details of Experience of responding firm/ Project Citation supported with Work order/Client Certificate.</p> <p>b. While providing the description of the projects Bidders need to clearly mention how the projects meet the different parameters of assessment for</p>	
	<u>Project No.1</u>		
	a) Name of Client		
	b) Address		
	c) Contact Person		

S.No.	Particulars	Reference Documents	Page Number		
	Name & Contact No. of Client	the prequalification criteria.			
	d) Project Name and brief scope				
	e) Start Date				
	f) End Date				
	g) Duration				
	h) Order Value				
	<u>Project No.2</u>				
	a) Name of Client				
	b) Address				
	c) Contact Person Name & Contact No. of Client				
	d) Project Name and brief scope				
	e) Start Date				
	f) End Date				
	g) Duration				
	h) Order Value				
	<u>Project No.3</u>				

S.No.	Particulars	Reference Documents	Page Number
	a) Name of Client b) Address c) Contact Person Name & Contact No. of Client d) Project Name and brief scope e) Start Date f) End Date g) Duration h) Order Value		
11.	<u>Project No.4</u> a) Name of Client b) Address c) Contact Person Name & Contact No. of Client d) Project Name and brief scope e) Start Date f) End Date		

S.No.	Particulars	Reference Documents	Page Number
	g) Duration		
	h) Order Value		
12.	Manpower (No. of Professionals) a) Total Deployed on Projects (On Roll + Contractual + Outsourced) b) On-Roll	Certificate from HR Department of the Bidder	
13.	Blacklisting	Self-certified letter that Bidders must not have been declared ineligible or blacklisted by any entity of Govt. of India / Govt. of Punjab / other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason.	
14.	Breach of Contract	Self-certified letter that Bidders must not have been involved in a breach of general or specific instructions for bidding, general and special conditions of contract with Government of Punjab or any of its agencies during the past 3 years as on bid	

S.No.	Particulars	Reference Documents	Page Number
		submission date.	
15.	Name of Authorized Signatory a) Position b) Telephone c) Fax d) Mobile e) Email	Power of attorney/Board resolution in name of authorized signatory, duly authorizing the person signing the proposal documents to sign on behalf of the bidder and thereby binding the bidder	

Signature.....

In the capacity of.....

Duly authorized to sign Proposal for

And on behalf of.....

Date.....

Place.....

6.2.3 Annexure-II C: Format for providing turn-over, profit details

(To be filled offline, signed, stamped and uploaded)

- a) The bidder will furnish information related to turnover and profit details as per table below about Bidder’s operations as per the format given below. Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practicing member of Institute of Chartered Accountant of India.

Financial Details (as per audited Balance Sheet and Profit and Loss Account)									
Sr. No.	Name of Bidder	Turnover and Profit of the Bidder (Rs. in Cr.)							
		FY 2011-2012		FY 2012-2013		FY 2013-2014		Average of last 3 FYs	
		Turnover	Profit (before tax)	Turnover	Profit (before tax)	Turnover	Profit (before tax)	Turnover	Profit (before tax)

6.2.4 Annexure-IID: Format for furnishing details regarding relevant past experience

(To be filled offline, signed, stamped and uploaded)

- a) The bidder will furnish the details of experience required for each of the assignment of the Bidder as per the format given below. Scanned signed copies of Work Orders, Contract Copies and Client Certificates that furnish the required information for all the projects must be provided.

- b) While providing the description of the projects, Bidders need to clearly mention how the projects meet the different parameters of assessment for the prequalification criteria.

Past Experience		
Sr. No.	Particulars	Details to be furnished (Provide Annexures, if required)
1.	Name of the Assignment	
2.	Name of Bidder who executed the project	
3.	Department / Agency for which executed (Client)	
4.	Name & contact detail of reference person for the above department/ agency (Client)	
5.	Total cost of Project (in Crores)	
6.	Total cost of the services provided	

Past Experience		
Sr. No.	Particulars	Details to be furnished (Provide Annexures, if required)
	by the respondent (in Crores)	
7.	Cost for Hardware Supply & maintenance services (in Crores)	
8.	Cost for Turn-key services (in Crores)	
9.	Copy of work order/contract agreement enclosed for the reference (Yes/No)	
10.	Assignment Start (Month & Year)	
11.	Assignment End (Month & Year)	
12.	Location	
13.	Number of manpower Deployed	
14.	Geographical coverage (No. of Locations)	
15.	Relevant Scope of the Assignment including core technology components & tools deployed, security architecture (Provide annexure if required)	
16.	Outcomes/Deliverables of the Project	

Past Experience		
Sr. No.	Particulars	Details to be furnished (Provide Annexures, if required)
17.	Detailed description of the impact and benefits of the project and sustainability of the project	

6.2.5 Annexure-II E: Undertaking for disclosure of disputes pending at various level of Court/Executive/Arbitration

Date: DD-MM-YYYY

The Member Secretary

Punjab State e-Governance Society (PSeGS)
 Department of Governance Reforms, SCO 162-164,
 Sector 34-A, Chandigarh

Ref: Request For Proposal (RFP): Operation and Maintenance of SEWA Kendra’s in Punjab

Dear Sir/Madam

We undertake that we have the following pending various level of Court/ Executive/ Arbitration. We further, undertake that given below disputes have no adverse impact on this bid/project. In case of any adverse impact in future due to following disputes, Pegs reserve the rights to take any appropriate action against us.

Sl. No.	Name of Client	Nature of Dispute	Level of Dispute (Court/Executive/Arbitration)	Status as on bid submission date

(Signature)

(In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company)

(Seal/Stamp of bidder)

6.2.6 Annexure-IIF: Pre-Qualification Checklist

(To be filled offline, signed, stamped and uploaded)

S. No.	Eligibility Criteria	Documents to be submitted	Documents attached	Reference / Page no.
1.	RFP Document Fee	Demand Draft / Cash Receipt/Online receipt (as the case may be)		
2.	EMD	As per Annexure-V		
3.	Bid Covering Letter	As per Annexure-IIA		
4.	General Information of the Bidder	As per Annexure II-B and Annexure II-C		
5.	Relevant Past Experience	As per Annexure II-D		
6.	Blacklisting	Self-Certified letter		
7.	Breach of Contract	Self-Certified letter		
8.	Undertaking for Disputes	As per Annexure II-E		
9.	Power Of Attorney	Copy of Power of attorney/ Board resolution in name of authorized signatory		

6.3 Annexure III: Format for Technical Proposal

6.3.1 Annexure-III A: Format for Declaration on compliance with RFP requirements

(To be filled offline, signed, stamped and uploaded)

Date: DD-MM-YYYY	
The Member Secretary	
Punjab State e-Governance Society (PSeGS) Department of Governance Reforms, SCO 162-164, Sector 34-A, Chandigarh	
Ref: Request for Proposal: Operate, Maintain and Manage SEWA Kendras in Punjab (RFP NO.: PSeGS/UCSDC/2015)	
Dear Sir/Madam	
We, ----- (name of the bidder) hereby confirm our compliance to the provisions of the RFP Documents.	
(Signature)	(In the capacity of)
Duly authorized to sign the RFP Response for and on behalf of:	
(Name and Address of Company)	(Seal/Stamp of bidder)

6.3.2 Annexure-IIIB: Format for undertaking to comply with technical requirement specifications

(To be filled offline, signed, stamped and uploaded)

Bidders are required to attach all sheets of compliance of BOM along with this undertaking.

Date: DD-MM-YYYY
<p>The Member Secretary</p> <p>Punjab State e-Governance Society (PSeGS)</p> <p>Department of Governance Reforms, SCO 162-164,</p> <p>Sector 34-A, Chandigarh</p> <p>Ref: Request for Proposal: Operate, Maintain and Manage SEWA Kendras in Punjab (RFP NO.: PSeGS/UCSDC/2015)</p> <p>Dear Sir/Madam</p> <p>In response to the RFP No. _____ dated _____ for quoting against the RFP as a _____ of M/s _____, I/ We hereby declare that our Company _____ confirm to meet with all the technical requirement specifications for proposed project as specified in this RFP. The item wise compliance sheet along with item wise data sheets is attached with this certificate. We also confirm to provide any additional functionality in the system not specifically mentioned in RFP but which will be agreed during System Study/Blueprinting stage.</p> <p>Dated this _____ Day of _____ 2015</p> <p>(Signature) _____ (In the capacity of) _____</p> <p>Duly authorized to sign the RFP Response for and on behalf of:</p> <p>(Name and Address of Company) _____ (Seal/Stamp of bidder) _____</p>

6.3.3 Annexure-IIIC: Manufacturers Authorization Form

(To be filled offline, signed, stamped and uploaded)

Bidders are required to submit the MAF for each item.

6.3.4 Annexure-IIID Format for Risk Assessment and its mitigation Plan

Project Risk Assessment & Mitigation Plan		
S. No.	Risks associated with the Project	Mitigation Plan

6.3.5 Annexure-III: Bill of Material Summary

- a) List of Hardware items quoted in commercial bid must match with the details provided in this Annexure
- b) Bidders are allowed to add 50 more rows under the “Others” row to add more items, however, in the commercial bid also, there are 50 rows have been provided to quote each item separately in the relevant form.
- c) Bidders are not allowed to merge 2 or more item in a single row in case of hardware items in technical as well as commercial.

Sl. No.	Equipment	Make	Model No.	Quantity
1.	Desktops			
2.	Printers			
3.	Scanners			
4.	LAN Switch - 24 Ports PoE with one OFC port			
5.	Network Rack			
6.	UPS 10 KVA for Type I			
7.	UPS 5 KVA for Type II			
8.	UPS 3 KVA for Type III			
9.	CCTV Fixed Camera			
10.	Digital Camera with Tripod Stand			
11.	Digital Slate with Digital Pen			
12.	Token Management System			
13.	Biometric Attendance System			
14.	NVR			
15.	2 TB SATA HDD			
16...65	Others (to be specified)			

6.3.6 Annexure-IIIF: Technical Proposal Checklist

(The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal)

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1.	Be in business for more than last 3 years	Annexure-IIB along with Copy of incorporation certificate/ Business Commencement Certificate	Yes / No	
2.	Average turnover during the last 3 financial years ending 31.03.2014	Annexure-IIC along with Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practicing member of Institute of Chartered Accountant of India.	Yes / No	
3.	Manpower deployed and Manpower on roll (Average of last 3 years)	Certificate from HR Department of the Bidder	Yes/No	
4.	Relevant Past Experience	Project Citation as per Annexure-IID along with Work Order/ Client	Yes/No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
		Certificate		
5.	Strategy for Implementation of Project	Document/ Note covering all requirements as mentioned	Yes/No	
6.	Operational methodology	Document/ Note covering all requirements as mentioned	Yes/No	
7.	SLA Tools and Plan for meeting the SLA norms and Fault Management	Document/ Note covering all requirements as mentioned	Yes/No	
8.	Highlight the associated risks / problems and plans for mitigation	Annexure-IIID	Yes/No	
9.	Quality Assurance Plan of Manpower, Service Delivery etc.	Document/Note covering all requirements as mentioned	Yes/No	
10.	Declaration with Requirement of RFP Requirements	Annexure-IIIA	Yes/No	
11.	Undertaking to comply with technical requirement specification	Annexure-IIIB	Yes/No	
12.	Hardware Compliance Sheet of each hardware item with	Hardware Compliance Sheet of each	Yes/No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
	references to hardware data sheets/OEM along with MAFs	hardware item with references to hardware data sheets/OEM along with MAFs as per Annexure-IIIC		
13.	Bill of Material summary (List of Hardware items quoted in commercial bid must match with the details provided in this Annexure)	Annexure III-E	Yes/No	

6.4 Annexure IV: Formats for Commercial Proposal

1. Bidders are required to submit the commercial bids as per MS Excel formats uploaded on e-Tender portal.
2. In case of Zone wise commercial bid, bidders are required to fill and upload respective zone wise formats as provided on the e-Tender portal.
3. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the bids are opened. All corrections, if any, should be initialed by the person signing the bid form before submission, failing which the figures for such items may not be considered.
4. In case of discrepancy between
 - Amounts mentioned in figures and in words, the amount in words shall govern.
 - Product of quantity (ies) and unit prices (or rates) and the relevant total (or subtotals), the product of prices and quantities shall prevail, and the totals (or subtotals) shall be corrected accordingly.
 - Subtotals and totals (or higher aggregates), the subtotals shall prevail, and the totals (or higher aggregates) shall be corrected accordingly.
5. In view of the above, the corrected total, if required, shall be computed and the declaration of bidder with L1 quote (C. Form - I) shall be announced after conducting the above check.
6. All quantities are indicative and subject to change.
7. PSeGS reserves the right to procure the goods and/ or services, in whole or in part or in excess, as listed by the Bidder in its commercial proposal. No adjustment of the Contract Price shall be made on account of any variations in costs of labor and materials or any other cost component affecting the total cost in fulfilling the obligations under the Agreement.

C. Form I: Total Commercial Bid

(To be filled & uploaded in MS Excel formats provided on e-Tender portal)

Punjab State e-Governance Society							
Commercial Proposal							
C. Form I: Total Commercial Bid							
Tender No				PSeGS/UCSDC/2015-5			
Name of the Work:			SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS IN THE STATE OF PUNJAB				
Name of Bidder:							
Address:							
Contact Details:							
Sr. No.	Item	Reference Commercial Bid Form Number	UoM	Units	Total Months	Unit Cost per Month (In Rs) (Rounded off to Nearest Rupee)	Total Cost (In Rs.)
				(A)	(B)	(C)	(A x B x C)
1	Center Operating Cost of Type I	C. Form II + C. Form III	No of Centers	22	60	0	0
2	Center Operating Cost of Type II	C. Form II + C. Form III	No of Centers	368	60	0	0
3	Center Operating Cost of Type III	C. Form II + C. Form III	No of Centers	1757	60	0	0
4	Cost related to manpower cost at District and State level	C. Form IV	Statewide	1	60	0	0
5	Operation & Maintenance of Existing SUWIDHA Centers	C. Form V	No of Counters	860	6	0	0
6 I	Cost related to Additional Counters for Type I	C. Form VI	No of Counters	22	60	0	0
6 II	Cost related to Additional Counters for Type II	C. Form VI	No of Counters	368	60	0	0
6 III	Cost related to Additional Counters for Type III	C. Form VI	No of Counters	1757	60	0	0
7	Total [1+2+3+4+5+6I+6II+6III]						0
Service Tax Rate including applicable Cess, if any <i>(To be entered only rate of Service Tax in %age)</i>							
8	Service Tax						0
9	Total Commercial Quote for Project (In Figures inclusive of Taxes) [7+8]						0
	Total Commercial Quote for Project (In Words, inclusive of Taxes)						

C. Form II: Cost of hardware infrastructure required for SEWA Kendras

(To be filled & uploaded in MS Excel formats provided on e-Tender portal)

Punjab State e-Governance Society												
Commercial Proposal												
C. Form II: Cost of hardware infrastructure required for SEWA Kendras												
Tender No		PSeGS/UCSDC/2015-5										
Name of the Work:		SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS IN THE STATE OF PUNJAB										
Name of Bidder:												
Address:												
Contact Details:												
		Type I			Type II			Type III			Grand Total	
Sr. No.	Equipment	Cost Per Unit (In Rs)	Quantity	Total Cost	Cost Per Unit (In Rs)	Quantity	Total Cost	Cost Per Unit (In Rs)	Quantity	Total Cost	Quantity	Total Cost (In Rs.)
1	Desktops		154	0	0	1472	0	0	1757	0	3383	0
2	Printers		154	0	0	1472	0	0	1757	0	3383	0
3	Scanners		132	0	0	1104	0	0	1757	0	2993	0
4	LAN Switch - 24 Ports PoE with one OFC port		22	0	0	368	0	0	1757	0	2147	0
5	Network Rack		22	0	0	368	0	0	1757	0	2147	0
6	UPS 10 KVA for Type I		22	0	0	0	0	0	0	0	22	0
7	UPS 5 KVA for Type II		0	0	0	368	0	0	0	0	368	0
8	UPS 3 KVA for Type III		0	0	0	0	0	0	1757	0	1757	0
9	CCTV Fixed Camera		44	0	0	736	0	0	3514	0	4294	0
10	Digital Camera with Tripod Stand		132	0	0	1104	0	0	1757	0	2993	0
11	Digital Slate with Digital Pen		132	0	0	1104	0	0	1757	0	2993	0
12	Token Management System		22	0	0	368	0	0	0	0	390	0
13	Biometric Attendance System		22	0	0	368	0	0	1757	0	2147	0
14	NVR		22	0	0	368	0	0	1757	0	2147	0
15	2 TB SATA HDD		22	0	0	368	0	0	1757	0	2147	0
	Others (to be specified):											
16				0			0				0	0
17				0			0				0	0
18				0			0				0	0
19				0			0				0	0
20				0			0				0	0
21				0			0				0	0

C.Form II: Cost of hardware infrastructure required for SEWA Kendras (Contd...)

(To be filled & uploaded in MS Excel formats provided on e-Tender portal)

Sr. No.	Equipment	Type I			Type II			Type III			Grand Total	
		Cost Per Unit (In Rs)	Quantity	Total Cost	Cost Per Unit (In Rs)	Quantity	Total Cost	Cost Per Unit (In Rs)	Quantity	Total Cost	Quantity	Total Cost (In Rs.)
22				0			0			0	0	0
23				0			0			0	0	0
24				0			0			0	0	0
25				0			0			0	0	0
26				0			0			0	0	0
27				0			0			0	0	0
28				0			0			0	0	0
29				0			0			0	0	0
30				0			0			0	0	0
31				0			0			0	0	0
32				0			0			0	0	0
33				0			0			0	0	0
34				0			0			0	0	0
35				0			0			0	0	0
36				0			0			0	0	0
37				0			0			0	0	0
38				0			0			0	0	0
39				0			0			0	0	0
40				0			0			0	0	0
41				0			0			0	0	0
42				0			0			0	0	0
43				0			0			0	0	0
44				0			0			0	0	0
45				0			0			0	0	0
46				0			0			0	0	0
47				0			0			0	0	0
48				0			0			0	0	0
49				0			0			0	0	0
50				0			0			0	0	0
51				0			0			0	0	0
52				0			0			0	0	0
53				0			0			0	0	0
54				0			0			0	0	0

C.Form II: Cost of hardware infrastructure required for SEWA Kendras (Contd..)

(To be filled & uploaded in MS Excel formats provided on e-Tender portal)

Sr. No.	Equipment	Type I			Type II			Type III			Grand Total	
		Cost Per Unit (In Rs)	Quantity	Total Cost	Cost Per Unit (In Rs)	Quantity	Total Cost	Cost Per Unit (In Rs)	Quantity	Total Cost	Quantity	Total Cost (In Rs.)
55				0			0			0	0	0
56				0			0			0	0	0
57				0			0			0	0	0
58				0			0			0	0	0
59				0			0			0	0	0
60				0			0			0	0	0
61				0			0			0	0	0
62				0			0			0	0	0
63				0			0			0	0	0
64				0			0			0	0	0
65				0			0			0	0	0
Total (In Figures)				0			0			0		0
Total (In words)												
No of Centers				22			368			1757		
Per Center Per Month Total Cost (In Figures)				0			0.00			0		
Per Center Per Month Total Cost (In Words)												

C. Form III: Cost related to Operations, Maintenance and Management of SEWA Kendras

(To be filled & uploaded in MS Excel formats provided on e-Tender portal)

Punjab State e-Governance Society															
Commercial Proposal															
C. Form III: Cost related to Operations, Maintenance and Management of SEWA Kendras															
Tender No		PSeGS/UCSDC/2015-5													
Name of the Work:		SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS IN THE STATE OF PUNJAB													
Name of Bidder:															
Address:															
Contact Details:															
S.No	Component	Type I				Type II				Type III				Grand Total	
		Unit Cost Per Month (in Rs.)	Quantity	No of Months	Total Cost (In Rs.)	Unit Cost Per Month (in Rs.)	Quantity	No of Months	Total Cost (In Rs.)	Unit Cost Per Month (in Rs.)	Quantity	No of Months	Total Cost (In Rs.)	Quantity	Total Cost (In Rs.)
1.	Salary - Counter Operator		132	60	0		1104	60	0		1757	60	0	2993	0
2.	Salary - Coordinator cum Facilitator		22	60	0		368	60	0		0	60	0	390	0
3.	Salary - Attendant cum Helper cum Runner (Type1 = 1 Helper per Kendra, Type2= 1 Helpers per 5 Kendra Type3= 1 Helpers per 5 Kendra)		22	60	0		74	60	0		352	60	0	448	0
5.	Security Guards		22	60	0		368	60	0		0	60	0	390	0
6.	Misc. Expenses (Operative, Stationary, Cleanliness, Maintenance etc.)		22	60	0		368	60	0		1757	60	0	2147	0
Total (In Figures)					0				0					0	0
Total (In words)															
No of Centers					22				368					1757	
Per Center Per month Total Cost (In Figures)					0				0					0	
Per Center Per month Total Cost (In Words)															

C. Form IV: Cost related to manpower cost at District and State level

(To be filled & uploaded in MS Excel formats provided on e-Tender portal)

Punjab State e-Governance Society				
Commercial Proposal				
C. Form IV: Cost related to manpower cost at District and State level				
Tender No			PSeGS/UCSDC/2015-S	
Name of the Work:			SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS IN THE STATE OF PUNJAB	
Name of Bidder:				
Address:				
Contact Details:				
Particulars	Unit Cost Per Month (in Rs.)	Quantity	No of Months	Total Cost (In Rs.)
	A	B	C	D=AxBxC
District Manager		22	60	0
State Manager		1	60	0
Total (In Figures)				0
Total (In words)				
Total Cost Per Month (In Figures)				0
Total Total Cost Per Month(In words)				

C. Form V: Cost related to takeover including AMC of existing hardware, salaries of manpower of existing SUWIDHA Centers

(To be filled & uploaded in MS Excel formats provided on e-Tender portal)

Punjab State e-Governance Society				
Commercial Proposal				
C. Form V: Cost related to takeover including AMC of existing hardware, salaries of manpower of existing SUWIDHA Centers				
Tender No		PSeGS/UCSDC/2015-S		
Name of the Work:		SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS IN THE STATE OF PUNJAB		
Name of Bidder:				
Address:				
Contact Details:				
Particulars	Unit Cost Per Month (in Rs.)	No Of Counters	No of Months	Total Cost (In Rs.)
	A	B	C	D=AxBxC
Cost related to takeover including AMC of existing hardware, salaries of manpower of existing SUWIDHA Centers		860	6	0
Total (In Figures)				0
Total (In words)				

C. Form VI: Cost related to Additional Counters of SEWA Kendras

(To be filled & uploaded in MS Excel formats provided on e-Tender portal)

Punjab State e-Governance Society												
Commercial Proposal												
C. Form VI: Cost related to Additional Counters of SEWA Kendras												
Tender No		PSeGS/UCSDC/2015-S										
Name of the Work:		SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS IN THE STATE OF PUNJAB										
Name of Bidder:												
Address:												
Contact Details:												
		Type I			Type II			Type III			Grand Total	
Sr. No.	Equipment	Cost Per Additional Counter (In Rs)	Quantity	Total Cost (In Rs)	Cost Per Additional Counter (In Rs)	Quantity	Total Cost (In Rs)	Cost Per Additional Counter (In Rs)	Quantity	Total Cost (In Rs)	Quantity	Total Cost (In Rs.)
A Hardware Infrastructure Cost												
1	Desktop	0	22	0	0	368	0	0	1757	0	2147	0
2	Printer	0	22	0	0	368	0	0	1757	0	2147	0
3	Scanner	0	22	0	0	368	0	0	1757	0	2147	0
4	Digital Camera with Tripod Stand	0	22	0	0	368	0	0	1757	0	2147	0
5	Digital Slate with Digital Pen	0	22	0	0	368	0	0	1757	0	2147	0
Total ..A				0			0			0		0
B Cost related to all Other Operations, Maintenance and Management												
1	Lumpsum Operations and Maintenance Cost for 60 months		22	0		368	0		1757	0	2147	0
Total ..B				0			0			0		0
Grand Total (In Figures)....(A+B)				0			0			0		0
Total (In words)												
Average Per Center Per month Total Cost (In Figures)				0			0			0		
Average Per Center Per month Total Cost (In Words)												

6.5 Annexure V: Format for Bank Guarantee

[insert: **Bank's Name, and Address of Issuing Branch or Office**]

Beneficiary: Punjab State e-Governance Society (PSeGS), Department of Governance Reforms, SCO 162-164, Sector:34-A, Chandigarh

Date: [insert: **date**]

BID GUARANTEE No.: [insert: **Bid Guarantee Number**]

We have been informed that [insert: **name of the Bidder**] (hereinafter called "the Bidder") has submitted to you its bid dated [insert: **bid date**] (hereinafter called "the Bid") for selection and appointment of Service Center Operator for Operate, Maintain and Manage SEWA Kendras in State of Punjab.

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee, and that the bid guarantee automatically covers any alternative bids included in the Bid, if the Bidder is permitted to offer alternatives and does so.

At the request of the Bidder, we [insert: **name of Bank**] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [insert: **amount in figures**] ([insert: **amount in words**]) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- a. has withdrawn the Bid (or any parts of it) during the period of bid validity specified by the Bidder in the Bid Submission Form or any extension of the period of bid validity which the Bidder subsequently agreed to; or
- b. having been notified of the acceptance of the Bid by you during the period of bid validity, (i) failed or refused to execute the Contract Agreement, or (ii) failed or refused to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:

- (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or

(b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twenty-eight days after the expiration of the Bid's validity.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

[Signature(s)]

6.6 Annexure VI: Format for Performance Bank Guarantee (PBG)

UNCONDITIONAL AND IRREVOCABLE BANK GUARANTEE

Bank Guarantee No.: _____ Dated: _____

Issuer of Bank Guarantee: _____ (Name of the Bank)

(hereinafter referred to as the "Bank")

Beneficiary of Bank Guarantee:

*Punjab State e-Governance Society (PSeGS), Department of Governance Reforms, SCO
162-164, Sector:34-A, Chandigarh*

Nature of Bank Guarantee:

Unconditional and irrevocable Bank Guarantee.

Context of Bank Guarantee:

In pursuance of clause 5.4 of the Volume II of the Request for Proposal Document dated____ (hereinafter referred to as the "RFP" inclusive of Agreement) for "selection of Service Operator to Operate, Maintain and Manage SEWA Kendras in State of Punjab" (hereinafter referred to as the "Project"), provided however, such context of the Bank Guarantee or reference to the Agreement in this Bank Guarantee shall in no manner to relied upon at any stage to adversely affect or dilute the unconditional and irrevocable nature of this Bank Guarantee. The Contract of Bank Guarantee is an independent Contract between the Bank and the PSeGS and is not dependent upon execution or performance of any Agreement between _____ and _____(name of the Supplier).

Operative part of the Bank Guarantee:

1. At the request of the ____ (name & address of the bidder), we _____, _____ (name and address of the bank), hereinafter referred to as the "Bank"), do hereby unconditionally and irrevocably affirm and undertake that we are the Guarantor and are responsible to the PSeGS i.e. the beneficiary on behalf of the Bidder, up to a total sum of Rs- _____ (Rupees _____ Only), such sum being payable by us to the PSeGS immediately upon receipt of first written demand from the PSeGS.
2. We unconditionally and irrevocably undertake to pay to the PSeGS on an immediate basis, upon receipt of first written demand from the PSeGS and without any cavil or argument or delaying tactics or reference by us to the Supplier and without any need for the PSeGS to convey to us any reasons for invocation of the Guarantee or to prove the failure on the part of the Supplier to repay the amount of _____ or to show grounds or reasons for the demand or the sum specified therein, the entire sum or sums within the limits of Rs. _____ (Rupees _____ Only).
3. We hereby waive the necessity of the PSeGS demanding the said amount from the Supplier prior to serving the Demand Notice upon us.
4. We further agree and affirm that no change or addition to or other modification to the terms of the Agreement, shall in any way release us from any liability under this unconditional and irrevocable Guarantee and we hereby waive notice of any such change, addition or modification. We further agree with the PSeGS that the PSeGS shall be the sole and the exclusive judge to determine that whether or not any sum or sums are due and payable to it by the Service Center Operator, which are recoverable by the PSeGS by invocation of this Guarantee.
5. This Guarantee will not be discharged due to a change in the constitution of the Bank or the Supplier. We undertake not to withdraw or revoke this Guarantee

during its currency/ validity period, except with the previous written consent of the PSeGS.

6. We unconditionally and irrevocably undertake to pay to the PSeGS, any amount so demanded not exceeding Rs. _____ (Rupees _____ Only), notwithstanding any dispute or disputes raised by the Supplier or anyone else in any suit or proceedings before any dispute review expert, arbitrator, court, tribunal or other authority, our liability under this Guarantee being absolute, unconditional and unequivocal. The payment so made by us under this Guarantee to the PSeGS, shall be a valid discharge of our liability for payment under this Guarantee and the Supplier shall have no claim against us for making such payment.
7. This unconditional and irrevocable Guarantee shall remain in full force and effect and shall remain valid until _____ .

Notwithstanding any contained herein:

1. Our liability under this Bank Guarantee shall not exceed Indian Rs. Rs. _____ (Rupees _____ Only).
2. This unconditional and irrevocable Bank Guarantee shall be valid w.e.f. _____ (Date of Submission of the Bid) to _____ (one year after completion of Term of the Agreement for appointment).

We are liable to pay the guaranteed amount or any part thereof under this unconditional and irrevocable Bank Guarantee only and only if Punjab Municipal Urban Infrastructure Development Company (PSeGS), serves upon us a written claim or demand on or before end of validity period of this Guarantee.

Authorized Signatory For Bank