

PUNJAB STATE E-GOVERNANCE SOCIETY

GOVERNMENT OF PUNJAB, CHANDIGARH



REQUEST FOR PROPOSAL - VOLUME I

FOR

SELECTION OF SYSTEM INTEGRATOR FOR

STATE WIDE ROLL-OUT OF e-DISTRICT MMP IN PUNJAB UNDER

NATIONAL E-GOVERNANCE PLAN

Ref No: *eDistrictPunjab/PSeGS/2012/01*



Punjab State e-Governance Society
In O/o Department of Governance Reforms
SCO 193-195, Sector 34-A, Chandigarh

Table of Contents

1	Introduction	5
2	Schedule of Bid Process	5
3	Structure of the RFP.....	6
4	Background Information	7
4.1	Basic Information	7
4.2	Project Background.....	7
4.3	State Information.....	8
4.4	Pilot e-District Activities and Status.....	12
4.5	Key Information	12
4.6	About the PSeGS	14
5	Instructions to the Bidders.....	14
5.1	General.....	14
5.2	Compliant Proposals / Completeness of Response	15
5.3	Pre-Bid Conference & Clarifications.....	15
5.4	Key Requirements of the Bid	16
5.5	Preparation and Submission of Proposal.....	18
5.6	Evaluation Process	19
6	Criteria for Evaluation.....	21
6.1	Pre-Qualification Criteria	21
6.2	Technical Qualification Criteria.....	23
6.3	Commercial Bid Evaluation	37
7	Appointment of System Integrator	38
7.1	Award Criteria	38
7.2	Right to Accept Any Proposal and To Reject Any or All Proposal(s)	38
7.3	Notification of Award.....	38
7.4	Contract Finalization and Award.....	38
7.5	Performance Guarantee	38
7.6	Signing of Contract.....	39
7.7	Sub-Contracting	39
7.8	Failure to Agree with the Terms and Conditions of the RFP.....	39
8	TERMS OF PAYMENT SCHEDULE.....	40
8.1	Definition of Go-Live	40
9	Annexure	42

Annexure I: TECHNICAL BID TEMPLATES.....	42
Form 1: Undertaking on Total Responsibility	43
Form 2: Particulars of the Bidder	44
Form 3: Bank Guarantee for Earnest Money Deposit	45
Form 4A: Compliance Sheet for Pre-Qualification Proposal	47
Form 4B: Compliance Sheet for Technical Proposal.....	50
Form 5: Letter of Proposal.....	53
Form 6: Project Citation Format.....	55
Form 7: Proposed Solution	56
Form 8: Proposed Work Plan.....	57
Form 9: Team Composition	58
Form 10: Curriculum Vitae (CV) of Key Personnel.....	59
Form 11: Deployment of Personnel	61
Form 12: Deviations.....	62
Form 13: Manufacturers'/Producers' Authorization Form	63
Form 14: Declaration on Source Code and Intellectual Property Rights.....	65
Form 15: Undertaking on Patent Rights	66
Form 16: Undertaking on Compliance and Sizing of Infrastructure.....	68
Form 17: Undertaking on Service Level Compliance.....	68
Form 18: Undertaking on Deliverables.....	70
Form 19: Undertaking on Support to Third Party Solution acceptance and certification.....	70
Form 20: Declaration of activities sub-contracted.....	72
Form 21: Undertaking on Exit Management and Transition.....	72
Form 22: Declaration that the bidder has not been blacklisted	75
Form 1: Covering Letter.....	76
Form 2: Commercial/Financial Proposal	78
ANNEXURE III: TEMPLATE FOR PBG & CCN	85
Form 1: Performance Bank Guarantee.....	85
Form 2: Change Control Notice (CCN) Format	87
Annexure IV: List of Top 50 Management Institutes.....	89
Annexure V: List of Top 50 Engineering Institutes	91

List of Abbreviation

Abbreviation	Description
CDAC	Centre for Development of Advanced Computing
CMS	Content Management System
CSP	Content Service Provider
DeitY	Department of Electronics and Information Technology
EC	Empowered Committee
Gol	Government of India
SI	System Integrator
MCIT	Ministry of Communication and Information Technology
MMP	Mission Mode Project
NeGP	National e-Governance Plan
NIC	National Informatics Centre
NPI	National Portal of India
PSeGS	Punjab State e-Governance Society
SeMT	State e-Governance Mission Team
SLA	Service Level Agreement
SPF	State Portal Framework
SSDG	State Services Delivery Gateway
EMD	Earnest Money Deposit
RFP	Request for Proposal

1 Introduction

- I. Under the e-District MMP National Roll-out, System Integrators will be responsible for providing a comprehensive solution towards Supply, Installation, Development, Integration, Commissioning, Management & Maintenance of Application and Computing Infrastructure pertaining to e-District in various States.
- II. Punjab State e-Governance Society, Punjab invites the eligible parties (hereafter referred as “Bidder”) for appointment as System Integrator for the State of Punjab to provide the comprehensive solution as specified in the Scope of Work Section (Refer Section 4 in Volume II) of this RFP.
- III. Bidders are advised to study this RFP document carefully before submitting their proposals in response to this RFP. Submission of a proposal in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.
- IV. All proposals submitted in response to the RFP document must be accompanied by an EMD of INR 1,00,00,000/- (Rupees One Crore Only) in the form of a Demand Draft OR Bank guarantee as per the format prescribed in this RFP document Annexure I: Form 3. Bids submitted without adequate EMD will be liable for rejection.

2 Schedule of Bid Process

S. No	Information	Details
1.	RFP No. and Date	<i>eDistrictPunjab/PSeGS/2012/01</i>
2.	Last date for submission of written queries for clarifications	14/02/2013 before 5:00 P.M Email : edistrictpunjab@punjab.gov.in
3.	Date of pre-bid conference	20/02/2013 at 3:00 P.M
4.	Release of response to clarifications	23/02/2013
5.	Bid validity period	180 days from the last date (deadline) for submission of proposals.
6.	Last date (deadline) for submission of bids	28/02/2013 up to 2:00 P.M
7.	Opening of Pre-Qualification Bid	28/02/2013 at 3:00 P.M
8.	Opening of Technical Bids	“To be intimated later”

9.	Technical Presentation by the Bidders	<i>“To be intimated later”</i>
10.	Place, Time and Date of opening of Commercial Bid received in response to the RFP notice	<i>“To be intimated later”</i>
11.	Contact Detail for all type of correspondence including pre-bid queries, any general query and address at which the response to RFP is to be submitted:	<i>Sh. Kalwarn Singh</i> <i>Assistant Manager (EG)</i> Punjab State e-Governance Society, Department of Governance Reforms, SCO 193-195, Sector 34-A, Chandigarh - 160022 Tel: (0172) – 2661808 (Ext: 137) Fax: (0172) - 2666265 Email: edistrictpunjab@punjab.gov.in

3 Structure of the RFP

- I. Punjab State e-Governance Society, Punjab invites bids from eligible parties (hereafter referred as “Bidder”) for appointment as System Integrator for the State of *Punjab* to provide the comprehensive solution as specified in the Scope of Work Section 4 in Volume II of this RFP.
- II. This Request for Proposal (RFP) document for Appointment of the System Integrator for e-District Mission Mode Project (MMP) for Punjab State e-Governance Society comprise of the following.
 - A. Volume I: Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 1. General instructions for bidding process
 2. Bid evaluation process including the parameters for Technical evaluation and commercial evaluation to facilitate Punjab State e-Governance Society in determining bidder’s suitability as the implementation partner
 3. Payment schedule
 4. Commercial bid and other formats
 - B. Volume II: Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
 1. About the project and its objectives
 2. Scope of work for the Implementation Partner
 3. Functional and Technical requirements
 4. Project Schedule
 5. Service levels for the implementation partner

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the implementation partner of Punjab State e-Governance Society.

- C. Volume III: Draft Master Service Agreement (MSA), Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA).

The bidders are expected to examine all instructions, forms, terms, Project requirements, Corrigendum/Addendum and any other information issued in relation to this RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

4 Background Information

4.1 Basic Information

- I. Punjab State e-Governance Society invites proposals through this Request for Proposals ("RFP") from Systems Integrator Agencies ("Bidders") for the provision of Roll out of eDistrict Application as described in Section 4 of this RFP, "Scope of Work" ("the System Implementations/Turnkey Solutions").
- II. Any contract that may result through this selection process will be issued for a term of 5 years.
- III. The Punjab State e-Governance Society reserves the right to extend the Term for a period of 1 year with a maximum of 5 such extensions on the same terms and conditions, subject to the Punjab State e-Governance Society obligations at law.
- IV. Proposals must be received not later than time, date and venue mentioned in the Schedule of Bid process. Proposals that are received late WILL NOT be considered in this procurement process.

4.2 Project Background

- I. NeGP was approved by the Government of India in May 2006, with the following vision: *"Make all Government Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realise the basic needs of the common man"*.
- II. To realize this vision, 31 Central, State and Integrated Mission Mode projects (MMPs) along with 8 support components were identified and approved under NeGP. States have been given flexibility to identify up to 5 additional state-specific projects, which are particularly relevant for the economic development of the State. NeGP also envisages creation of the core IT infrastructure in the form of SWANs, SDCs and one

lakh front ends namely CSCs in rural areas across the country to deliver public services electronically.

- III. e-District is one of the 31 MMPs under NeGP, with the Department of Electronics and Information Technology (DeitY), Government of India (GoI) as the nodal department, to be implemented by State Government or their designated agencies. This MMP aims at electronic delivery of identified high volume citizen centric services, at district and sub-district level, those are not part of any other MMP. To achieve these objectives service levels and outcomes for each of these services will be clearly laid down by the State concerned, with a view to improving the efficiency and effectiveness of the service delivery. The MMP envisages leveraging and utilizing the four pillars of e-infrastructure namely, State Data Centres (SDCs), State Wide Area Network (SWANs), State Service Delivery Gateways (SSDGs) and Common Service Centres (CSCs), optimally to deliver public services electronically to citizens at their door steps. Initially only those high volume citizen-centric services will be taken up for implementation which have high priority for the State. New services will be added to the portfolio subsequently, once the demand for the initial set of e-enabled services increases.
- IV. Detailed scope of work is provided in Volume II.

4.3 State Information

Sr. No	Name of District	Name of all Blocks	Name of all Tehsils/ Revenue Circles
1	Amritsar	<ol style="list-style-type: none"> 1. Ajnala 2. Chagawan 3. Harsha china 4. Jandiala 5. Majitha 6. Rayya 7. Tarsika 8. Verka 	<ol style="list-style-type: none"> 1. Amritsar-1 2. Amritsar-II 3. Ajnala 4. Baba bakala
2	Bathinda	<ol style="list-style-type: none"> 1. Bathinda 2. Sangat 3. Nathana 4. Rampura 5. Phul 6. Maur 7. Bhagata bhaika 8. Talwandi sabo 	<ol style="list-style-type: none"> 1. Bathinda 2. Rampuraphul 3. Talwandi sabo Sub Tehsils are <ol style="list-style-type: none"> 1. Bhagta Bhaika 2. Sangat 3. Maur 4. Nathana
3	Barnala	<ol style="list-style-type: none"> 1. Barnala 2. Mehal Kalan 3. Sehna 	<ol style="list-style-type: none"> 1. Barnala 2. Tapa Sub-Tehsils: <ol style="list-style-type: none"> 1. Dhaunala 2. Bhadaur

4	Faridkot	<ol style="list-style-type: none"> 4. Faridkot 5. Kotkapura 	<ol style="list-style-type: none"> 1. Faridkot (Need to Confirm both) 2. Jaiton <p>Sub-Tehsils:</p> <ol style="list-style-type: none"> 1. Kotkapura 2. Sadiq
5	Fatehgarh Sahib	<ol style="list-style-type: none"> 1. Sirhind 2. Bassi pathana 3. khamano 4. amloh 5. khera 	<ol style="list-style-type: none"> 1. Amlah 2. Bassi pathana 3. Khamano 4. Fatehgarh sahib <p>Sub-Tehsil</p> <ol style="list-style-type: none"> 5. Mandi Gobindgarh
6	Ferozepur	<ol style="list-style-type: none"> 1. Guru Harsahai 2. Ferozepur 3. Mamdot 4. Ghall Khurd 5. Zira 6. Makhu 	<ol style="list-style-type: none"> 1. Ferozepur 2. Zira 3. Guru Harsahai <p>Sub-Tehsils</p> <ol style="list-style-type: none"> 4. Mamdot 5. Talwandi Bhai 6. Makhu
7	Gurdaspur	<ol style="list-style-type: none"> 1. Gurdaspur 2. Kalanaur 3. Dhariwal 4. Kahnuwan 5. Dinanagar 6. Batala 7. Fatehgarh Churian 8. Dera baba nanak 9. Sri Hargobindpur 10. Qadian 11. Sujanpur 12. Dorangla 	<ol style="list-style-type: none"> 1. Gurdaspur 2. Batala 3. Dera baba Nanak <p>Sub-Tehsils</p> <ol style="list-style-type: none"> 1. Kahnuwan 2. Kalanaur 3. Dinanagar 4. Naushehra Majha Singh 5. Dhariwal 6. Shri Hargobindpur 7. Fathegarh Churian 8. Qudian
8	Hoshiarpur	<ol style="list-style-type: none"> 1. Hoshiarpur I 2. Hoshiarpur II 3. Bhunga 4. Tanda 5. Dasuya 6. Mukerian 7. Talwara 8. Hajipur 9. Mahilpur 10. Garshankar 	<ol style="list-style-type: none"> 1. Hoshiarpur 2. Dasuya 3. Garshankar 4. Mukerian <p>Sub Tehsils</p> <ol style="list-style-type: none"> 5. Bhunga 6. Tanda 7. Gardhiwala 8. Talwara 9. Mahilpur

9	Jalandhar	<ol style="list-style-type: none"> 1. Jalandhar East 2. Jalandhar West 3. Bhogpur 4. Adampur 5. Nakodar 6. Shahkot 7. Phillaur 8. Nurmahal 9. Lohian 10. Rurka kalan 	<ol style="list-style-type: none"> 1. Jalandhar I 2. Jalandhar II 3. Nakodar 4. Phillaur 5. shahkot Sub Tehsils <ol style="list-style-type: none"> 1. Adampur 2. Katarpur 3. Bhogpur 4. Nurmahal 5. Goraya 6. Mehat pur 7. Lohian
10	Ludhiana	<ol style="list-style-type: none"> 1. Dehlon 2. Doraha 3. Jagraon 4. Khanna 5. Ludhiana I 6. Ludhiana II 7. Machiwara 8. Pakhowal 9. Samrala 10. Sindhwa bet 11. Sudhar 12. Raikot 	<ol style="list-style-type: none"> 1. Ludhiana East 2. Ludhiana West 3. Khanna 4. Samrala 5. Jagraon 6. Payal 7. Raikot
11	Mansa	<ol style="list-style-type: none"> 1. Mansa 2. Budhldha 3. Sardulgarh 4. Bhikhi 5. Jhunir 	<ol style="list-style-type: none"> 1. Mansa 2. Budhldha 3. Sardulgarh
12	Moga	<ol style="list-style-type: none"> 1. Moga-I 2. Moga-II 3. Baghapurana 4. Nihal Singh Wala 5. Kot-ise-khan 6. Dharamkot 	<ol style="list-style-type: none"> 1. Moga 2. Baghapurana 3. Nihal singh wala
13	Mukatsar	<ol style="list-style-type: none"> 1. Mukatsar 2. Malout 3. Lambi 4. Kotbhai at gidarhbaha 	<ol style="list-style-type: none"> 1. Sri mukatsar sahib 2. Malout 3. Gidarhbaha
14	Mohali	<ol style="list-style-type: none"> 1. Kharar 2. Majri 3. Dera bassi 	

15	Patiala	<ol style="list-style-type: none"> 1. Patran 2. Nabha 3. Patiala 4. Sanaur 5. Rajpura 6. Ghanaur 7. Samana 8. Bhunerheri 	<ol style="list-style-type: none"> 1. Patran 2. Nabha 3. Samana 4. Patiala 5. Rajpura
16	Rupnagar	<ol style="list-style-type: none"> 1. Anandpur sahib 2. Chamkaur sahib 3. Morinda 4. Nurpur bedi 5. Rupnagar 	<ol style="list-style-type: none"> 1. Anandpur sahib 2. Chamkaur sahib 3. Rupnagar 4. Nangal
17	Tarntaran	<ol style="list-style-type: none"> 1. Bhikhiwind 2. Chohla Sahib 3. Gandiwind 4. Khadoor Sahib 5. Naushera Pannuan 6. Patti 7. Tarn Taran 8. Valtoha 	<ol style="list-style-type: none"> 1. Tarn Taran 2. Patti 3. Khadur Sahib Sub Tehsil 1. Jhabal 2. Chohla Sahib 3. Khemkaran 4. Bhikhiwind 6. Goindwal Sahib
18	Sangrur	<ol style="list-style-type: none"> 1. Malerkotla-I 2. Malerkotla-II 3. Dhuri 4. Sherpur 5. Mehal Kalan 6. Sehna 7. Barnala 8. Sangrur 9. Bhawani -garh 10. Sunam 11. Lehra 12. Andana 13. Moonak 	<ol style="list-style-type: none"> 1. Sangrur 2. Sunam 3. Malerkotla 4. Barnala 5. Moonak
19	Fazilka	<ol style="list-style-type: none"> 1. Abohar 2. Fazilka 3. Jalalabad 	<ol style="list-style-type: none"> 1. Abohar 2. Fazilka 3. Jalalabad Sub-tehsils 1. Arniwala sheikh suban 2. Seeto guno 3. Khuwin sarover

20	Pathankot	<ol style="list-style-type: none"> 1. Pathankot 2. Bamail 3. Narot Jaimal Singh 4. Dhar Kalan- 	<ol style="list-style-type: none"> 1. Pathankot 2. Dhar Kalan Sub-Tehsil 3. Narot jaimal singh 4. bamial
----	-----------	--	--

Please note that the list provided above is an indicative only.

4.4 Pilot e-District Activities and Status

The Government of Punjab has chosen the districts of Shaheed Bhagat Singh Nagar (Nawanshahar) and Kapurthala for the pilot implementation of the e-District project. The pilot is being followed by the State wide roll out, i.e. roll out of the project across all other remaining 20 districts. Under the pilot implementation, a set of 47 high volume & citizen centric services were chosen. The broad activities under the Pilot implementation have been completed on date are:

- AS-IS Study & TO-BE process design.
- Installation & Commissioning of required infrastructure at Data Center and field offices.
- User training to various officials.
- Development of eDistrict Application.

Status:

- The required infrastructure at Data Center & field offices has been successfully installed by the System Integrator.
- Out of the total of 47 services, 10 have already been made live and delivery is being made to citizens.
- 25 more services are under trial run and shall be made live shortly.
- The rest of the services shall be made live during the month of January, 2013.

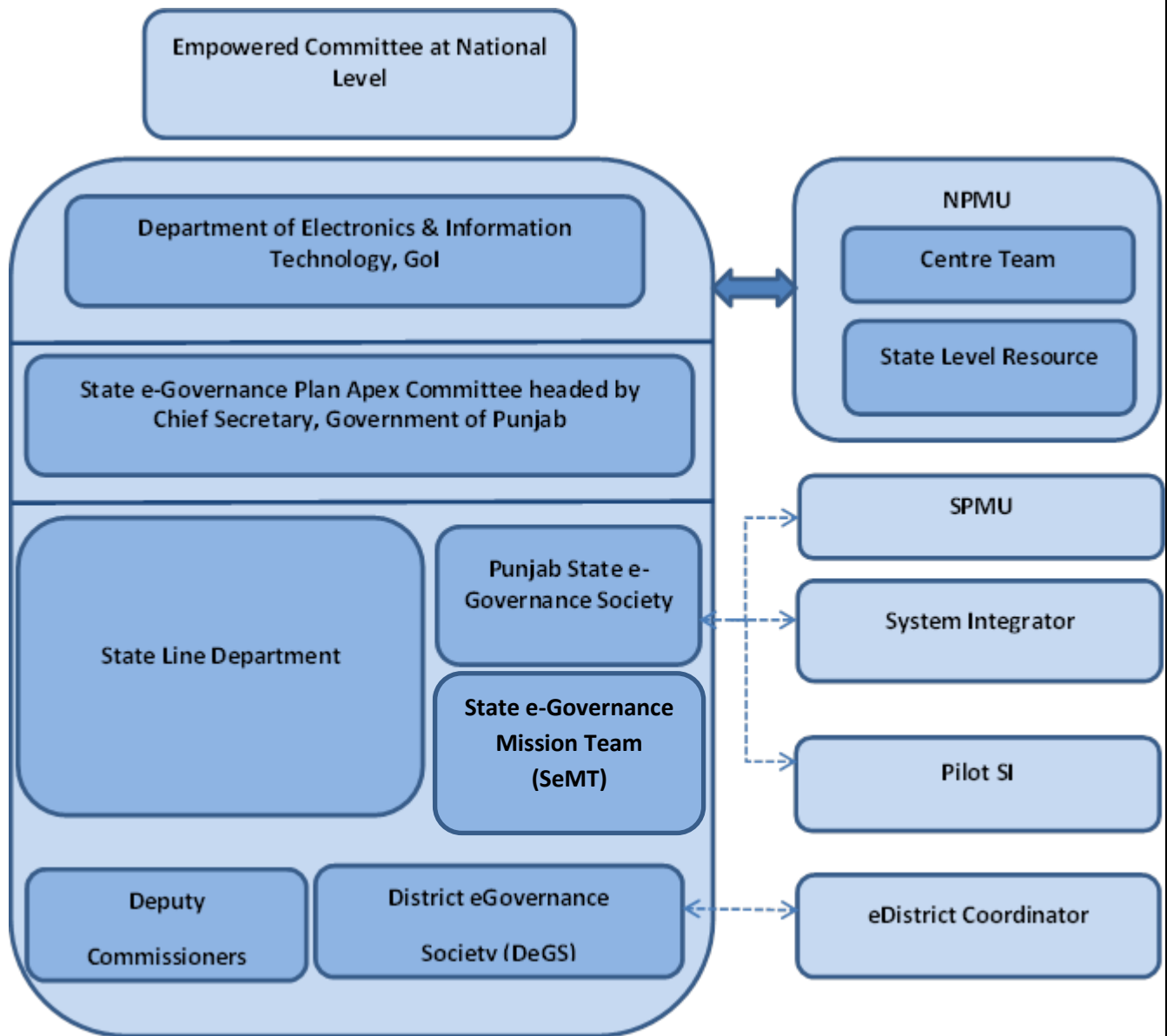
4.5 Key Information

The objectives of the e-District Mission Mode Project are to ensure the following:

- I. Providing easy, anywhere and anytime access to government services (both information & transactional) to ensure reliability, efficiency, transparency and accountability.
- II. Delivery of all public services at district/ sub district level in electronic form through state portals by using the SSDG.
- III. Reducing number of visits of citizens to a government office / department for availing the services and thereby eliminating harassment.
- IV. Reducing administrative burden and service fulfilment time and costs for the government, citizens & businesses.
- V. Reducing direct interaction of citizen with the government and encourage 'e'-interaction and efficient communication through portal.
- VI. Enhancing perception & image of the Government and its constituent Departments.

- VII. Undertake backend computerisation of District and Tehsil level offices to ensure electronic delivery of high volume citizen centric services at the district level.
- VIII. Efficient delivery of services with improved service levels by undertaking extensive Business Process Re-engineering (BPR) of identified services.
- IX. Delivery of services through CSCs/Suwidha Centers by leveraging the common infrastructure of SWAN, SDC, and SSDG.
- X. Development of applications to be hosted at the SDCs for delivery of services.
- XI. Extensive capacity building and training of field level functionaries to ensure smooth migration to electronic delivery of e-district services and phasing out manual delivery of services.

The key stakeholders of the project are illustrated below:



Key Stakeholders

4.6 About the PSeGS

Punjab State e-Governance Society (PSEGS) administers the implementation of E-Governance projects for the overall benefit of the citizens and public by setting up the necessary administrative, financial, legal and technical framework, implementation mechanism and resources in the State of Punjab. It facilitates establishment of service centre through the district level Sukhmani Societies or through other methods as an innovative way of providing public facilitation and citizen services where citizens can get various desired information and services

Brief Objectives and functions of the Society:

- a. To take all necessary steps to promote efficiency, reduce delays; enhance accountability, transparency and objectivity in the functioning of the government.
- b. To assist the Department of Governance Reforms in formulating and implementing policies, procedures and guidelines for the adoption of Information Technology and e-governance for improvement of citizens services through various government departments & agencies and ancillary activities & services. To promote and disseminate Information Technology culture in the State so that the common man could avail the benefit of information technology and e- governance.
- c. To administer the implementation of E-Governance projects for ensuring use of Information Technology for masses. To lay down the necessary administrative, financial legal and technical framework and resources for the IT enabled Citizen Services.
- d. List and prioritise the areas for Citizen Services in consultation with the concerned Departments and take all steps for improving Citizen services to the use of IT. To facilitate implementation of Citizen Charters framed by the other departments through the use of E-governance and IT as a tool.

5 Instructions to the Bidders

5.1 General

- I. 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.
All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Punjab State e-Governance Society on the basis of this RFP.
- II. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Punjab State e-Governance Society. Any notification of preferred bidder status by the Punjab State e-Governance Society shall not give rise to any enforceable rights by the Bidder. The Punjab State e-

Governance Society may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Punjab State e-Governance Society.

- III. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

5.2 Compliant Proposals / Completeness of Response

- I. 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 document with full understanding of its implications.
- II. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - a) Include all documentation specified in this RFP;
 - b) Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - c) Comply with all requirements as set out within this RFP.

5.3 Pre-Bid Conference & Clarifications

5.3.1 Pre-bid Conference

- I. Punjab State e-Governance Society shall hold a pre-bid meeting with the prospective bidders as per the date provided in the Schedule of Bid process above.
- II. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach as per Schedule of Bid process sheet by post, facsimile or email as per the date and time mentioned in the Schedule of Bid process.

The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			
3.			
4.			
5.			
6.			

- III. Punjab State e-Governance Society shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications after the indicated date and time may not be entertained by the Punjab State e-Governance Society.
- IV. Only two persons for each intending bidder's organization, who will buy the tender, will be allowed to attend the Pre Bid Meeting.
- V. The Bidder will have to submit the photocopy of the receipt of payment made against tender fee at the time of Pre-Bid conference.
- VI. No representative of the OEM shall be allowed to attend the pre-bid by PSeGS.

5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- I. Punjab State e-Governance Society will endeavour to provide timely response to all queries. However, Punjab State e-Governance Society makes no representation or warranty as to the completeness or accuracy of any response; neither response nor does Punjab State e-Governance Society undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.
- II. At any time prior to the last date for receipt of bids, Punjab State e-Governance Society may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- III. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the <http://www.edistrict.punjabgovt.gov.in>.
- IV. Any such corrigendum shall be deemed to be incorporated into this RFP.
- V. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, Punjab State e-Governance Society may, at its discretion, extend the last date for the receipt of Proposals.

5.4 Key Requirements of the Bid

5.4.1 Right to Terminate the Process

- I. Punjab State e-Governance Society may terminate the RFP process at any time and without assigning any reason. Punjab State e-Governance Society makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- II. This RFP does not constitute an offer by Punjab State e-Governance Society. The bidder's participation in this process may result Punjab State e-Governance Society selecting the bidder to engage towards execution of the contract.

5.4.2 RFP Document Fees

- a) RFP document can be purchased at the address & dates provided in the Section 1 by submitting a non-refundable bank demand draft of INR 50,000/-, drawn in favour of **Punjab State e-Governance Society** payable at Chandigarh from any scheduled commercial banks.

- b) Only those prospective bidders, who will submit the RFP document fees as mentioned above, shall be permitted to take part in the deliberations during Pre Bid Meeting to be held as per the Schedule of Bid process.
- c) The bidder may also download the RFP documents from the website <http://www.edistrict.punjabgovt.gov.in>. In such case, the demand draft of RFP document fees should be submitted along with Proposal in case the bidder does not attend Pre Bid. Proposals received without or with inadequate RFP Document fees shall be rejected.
- d) Bidders will need to submit the original receipt of the payment made against the RFP document fees with the Proposal.

5.4.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of INR 1,00,00,000/- only, in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure I: Form 3) issued by any Scheduled bank in favour of **Punjab State e-Governance Society**, payable at Chandigarh, and should be valid for 6 months from the due date of the tender / RFP.
- b) EMD of all unsuccessful bidders would be refunded by Punjab State e-Governance Society within 90 days of the bidder being notified as being unsuccessful. 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 III: Form 1.
- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) 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 or as per Lol issued.

5.4.4 Submission of Proposals

- a) The bidders should submit their responses as per the format given in this RFP in the following manner
 - I. Pre-Qualification Proposal - (1 Original + 1 Copy + 1 CD) in first envelope
 - II. Technical Proposal - (1 Original + 1 Copy + 1 CD) in second envelope
 - III. Commercial Proposal - (1 Original + 1 Copy + 1 CD) in third envelope
- b) The documents in the CD shall be in password protected PDFs and the password shall be communicated in a sealed envelope along with the respective Proposals (A, B & C).
- c) The response to Pre-Qualification Proposal, Technical Proposal and Commercial Proposal (as mentioned above) should be covered in separate sealed envelopes super-scribing, "Pre-Qualification Proposal", "Technical Proposal" and "Commercial Proposal" respectively. Each copy of each bid should also be marked as "Original" OR "Copy" as the case may be.

- d) Please note that prices should not be indicated in the Technical Proposal.
- e) The three envelopes containing copies of Pre-Qualification Proposal, Technical Proposal and Commercial Proposal should be put in another single larger sealed envelope clearly marked “Response to RFP for Selection of System Integrator for State wide Roll-Out of e-District MMP in Punjab under National e-Governance Plan”.
- f) The outer envelope thus prepared should also indicate clearly the name, address, telephone number, mobile number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- g) The Bidder shall make sure that the Proposals are properly bind and all the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- h) The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.
- i) All pages of the bid including the duplicate copies, shall be initialled and stamped by the person or persons who is authorised to sign the bid.
- j) In case of any discrepancy observed by Punjab State e-Governance Society in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
- k) Bidder must ensure that the information furnished by bidders in respective CDs is identical to that submitted in the original paper bid document. In case of any discrepancy observed by Punjab State e-Governance Society in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

5.4.5 Authentication of Bids

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

5.5 Preparation and Submission of Proposal

5.5.1 Proposal Preparation Costs

- a) The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Punjab State e-Governance Society to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.
- b) Punjab State e-Governance Society will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.5.2 Language

The Proposal should be filled by the Bidder in English language only. 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.

5.5.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to Punjab State e-Governance Society at the address specified in Schedule of Bid process.

5.5.4 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) Punjab State e-Governance Society shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- d) Punjab State e-Governance Society reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

5.6 Evaluation Process

- a) Punjab State e-Governance Society will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b) The Proposal Evaluation Committee constituted by the Punjab State e-Governance Society 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.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- e) The Proposal 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.

5.6.1 Tender Opening

- I. The Proposals submitted up to the time mentioned in the Schedule of Bid process above will be opened as per the Date and time mentioned in the Schedule of Bid process by Proposal Evaluation Committee or any other officer authorized by Punjab State e-Governance Society, in the presence of Bidders or their representatives who may be present at the time of opening.
- II. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firm for attending the opening of the proposal.
- III. Only two representatives from each tendering firm will be allowed to attend the opening of the proposal.

5.6.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.

5.6.3 Tender Evaluation

- I. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals :
 - A. Are not submitted in as specified in the RFP document
 - B. Received without the Letter of Authorization (Power of Attorney)
 - C. Are found with suppression of details
 - D. With incomplete information, subjective, conditional offers and partial offers submitted
 - E. Submitted without the documents as per the Compliance Sheet
 - F. Have non-compliance of any of the clauses stipulated in the RFP
 - G. With lesser validity period
- II. Existing Implementing Agencies which do not get their eDistrict Application Software for their respective Pilot States/UTs certified by STQC will NOT be eligible to participate in the bidding process for that State / UT under the National Rollout of the Scheme.
- III. Punjab State e-Governance Society will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender and the same will be considered for further processing. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

6 Criteria for Evaluation

- I. The overall objective of this evaluation process is to select the capable and qualified firm in the business domain of developing and rolling out a Portal, eDistrict Application, related hardware and other infrastructure, providing associated capacity building, training and handholding support as well as associated managed services and who will provide a comprehensive solution towards Supply, Installation, Integration, Commissioning, Development, Deployment, Operation & Management of eDistrict Application and hardware provisioning in the Punjab state.
- II. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.
- III. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Commercial Bid opening.
- IV. Proposals of Bidder would be evaluated as per Technical Evaluation Criteria (Section 6.2). Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.

6.1 Pre-Qualification Criteria

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1.	<p>The responding firm / agency</p> <p>a. Should have made a payment of INR 50,000/- (Rupees Fifty thousand only) for the RFP document</p> <p>b. Should have submitted an EMD of INR 1,00,00,000/- (Rupees One Crore only)</p>	<p>a. DD for INR 50,000/- OR original receipt of the payment of tender fee already deposited.</p> <p>b. Demand Draft OR Original bank guarantee must be furnished in the format prescribed in Annexure I: Form 3</p>
2.	<p>Legal Entity</p> <p>a. Company should be registered under Companies Act, 1956</p> <p>b. Registered with the Service Tax Authorities</p> <p>c. Should have been operating for the last five years (FY 11-12, FY 10-11, FY 09-10, FY 08-09 & FY 07-08)</p>	<p>a. Certificate of Incorporation</p> <p>b. Registration Certificate</p> <p>c. Annual Reports for last five years i.e. FY 07-08 to FY 11-12</p>
3.	<p>The Firm / Company should be in the business as System Integrator for at least 5</p>	<p>a. Annexure I: Form 2 Particulars of the Bidder</p>

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
	years as of 31 st March 2012	b. Memorandum and Articles of Association c. Work orders confirming year and Area of activity
4.	a. The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices. b. And should not be blacklisted by any State Govt./ Central Govt./ PSU for any reason.	A self-certificate by Bidder in the form of: a. Annexure I: (Form 1) b. Annexure I: (Form 22)
5.	The Net Worth of the responding firm must be positive as per the last three financial year's audited Balance Sheet.	Certificate from practicing Fellow Member of Institute of Chartered Accountants of India for Net worth
6.	The responding firm should be ISO 9000:2008 certified.	Copy of certification which is valid on date of submission.
7.	The responding firm should be minimum CMMi Level 3.	Relevant certificate needs to be attached which is valid on date of submission.
8.	Average Annual Sales Turnover generated from services related to System Integration (SI) during the last three (3) financial years (FY 11-12, FY 10-11 and FY 09-10) as per the last published balance sheets of INR 50 Crores or more	Extracts from the audited Balance sheet and Profit & Loss; AND Certificate from the statutory auditor.
9.	Company experience in implementation of integrated turnkey projects around application development as a System Integrator in India. (Specifically each project should have components of Hardware, Networking, Helpdesk and Application related training necessarily for this project). Number of such Assignments of value	<p style="text-align: center;">One 20 Crores Project</p> <p style="text-align: center;">OR</p> <p style="text-align: center;">Two 10 Crores Projects</p> <p style="text-align: center;">OR</p> <p style="text-align: center;">Three 8 Crores Project</p> <p>Annexure I: Form 6: For details of Experience of responding firm/ Project Citation supported with Work order and Proof of Go-live/ Project completion certificates from client</p>

	which have gone live in the past 5 years (FY 11-12, FY 10-11, FY 09-10, FY 08-09 and FY 07-08)		
10.	The responding firm must have a minimum number of IT Staff of technically qualified personnel in the domain of systems integration, as on 31 st March, 2012 on its roll.	100	Certificate from HR Department for number of technically qualified professionals employed by the company
11.	Authorized Signatory of the responding Bidder		Power of Attorney in the name of the signatory of the Proposal

6.2 Technical Qualification Criteria

- I. Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria.
- II. The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below:

S. No	Criteria	Max Criteria/ Sub Criteria Marks
1	Past Experience of the responding firm	40
2	Solution proposed for the e-District Project by the responding firm	20
3	Work Plan approach and proposed methodology	10
4	Adequacy and Quality of Resources proposed for Deployment	30
Total Points		100

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points
--------	-----------------------	-------------	--------------	-----------------------------------

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points														
1	Past Experience of the responding firm			40														
a.	System Integration projects	THREE client references for implementation of an integrated turnkey project around a) network solution and b) software development c) Hardware commissioning and d) O&M phase for maintaining all of the above.	<p>Average Project Value to be used for the 3 projects. Following marks would be awarded based on the average value (i.e. Total value of submitted eligible projects/ 3):-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>> INR 20 Crore</td> <td>10</td> </tr> <tr> <td>> INR 16 Crore but less than or equal</td> <td>8</td> </tr> <tr> <td>> INR 12 Crore but less than or equal</td> <td>6</td> </tr> <tr> <td>> INR 08 Crore but less than or equal to INR 12 Crore</td> <td>4</td> </tr> <tr> <td>> INR 4 Crore but less than or equal to INR 8 Crore</td> <td>2</td> </tr> <tr> <td>Less Than 4 Crore</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	> INR 20 Crore	10	> INR 16 Crore but less than or equal	8	> INR 12 Crore but less than or equal	6	> INR 08 Crore but less than or equal to INR 12 Crore	4	> INR 4 Crore but less than or equal to INR 8 Crore	2	Less Than 4 Crore	0	10
Slab	Points																	
> INR 20 Crore	10																	
> INR 16 Crore but less than or equal	8																	
> INR 12 Crore but less than or equal	6																	
> INR 08 Crore but less than or equal to INR 12 Crore	4																	
> INR 4 Crore but less than or equal to INR 8 Crore	2																	
Less Than 4 Crore	0																	
b.	Hardware Products Installation (value excluding other project components; in case value is not explicitly mentioned, it would be assumed at 50% of the project value)	Whether the Firm has delivered hardware products in three projects in the last 3 years.	<p>Average Hardware Installation Value to be used for the 3 projects. Following marks would be awarded based on the average value (i.e. Total value of the submitted eligible projects/ 3):-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Greater than or equal to INR 8 Crore</td> <td>5</td> </tr> </tbody> </table>	Slab	Points	Greater than or equal to INR 8 Crore	5	5										
Slab	Points																	
Greater than or equal to INR 8 Crore	5																	

S. No.	Criteria/Sub Criteria	Description	Point System		Max Criteria/ Sub Criteria Points								
			Greater than or equal to INR 6 Crore but less than INR 8 Crore	4									
			Greater than or equal to INR 4 Crore but less than INR 6 Crore	3									
			Greater than or equal to INR 2 Crore but less than INR 4 Crore	2									
			Greater than or equal to INR 1 Crore but less than INR 2 Crore	1									
			Less Than 1 Crore	0									
c.	Software Solutions	At least THREE completed (Fully Completed or Made Go-Live but in O&M phase) Software Application Development projects, having a minimum value of INR 1.50 crore each for software development component only). The project should have some or all of the	Marks would be awarded based as below :- <table border="1" data-bbox="839 1413 1230 1715"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 6 Projects</td> <td>5</td> </tr> <tr> <td>5 to 6 Projects</td> <td>4</td> </tr> <tr> <td>3 to 4 Projects</td> <td>3</td> </tr> </tbody> </table>		Slab	Points	More than 6 Projects	5	5 to 6 Projects	4	3 to 4 Projects	3	5
Slab	Points												
More than 6 Projects	5												
5 to 6 Projects	4												
3 to 4 Projects	3												

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points												
		following components : – Portal – Web based Application Server – Electronic Forms														
d.	Maintenance Services and Helpdesk in the State	TWO projects in the field of IT Services where Maintenance Services / Helpdesk Services have been provided in minimum 6 different locations with a minimum Project value of INR 2 Crore each.	Average marks would be awarded based on the following marks awarding criteria (i.e. (Marks in Project1 + Marks in Project2) / 2):- Marks would be awarded based as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 18 Locations</td> <td>4</td> </tr> <tr> <td>16 to 18 Locations</td> <td>3</td> </tr> <tr> <td>11 to 15 Locations</td> <td>2</td> </tr> <tr> <td>6 to 10 Locations</td> <td>1</td> </tr> <tr> <td>Less Than 6 Locations or Less Than 2 Projects</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 18 Locations	4	16 to 18 Locations	3	11 to 15 Locations	2	6 to 10 Locations	1	Less Than 6 Locations or Less Than 2 Projects	0	4
Slab	Points															
More than 18 Locations	4															
16 to 18 Locations	3															
11 to 15 Locations	2															
6 to 10 Locations	1															
Less Than 6 Locations or Less Than 2 Projects	0															
e.	Projects in India	SI Projects undertaken in India involving at least 6 locations with a value of more than INR 2 Crore per project	Marks would be awarded based as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 6</td> <td>4</td> </tr> <tr> <td>5 to 6 Projects</td> <td>3</td> </tr> <tr> <td>3 to 4 Projects</td> <td>2</td> </tr> </tbody> </table>	Slab	Points	More than 6	4	5 to 6 Projects	3	3 to 4 Projects	2	4				
Slab	Points															
More than 6	4															
5 to 6 Projects	3															
3 to 4 Projects	2															

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points								
			<p style="text-align: center;">OR</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>1 Project with Value of More than INR 20 crore with at least 6 locations</td> <td>4</td> </tr> </tbody> </table>	Slab	Points	1 Project with Value of More than INR 20 crore with at least 6 locations	4					
Slab	Points											
1 Project with Value of More than INR 20 crore with at least 6 locations	4											
f.	Training Experience	Experience in providing training to minimum 2000 employees under each multi-locational IT implementation project.	<p>Marks would be awarded based as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 4</td> <td>4</td> </tr> <tr> <td>3 to 4 Projects</td> <td>3</td> </tr> <tr> <td>1 to 2 Projects</td> <td>2</td> </tr> </tbody> </table>	Slab	Points	More than 4	4	3 to 4 Projects	3	1 to 2 Projects	2	4
Slab	Points											
More than 4	4											
3 to 4 Projects	3											
1 to 2 Projects	2											
g.	Data Digitization	Experience in Data Digitization with minimum 25 lakhs record in each IT implementation project.	<p>Marks would be awarded based as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 4 Projects</td> <td>4</td> </tr> <tr> <td>3 to 4 Projects</td> <td>3</td> </tr> <tr> <td>1 to 2 Projects</td> <td>2</td> </tr> </tbody> </table>	Slab	Points	More than 4 Projects	4	3 to 4 Projects	3	1 to 2 Projects	2	4
Slab	Points											
More than 4 Projects	4											
3 to 4 Projects	3											
1 to 2 Projects	2											

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points												
h.	Site Preparation	TWO projects in the field of IT Services where Site Preparation has been done in minimum 6 different locations with a minimum Project value of INR 2 Crore each.	<p>Average marks would be awarded based on the following marks awarding criteria (i.e. Marks in Project1 + Marks in Project2 / 2):-</p> <p>Marks would be awarded based as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 18</td> <td>4</td> </tr> <tr> <td>16 to 18 Locations</td> <td>3</td> </tr> <tr> <td>11 to 15 Locations</td> <td>2</td> </tr> <tr> <td>6 to 10 Locations</td> <td>1</td> </tr> <tr> <td>Less Than 6</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 18	4	16 to 18 Locations	3	11 to 15 Locations	2	6 to 10 Locations	1	Less Than 6	0	4
Slab	Points															
More than 18	4															
16 to 18 Locations	3															
11 to 15 Locations	2															
6 to 10 Locations	1															
Less Than 6	0															
<p>Note :</p> <p>1. For all the above, the Completion Certificate of the projects completed in the last 3 years (as on 30/11/2012) need to be provided (issued to the responding firm by the respective customers)</p> <p>2. The value of the projects considered in the above criterion would be based on the Purchase Order or the LOI issued to the responding firm. In absence of the supporting documents, the projects would not be considered for evaluation</p>																
2	Solution proposed		(Average of marks given by each member of Bid Evaluation Committee)	20												
a.	Proposed solution	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution	<p>Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:-</p> <p>– Solution architecture conceptualized for this project</p>	8												

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points
			including Security architecture – 2 points – Detailed plan for using SWAN as connectivity - 2 points – Application deployment and testing Strategy including Quality Control Procedures suggested by responding firm - 2 points – Comprehensiveness of Bill of material of all the components (e.g. software, hardware, etc.) along with their quantities – 2 points	
b.	Proposed Approach and methodology	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:- <ul style="list-style-type: none"> - Plan for meeting the SLA norms. - Redundancy and failover options. - Spare equipment availability plans 	In this section, the responding firm should: <ul style="list-style-type: none"> – Explain the understanding of the project requirements, highlight the expected support from the State, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output - 2 points – Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them – 2 points – Explain the methodologies the responding firm proposes 	6

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points
			to adopt and highlight the compatibility of those methodologies with the proposed approach including Planning and Building Infrastructure (assessment, design, integration / migration of existing infrastructure) – 2 points	
C	Training	Proposed Training and Change Management plan	The Evaluation will be based on: <ul style="list-style-type: none"> – Proposed Training Schedule & Training Manuals – 1 point – Areas/domains covered – 1 point – Number & Quality of personnel to be deployed for training at the site of Implementation of the Project - 1 points 	3
d	Formation/Location of Helpdesk & other manpower support	Proposed methodology of formation of the manpower support team. Operating and Maintaining Infrastructure	The Evaluation will be based on <ul style="list-style-type: none"> – Proposed Staff details – Areas/domains covered 	3
3	Proposed Approach & Methodology			10
a.	Project Management & Detailed Work Plan	The overall approach & the description and quality of the work plan to be looked	The overall project management approach adopted by the responding firm through detailed Project Plan including day wise, week wise activities	10

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points																		
		into.	with Work Breakdown Structures, Project estimates, milestones & Project review mechanism etc. to implement the project to meet the timelines as well.																			
4	Resource Deployment: The Minimum Qualification of the proposed resources shall be as per Qualification Matrix given Below			30																		
a.	Project Manager – (For full time on-site deployment on the Project)	<p>i. Overall experience in Project Management as Head of Project in IT <i>(Minimum Essential Requirement is 9 years)</i></p> <p>ii. Relevant Experience in e-Governance or Multi-locational IT Project Management <i>(Minimum Essential Requirement is 5 years)</i></p> <p>iii. Relevant Certification (either of PMP/PMI/Prince2) <i>(Desirable Requirement)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 12</td> <td>2</td> </tr> <tr> <td>9 years to 12</td> <td>1</td> </tr> </tbody> </table> <p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 7</td> <td>2</td> </tr> <tr> <td>5 years to 7</td> <td>1</td> </tr> </tbody> </table> <p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Certification</td> <td>2</td> </tr> <tr> <td>No Certification</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 12	2	9 years to 12	1	Slab	Points	More than 7	2	5 years to 7	1	Slab	Points	Certification	2	No Certification	0	10
Slab	Points																					
More than 12	2																					
9 years to 12	1																					
Slab	Points																					
More than 7	2																					
5 years to 7	1																					
Slab	Points																					
Certification	2																					
No Certification	0																					

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points								
		<p>iv. Education Qualifications - 1 (MBA/ M.Tech) <i>(Minimum Essential Requirement)</i></p> <p><i>(Ranking list Of Institutes given in RFP as Schedule-1)</i></p>	<p>Average marks of all CVs would be awarded based as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>From Top 20 listed</td> <td>2</td> </tr> <tr> <td>From Top 21 to 50</td> <td>1</td> </tr> <tr> <td>Any other Institute</td> <td>0.5</td> </tr> </tbody> </table>	Slab	Points	From Top 20 listed	2	From Top 21 to 50	1	Any other Institute	0.5	
Slab	Points											
From Top 20 listed	2											
From Top 21 to 50	1											
Any other Institute	0.5											
		<p>v. Education Qualifications - 2 (B.Tech / B.E. /MCA) <i>(Minimum Essential Requirement)</i></p> <p><i>(Ranking list Of Institute given in RFP as Schedule-1)</i></p>	<p>Average marks of all CVs would be awarded based as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>From Top 20 listed</td> <td>2</td> </tr> <tr> <td>From Top 21 to 50</td> <td>1</td> </tr> <tr> <td>Any other Institute</td> <td>0.5</td> </tr> </tbody> </table>	Slab	Points	From Top 20 listed	2	From Top 21 to 50	1	Any other Institute	0.5	
Slab	Points											
From Top 20 listed	2											
From Top 21 to 50	1											
Any other Institute	0.5											
b.	Application Lead (For full time on-site deployment on the Project)	<p>i. Overall experience in Programming System Analysis & Software Programming in .NET (Minimum Essential Requirement is 5 years)</p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 7 years</td> <td>2</td> </tr> <tr> <td>5 years to 7 years</td> <td>1</td> </tr> </tbody> </table>	Slab	Points	More than 7 years	2	5 years to 7 years	1	5		
Slab	Points											
More than 7 years	2											
5 years to 7 years	1											
	<p>ii. Relevant work Experience in e-Governance</p>	<p>Average marks of all CVs would be awarded as below :-</p>										

S. No.	Criteria/Sub Criteria	Description	Point System		Max Criteria/ Sub Criteria Points						
		<p>projects on Microsoft .net platform with Microsoft SQL server.</p> <p><i>(Minimum Essential Requirement is 2 Projects)</i></p>	<table border="1"> <thead> <tr> <th data-bbox="836 427 1098 483">Slab</th> <th data-bbox="1098 427 1233 483">Points</th> </tr> </thead> <tbody> <tr> <td data-bbox="836 483 1098 539">More than 4</td> <td data-bbox="1098 483 1233 539">2</td> </tr> <tr> <td data-bbox="836 539 1098 595">2 to 4 Projects</td> <td data-bbox="1098 539 1233 595">1</td> </tr> </tbody> </table>		Slab	Points	More than 4	2	2 to 4 Projects	1	
Slab	Points										
More than 4	2										
2 to 4 Projects	1										
	<p>iii. Relevant Certification</p> <p>(Should have Microsoft Professional Certification as .net developer)</p> <p><i>(Desirable Requirement)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th data-bbox="836 1093 1098 1149">Slab</th> <th data-bbox="1098 1093 1233 1149">Points</th> </tr> </thead> <tbody> <tr> <td data-bbox="836 1149 1098 1205">Certification</td> <td data-bbox="1098 1149 1233 1205">1</td> </tr> <tr> <td data-bbox="836 1205 1098 1261">No Certification</td> <td data-bbox="1098 1205 1233 1261">0</td> </tr> </tbody> </table>	Slab	Points	Certification	1	No Certification	0			
Slab	Points										
Certification	1										
No Certification	0										
c.	<p>i. System cum Network Administrator</p> <p>(For full time on-site (Data Center at Chandigarh) deployment on the Project)</p>	<p>i. Overall experience in IT infrastructure management, networking, trouble shooting, software applications support etc.</p> <p><i>(Minimum Essential Requirement is 5 years)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th data-bbox="836 1469 1098 1525">Slab</th> <th data-bbox="1098 1469 1233 1525">Points</th> </tr> </thead> <tbody> <tr> <td data-bbox="836 1525 1098 1581">More than 7 years</td> <td data-bbox="1098 1525 1233 1581">2</td> </tr> <tr> <td data-bbox="836 1581 1098 1637">5 years to 7 years</td> <td data-bbox="1098 1581 1233 1637">1</td> </tr> </tbody> </table>		Slab	Points	More than 7 years	2	5 years to 7 years	1	5
Slab	Points										
More than 7 years	2										
5 years to 7 years	1										

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points								
		<p>ii. Relevant work Experience in e-Governance / multi-locational IT projects.</p> <p><i>(Minimum Essential Requirement is 2 Projects)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1" data-bbox="839 535 1228 707"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 4</td> <td>2</td> </tr> <tr> <td>2 to 4 Projects</td> <td>1</td> </tr> </tbody> </table>	Slab	Points	More than 4	2	2 to 4 Projects	1			
Slab	Points											
More than 4	2											
2 to 4 Projects	1											
		<p>iii. Relevant Certification</p> <p>Should have :-</p> <p>1. Microsoft/Redhat Certification and</p> <p>2. Cisco Certification</p> <p><i>(Desirable Requirement)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1" data-bbox="839 1003 1228 1234"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Both Certification</td> <td>1</td> </tr> <tr> <td>Microsoft/Redhat</td> <td>0.5</td> </tr> <tr> <td>No Certification</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	Both Certification	1	Microsoft/Redhat	0.5	No Certification	0	
Slab	Points											
Both Certification	1											
Microsoft/Redhat	0.5											
No Certification	0											
d.	<p>ii. Database Administrator</p> <p>(For full time on-site (Data Center at Chandigarh) deployment on the Project)</p>	<p>i. Overall in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc.</p> <p><i>(Minimum Essential Requirement is 5 years)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1" data-bbox="839 1503 1228 1693"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 7 years</td> <td>2</td> </tr> <tr> <td>5 years to 7 years</td> <td>1</td> </tr> </tbody> </table>	Slab	Points	More than 7 years	2	5 years to 7 years	1			
Slab	Points											
More than 7 years	2											
5 years to 7 years	1											

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points						
		<p>ii. Relevant work Experience in e-Governance projects on Microsoft .net platform with Microsoft SQL server.</p> <p><i>(Minimum Essential Requirement is 2 Projects)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1" data-bbox="839 517 1230 692"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 4</td> <td>2</td> </tr> <tr> <td>2 to 4 Projects</td> <td>1</td> </tr> </tbody> </table>	Slab	Points	More than 4	2	2 to 4 Projects	1	
Slab	Points									
More than 4	2									
2 to 4 Projects	1									
		<p>iii. Relevant Certification (Should be Microsoft Certified Database administrator)</p> <p><i>(Desirable Requirement)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1" data-bbox="839 965 1230 1162"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Certification</td> <td>1</td> </tr> <tr> <td>No Certification</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	Certification	1	No Certification	0	
Slab	Points									
Certification	1									
No Certification	0									
e.	<p>Technical Support Lead to be placed in each District 20 CV's to be shared</p>	<p>Overall experience in IT infrastructure management, networking, trouble shooting, software applications support etc.</p> <p><i>(Minimum Essential Requirement is 3 years)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1" data-bbox="839 1397 1230 1594"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 5 years</td> <td>2</td> </tr> <tr> <td>3 years to 5 years</td> <td>1</td> </tr> </tbody> </table>	Slab	Points	More than 5 years	2	3 years to 5 years	1	6
Slab	Points									
More than 5 years	2									
3 years to 5 years	1									
		<p>ii. Relevant work Experience in e-Governance / multi-locational IT projects.</p> <p><i>(Minimum Essential Requirement is 2 Projects)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1" data-bbox="839 1794 1230 1968"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 4</td> <td>2</td> </tr> <tr> <td>2 to 4 Projects</td> <td>1</td> </tr> </tbody> </table>	Slab	Points	More than 4	2	2 to 4 Projects	1	
Slab	Points									
More than 4	2									
2 to 4 Projects	1									
		<p>iii. Relevant</p>	<p>Average marks of all CVs would</p>							

S. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points												
		Certification 1. Microsoft/Redhat Certification and 2. Cisco Certification <i>(Desirable Requirement)</i>	be awarded as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Both Certification</td> <td>2</td> </tr> <tr> <td>Microsoft/Redhat</td> <td>1</td> </tr> <tr> <td>No Certification</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	Both Certification	2	Microsoft/Redhat	1	No Certification	0					
Slab	Points															
Both Certification	2															
Microsoft/Redhat	1															
No Certification	0															
f.	Divisional Associate Manager (To be deployed in 4 Divisions)	i. Overall experience in IT <i>(Minimum Essential Requirement is 5 years)</i> ii. Relevant Experience in e-Governance or Multi-locational IT Project Management <i>(Minimum Essential Requirement is 2 years)</i>	Average marks of all CVs would be awarded as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 7</td> <td>2</td> </tr> <tr> <td>5 years to 7</td> <td>1</td> </tr> </tbody> </table> Average marks of all CVs would be awarded as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 3</td> <td>2</td> </tr> <tr> <td>2 years to 3</td> <td>1</td> </tr> </tbody> </table>	Slab	Points	More than 7	2	5 years to 7	1	Slab	Points	More than 3	2	2 years to 3	1	4
Slab	Points															
More than 7	2															
5 years to 7	1															
Slab	Points															
More than 3	2															
2 years to 3	1															
	Total			100												

Note:

- The minimum educational qualification for all the resources mentioned in Section 4 under Technical evaluation criteria i.e. Resource Deployment should be full time B.E/B.Tech/M.C.A.
- In case of serial number C under Resource Deployment i.e. System cum Network Administrator and Database Administrator, Average marks achieved in both the categories

shall be average out to arrive the final awarded marks (average marks of System cum Network Administrator+ Average marks of Database Administrator/2).

6.3 Commercial Bid Evaluation

- I. The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- II. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- III. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- IV. Any conditional bid would be rejected.
- V. Commercial bids whose value is less than 30% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).
- VI. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "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. If there is a discrepancy between words and figures, the amount in words will prevail".
- VII. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- VIII. In the event that there are 2 or more bidders having the same value in the Commercial bid, the bidder securing the highest technical score will be adjudicated as the "Best responsive bid" for award of the Project.
- IX. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the bidder doesn't accept the correction of error its bid will be rejected
- X. If there is discrepancy in the unit price quoted in figures and word, the unit price, in figure or in words as the case may which corresponds to the total bid price shall be taken as correct.

7 Appointment of System Integrator

7.1 Award Criteria

Punjab State e-Governance Society will award the Contract to the successful bidder whose Commercial proposal is the lowest among technically qualified bidder and would consider it as substantially responsive as per the process outlined above.

7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

Punjab State e-Governance Society reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Punjab State e-Governance Society action.

7.3 Notification of Award

- I. Prior to the expiration of the validity period, Punjab State e-Governance Society will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, Punjab State e-Governance Society , may like to request the bidders to extend the validity period of the bid.
- II. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, Punjab State e-Governance Society will notify each unsuccessful bidder and return their EMD.

7.4 Contract Finalization and Award

- I. Punjab State e-Governance Society may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total contract value may change on the basis of the rates defined in the financial proposal.

7.5 Performance Guarantee

- I. The Punjab State e-Governance Society will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of Contract. The Performance Guarantee should be valid for the stipulated period of the project plus 90 days. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Punjab State e-Governance Society at its discretion may cancel the order placed on the selected bidder without giving any notice. Punjab State e-

Governance Society shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or Punjab State e-Governance Society incurs any loss due to SI's negligence in carrying out the project implementation as per the agreed terms & conditions.

7.6 Signing of Contract

- I. After the Punjab State e-Governance Society notifies the successful bidder that its proposal has been accepted, Punjab State e-Governance Society shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between Punjab State e-Governance Society and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template.
- II. **Draft MSA document (RFP Volume III) provided as separate document is for the reference of the Bidder only. The agreement with the selected bidder will be signed after getting the same vetted from competent legal Authority.**

7.7 Sub-Contracting

For items such as Site Preparation, Data digitization/migration, Capacity building (Training personnel) and Application roll out the bidder may work with partner. The bidder, strictly, cannot sub-contract the core activities of the implementation such as Hardware & IT infrastructure implementation. The bidder should not subcontract more than 50 % of the value of the contract and shall not allow a sub-contractor to assign or enter into further secondary subcontract for any of the work to be carried out by the sub-contractor. However the bidder can subcontract non-core activities as mentioned above to companies fulfilling the following conditions:

- i. The subcontractor must be ISO 9001 in IT services. (ISO 27001 and CMMi level 3 or above certification wherever relevant)
- ii. The subcontractor should have been in Information Technology business for last 5 years as on 30th November, 2012.
- iii. The subcontractor must have Service Tax registration no., PAN/TAN number.
- iv. The subcontractor must have completed 5 projects for Government/PSU for the work being subcontracted as on 30th November, 2012.

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

- I. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Punjab State e-Governance Society may call for new proposals from the interested bidders.
- II. In such a case, the Punjab State e-Governance Society shall invoke the PBG of the most responsive bidder.

8 TERMS OF PAYMENT SCHEDULE

The following schedule would be followed for payment during the Project implementation:

S. No.	Payment Milestone	% of Total Fee	Basis of Approval
1.	“Go-Live” of 10 Services in all the Districts of State of Punjab (Phase I)	10	Definition of “Go-Live” is appended below
2.	“Go-Live” of next set of 25 Services in all the Districts of State of Punjab (Phase II)	10	
3.	“Go-Live” of remaining 12 Services in all the Districts of State of Punjab (Phase III)	10	
4.	STQC Certification of Modified e-District Application as per Scope of Work	10	Copy of STQC certification
5.	Go-Live of Modified e-District as per Scope of work (Phase IV)	10	Definition “Go-Live” is appended below
6.	Operations and Maintenance Phase (5 years)	42	To be paid quarterly (2.1 % per quarter) for 60 months (20 Quarters)
7.	Successful Exit Management	8	Minutes of meeting of the Apex Committee

Key note:

Payment will only be released to the System Integrator (SI) after all the compliance as per Go-Live definition has been met by the System Integrator (SI)

8.1 Definition of Go-Live

Go-Live of the services includes successful District Readiness for all offices, i.e. Completion of all activities like Placement of all the Associate Project Manager (Division), Technical Support Leads (District), Site preparation, Networking, Commissioning of all Hardware, Training, Data Digitization in all the district and “Successful delivery of targeted transactions” as explained below:-

8.1.1 Successful Delivery of Targeted Transactions:-

- a) *“Go-live” for a particular service shall be treated as achieved only when the “Targeted transaction” of each service is achieved through rolled out e-district application.*
- b) *Here “Targeted transaction” is the average number of monthly transactions actually happened during last five (5) years as on 30/11/2012, for that particular service, across the State.*

- c) *The “Average monthly transactions” will be calculated at the end each month after completion of first three months of Roll out of that particular service.*
- d) *If the average monthly transaction achieved (as per above ‘c’) is less than the targeted transaction (as per ‘b’ above), the same calculation shall be made further at each subsequent month end till the figure of targeted transaction is achieved.*

Example 1:

Suppose for Service 1:

Monthly average transaction for last 5 years is 2000.

Actual Post Go-Live transaction status:

S. No.	Month	Transactions	Go-Live (Average Transaction to be achieved 2000)
1.	First	1750	N.A (it will be monitored for 3 months)
2.	Second	1500	N.A (it will be monitored for 3 months)
3.	Third	2000	1750 (No Go-Live)
4.	Fourth	2750	2000 (Go-Live Accepted)

So with above example, Successful Go-Live shall be treated at the end of the 4th month only.

Example 2:

Suppose for Service 1:

Monthly average transaction for last 5 years is 2000.

Actual Post Go-Live transaction status:

S. No.	Month	Transactions	Go-Live (Average Transaction to be achieved 2000)
1.	First	2000	N.A (it will be monitored for 3 months)
2.	Second	1800	N.A (it will be monitored for 3 months)
3.	Third	2500	2100 (Go-Live Accepted)

So with above example, Successful Go-Live shall be treated at the end of the 3rd month i.e.at first review itself.

Note: Transaction would be defined a complete service being delivered to the Citizen which may include submission of an application by the citizen, back end processing and service delivery. Across the Counter service delivery will also count as a transaction.

9 Annexure

Annexure I: TECHNICAL BID TEMPLATES

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Technical Evaluation Criteria.

Technical Proposal shall comprise of following forms:

Forms to be used in Technical Proposal

Form 1: Undertaking on Total Responsibility

Form 2: Particulars of the Bidder

Form 3: Bank Guarantee for Earnest Money Deposit

Form 4: Compliance Sheet for Technical Proposal

Form 5: Letter of Proposal

Form 6: Project Citation Format

Form 7: Proposed Solution

Form 8: Proposed Work Plan

Form 9: Team Composition

Form 10: Curriculum Vitae (CV) of Key Personnel

Form 11: Deployment of Personnel

Form 12: Deviations

Form 13: Manufacturers Authorisation Form

Form 14: Declaration on Source Code and Intellectual Property Rights

Form 15: Undertaking on Patent Rights

Form 16: Undertaking on Compliance and Sizing of Infrastructure

Form 17: Undertaking on Service Level Compliance

Form 18: Undertaking on Deliverables

Form 19: Undertaking on Support to Third Party Solution acceptance and certification

Form 20: Declaration of Activities sub-contracted

Form 21: Undertaking on Exit Management and Transition

Form 22: Declaration that the bidder has not been blacklisted

Form 1: Undertaking on Total Responsibility

No. Date:

To:

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for eDistrict Project.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 2: Particulars of the Bidder

S. No.	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Incorporation status of the firm (public limited / private limited, etc.)	
3.	Year of Establishment	
4.	Date of registration	
5.	ROC Reference No.	
6.	Details of company registration	
7.	Details of registration with appropriate authorities for service tax	
8.	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 3: Bank Guarantee for Earnest Money Deposit

To,

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <RFP Number> dated <Date> for <Name of the assignment> (hereinafter called "the Bid") to Punjab State e-Governance Society

Know all Men by these presents that we < > having our office at <Address> (hereinafter called "the Bank") are bound unto the Punjab State e-Governance Society (hereinafter called "the Purchaser") in the sum of INR 1,00,00,000/- (One Crore only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

Withdraws his participation from the bid during the period of validity of bid document; or
Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed INR 1,00,00,000 (Rupees One Crore only)
- II. This Bank Guarantee shall be valid upto *<insert date>*
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before *<insert date>* failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Form 4A: Compliance Sheet for Pre-Qualification Proposal

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
1.	<p>The responding firm / agency</p> <p>(a) Should have made a payment of INR 50,000/- (Rupees Fifty Thousand only) for the RFP document</p> <p>(b) Should have submitted a EMD of INR 1,00,00,000/- (Rupees One Crore only)</p>	<p>a. DD for INR 50,000/-</p> <p>b. Demand Draft OR Original bank guarantee must be furnished in the format prescribed in Annexure I: Form 3</p>	Yes/No	
2.	<p>Legal Entity</p> <p>a. Company should be registered under Companies Act, 1956</p> <p>b. Registered with the Service Tax Authorities</p> <p>c. Should have been operating for the last five years (FY 11-12, FY 10-11, FY 09-10, FY 08-09 & FY 07-08)</p>	<p>a. Certificate of Incorporation</p> <p>b. Registration Certificate</p> <p>c. Annual Reports for last five years i.e. FY 07-08 to FY 11-12</p>	Yes/No	
3.	<p>The Firm / Company should be in the business as System Integrator for at least 5 years as of 31st March 2012</p>	<p>a. Annexure I: Form 2 Particulars of the Bidder</p> <p>b. Memorandum and Articles of Association</p> <p>c. Work orders confirming year and Area of activity</p>	Yes/No	
4.	<p>a. The responding firm shall not be under a</p>	<p>A self-certificate by Bidder in the form of:</p> <p>a. Annexure I: (Form</p>	Yes/No	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	<p>declaration of ineligibility for corrupt or fraudulent practices.</p> <p>b. And should not be blacklisted by any State Govt./ Central Govt./ PSU for any reason.</p>	<p>1)</p> <p>b. Annexure I: (Form 22)</p>		
5.	The Net Worth of the responding firm must be positive as per the last audited Balance Sheet.	Certificate from practicing Fellow Member of Institute of Chartered Accountants of India for Net worth	Yes/No	
6.	The responding firm should be ISO 9000:2008 certified.	Copy of certification which is valid on date of submission.	Yes/No	
7.	The responding firm should be minimum CMMi Level 3.	Relevant certificate needs to be attached which is valid on date of submission.	Yes/No	
8.	Average Annual Sales Turnover generated from services related to System Integration (SI) during the last three (3) financial years (FY 11-12, FY 10-11 and FY 09-10) as per the last published balance sheets of INR 50 Crores or more	<p>Extracts from the audited Balance sheet and Profit & Loss; AND</p> <p>Certificate from the statutory auditor.</p>	Yes/No	
9.	Company experience in implementation of integrated turnkey projects around application development as a System Integrator in India. (Specifically each project should have	Experience of responding firm/ Project Citation supported with Work order and Proof of Go-live/ Project completion certificates from client	Yes/No	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	<p>components of Hardware, Networking, Helpdesk and Application related training necessarily for this project).</p> <p>Number of such Assignments of value (as specified for above) which have gone live in the past 5 years (FY 11-12, FY 10-11, FY 09-10, FY 08-09 and FY 07-08)</p>			
10.	The responding firm must have a minimum number of IT Staff of technically qualified personnel in the domain of systems integration, as on 31 st March, 2012 on its roll.	Certificate from HR Department for number of technically qualified professionals employed by the company	Yes/No	
11.	Authorized Signatory of the responding Bidder	Power of Attorney in the name of the signatory of the Proposal	Yes/No	

Form 4B: Compliance Sheet for Technical Proposal

(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)

For Technical Evaluation

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1	Covering Letter for Technical Proposal	As per Form 5	Yes / No	
2	System Functionality: Meeting the requirements of PSeGS in terms of how close the proposal is to the functional requirements for the solution as have been proposed for PSeGS	A note containing the Mapping as per information provided	Yes / No	
3	Technology: Demonstrated robustness of the technology deployed across other installations around the world, including <ul style="list-style-type: none"> – Scalability – Security – Ease of implementation 	A note containing details on <ul style="list-style-type: none"> a) Solution architecture b) Security c) System Performance d) Supported Platform Operating System e) Client Hardware Operating System f) Database g) System Management h) Web Server Support i) Application Server Support j) Single Sign-on k) Presentation l) Session Management m) Integration capabilities n) Auditing / Reporting 	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
		features o) Disaster recovery & back-up And Form 7		
4	India Specific Capabilities: Number of Projects of similar nature in India and size of those projects in support of Technical Qualification criteria	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for on-going projects) from the client Project citation (Form 6)	Yes / No	
5	Industry Specific Capabilities: Past experience of the bidder in executing similar assignments, size of those assignments in support of Technical Qualification criteria for the following: <ul style="list-style-type: none"> i. System Integration projects ii. Hardware Products Installation iii. Software Solutions iv. Maintenance Services and Helpdesk in the State v. Training vi. Data Digitization vii. Site Preparation 	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for on-going projects) from the client For each criteria as per Technical Qualification requirement	Yes / No	
6	Training: Trainings proposed by the vendor and the amount of emphasis laid on Training the employees schedule	A note on training containing <ul style="list-style-type: none"> a) Training model b) Approach 	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
	details, locations, sessions and their description	c) Deliverables		
7	Certifications and Credentials: Quality of processes (SEI-CMMi, ISO, Six Sigma), Security etc.	A copy of certificates	Yes / No	
8	Profile of proposed team members: Relevant assignment experience / Years of experience / Number of Certifications in Technology specific to Solution proposed	Form 9,10 and 11	Yes / No	
9	Project Methodology, Support and Documentation	Form 8 & additional notes/document for support & documentation	Yes / No	
10	Inclusion of MSMEs in Project Delivery	Letter of evidence and commitment that MSME will be contracted the required value of work	Yes / No	
11	Tools and Assets As per requirement specified in Technical evaluation)	Tools and Assets which could be leveraged for the assignment [for e.g. Test Case Builders, Effort Estimators, PMU Tool, Load testing etc., depending on the relevance to the Scope of work] A note and demonstration of the Tool/Assets	Yes / No	
12	Deviations (if any)	Form 12	Yes / No	

Form 5: Letter of Proposal

To:

<Location, Date>

Member Secretary

**Punjab State e-Governance Society,
Department of Governance Reforms,
SCO 193-195, Sector 34-A,**

Chandigarh - 160022

Tel: (0172 – 2600971)

Fax: (0172 - 2646320)

email id: dgr@punjab.gov.in

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the Punjab State e-Governance Society on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We declare that this is our sole participation in this RFP bid and we are not participating/co-participating through any of other related party or channel.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

Form 6: Project Citation Format

Relevant IT project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Breakup of the each type of service rendered on the Project (Hardware, Software, Training, Helpdesk etc.)	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

Form 7: Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology

Form 9: Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

Form 10: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> • Organizations worked for in the past <ul style="list-style-type: none"> ○ Organization name ○ Duration and dates of entry and exit ○ Designation Location(s) ○ Key responsibilities • Prior project experience <ul style="list-style-type: none"> ○ Project name ○ Client ○ Key project features in brief 	

<ul style="list-style-type: none">○ Location of the project○ Designation○ Role○ Responsibilities and activities○ Duration of the project <p>Please provide only relevant projects.</p>	
Proficient in languages (Against each language listed indicate if speak/read/write)	

Form 11: Deployment of Personnel

No	Name of Staff (Onsite/Offshore)	Staff input in Months (in the form of a bar chart) ²													Total staff man-months proposed
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total
1															
2															
3															
N															
										Total					

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category
2. Months are counted from the start of the assignment.
3. Bidder should submit separate plan for:
 - i. Deployment of onsite mandatory resources as per RFP requirement.
 - ii. Deployment of onsite other resources.
 - iii. Deployment of offshore resources.

Full time input
 part time input

Form 12: Deviations

[This section should contain any assumption on areas which have not been provided in the RFP OR any changes to the existing provisions of the RFP]

A - On the Terms of Reference

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

B – Any other areas

Form 13: Manufacturers'/Producers' Authorization Form

(This form has to be provided by the OEMs of the products proposed)

No. Date:

To:

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

OEM Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers / producers of _____ having factories / development facilities at (*address of factory / facility*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a. Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
 - i. advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Form 14: Declaration on Source Code and Intellectual Property Rights

No. Date:

To:

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Dear Sir,

Sub: Self-certificate regarding the source code and Intellectual property rights under this Project

I, authorized representative of _____, hereby solemnly affirm to the IPR and Source Code rights as defined in of Volume III of this RFP document.

In the event of any deviation from the factual information/ declaration, Punjab State e-Governance Society reserves the right to terminate the Contract without any compensation to the System Integrator.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 15: Undertaking on Patent Rights

No. Date:

To:

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Dear Sir,

Sub: Undertaking on Patent Rights

1. I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment's, systems or any part thereof to be supplied by us. We shall indemnify Punjab State e-Governance Society against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to Punjab State e-Governance Society and persons authorized by Punjab State e-Governance Society, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve Punjab State e-Governance Society of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 16: Undertaking on Compliance and Sizing of Infrastructure

No. Date:

To:

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Dear Sir,

Sub: Undertaking on Compliance and Sizing of Infrastructure

1. I/We as System Integrator do hereby undertake that we have proposed and sized the hardware and all software (including perennial and enterprise wide licenses, unless stated otherwise) based on information provided by Punjab State e-Governance Society in its RFP document and in accordance with the service level requirements and minimum specifications provided and assure Punjab State e-Governance Society that the sizing is for all the functionality envisaged in the RFP document.
2. Any augmentation of the proposed solution or sizing of any of the proposed solutions (including software and hardware) in order to meet the minimum RFP requirements and/or the requisite service level requirements given by Punjab State e-Governance Society will be carried out at no additional cost to Punjab State e-Governance Society during the entire period of Contract.
3. All efforts have been made to standardize the proposed infrastructure in order to maintain the uniformity and to extend the benefits of economies of scale.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 17: Undertaking on Service Level Compliance

No. Date:

To:

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Dear Sir,

Sub: Undertaking on Service Level Compliance

1. I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to Punjab State e-Governance Society.
2. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP and/or the service level requirements given by Punjab State e-Governance Society, then we will augment the same without any additional cost to Punjab State e-Governance Society.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 18: Undertaking on Deliverables

No. Date:

To:

Member Secretary

**Punjab State e-Governance Society,
Department of Governance Reforms,
SCO 193-195, Sector 34-A,
Chandigarh - 160022**

Dear

Sir,

Sub: Undertaking on Deliverables

1. I/We as System Integrator do hereby undertake that processes, deliverables/artifacts submitted to Punjab State e-Governance Society will adhere to the quality and standards specified in this RFP.
2. We also recognize and undertake that the deliverables/artifacts shall be presented and explained to Punjab State e-Governance Society and other key stakeholders (identified by Punjab State e-Governance Society), and also take the responsibility to provide clarifications as requested by Punjab State e-Governance Society.
3. We agree to abide by the procedures laid down for acceptance and review of deliverables / artifacts by the PSeGS as stated in this RFP or as communicated to us from time-to-time.
4. We also understand that the acceptance, approval and sign-off of the deliverables by Punjab State e-Governance Society will be done on the advice of PSeGS and any other agency appointed by the PSeGS for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by Punjab State e-Governance Society.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 19: Undertaking on Support to Third Party Solution acceptance and certification

No. Date:

To:

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Dear

Sir,

Sub: Undertaking on Support to Third Party Solution Acceptance and Certification

1. I/We understand that the System (including the application and the associated IT systems) may be assessed and certified by a 3rd party agency (to be identified by Punjab State e-Governance Society) before the system is commissioned.
2. I/We understand that while the certification expenses will be borne by Punjab State e-Governance Society, the responsibility to ensure successful acceptance and certification lies with the System Integrator.
3. I/We hereby undertake that we shall do all that is required of the System Integrator to ensure that system will meet all the conditions required for successful acceptance and certification.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 20: Declaration of activities sub-contracted

No. Date:

To:

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Dear Sir,

Sub: Declaration on Sub-contracting

I/ We hereby declare the following list of activities which we would be sub-contracted.

S. No.	Activity
1	
2	
3	
4	

I/ We would be responsible for ensuring that the sub-contracted work meets the requirements of the PSeGS.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 21: Undertaking on Exit Management and Transition

No. Date:

To:

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Dear

Sir,

Sub: Undertaking on Exit Management and Transition

1. I/We hereby undertake that at the time of completion of our engagement with the PSeGS, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the Punjab State e-Governance Society or to an agency identified by Punjab State e-Governance Society to the satisfaction of the PSeGS.
2. I/We further undertake to complete the following as part of the Exit management and transition:
 - a. We undertake to complete the updation of all Project documents and other artefacts and handover the same to Punjab State e-Governance Society before transition.
 - b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train Punjab State e-Governance Society personnel on the same.
 - c. If PSeGS decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.
3. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from Punjab State e-Governance Society.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

Form 22: Declaration that the bidder has not been blacklisted

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the RFP for Selection of System Integrator for Statewide Roll-out of e-District MMP File No <xxx>>.

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

ANNEXURE II: COMMERCIAL/FINANCIAL PROPOSAL TEMPLATE

Form 1: Covering Letter

To:

<Location, Date>

Member Secretary

Punjab State e-Governance Society,

Department of Governance Reforms,

SCO 193-195, Sector 34-A,

Chandigarh - 160022

Tel: (0172 – 2600971)

Fax: (0172 - 2646320)

email id: dgr@punjab.gov.in

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <Amount in words and figures>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Section No. 4 of Volume 2 of the RFP. These prices are provided in Commercial Bid attached with our Tender as part of our response to the Proposal.

7. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the Annexure III of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 2: Commercial/Financial Proposal

S. No.	Category	Basic Cost	Taxes (wherever applicable)	Total cost (Basic Cost + Taxes)
A.	Hardware related costs with the AMC for the period of 5 years from the Go-Live of the project (as per Form 2A.A)			
B.	Networking related costs (as per Form 2A.B)			
C.	Application Customization / Development and database creation cost (as per Form 2A.C)			
D.	Operations and Maintenance Costs (Quarterly Expenses for 5 years of contract after "Go-Live") (as per Form 2A.D)			
E.	Manpower (as per Form 2A.E)			
F.	Data Digitization cost (as per Form 2A.F)			
G.	Data Migration (as per Form 2A.G)			
H.	Training cost (as per Form 2A.H)			
I.	Deployment of requisite infrastructure for Data centre & IT Disaster Recovery (as per Form 2A.I)			
J.	O&M cost for Data centre services (as per Form 2A.J)			
K.	Others (please provide details) (as per Form 2A.K)			
Total Project Cost (in figures)				
Total Project cost (in words):				

Note:

1. Final evaluation shall be done on the basis of **Total project cost** arrived in Form 2
2. Figures mentioned in financial proposal should match with the below mentioned details of financial bid i.e. sub-total under the detail of Financial bid in Form 2A should be in agreement with the above financial Proposal summary.

Form 2A: Details of Commercial/Financial Bid

S. No.	Category	Component	No of Components / Units of Service (X)	Basic Rate (per unit) (Y)	Basic Cost (= X*Y)
A. Hardware Related Costs with the AMC for the period of 5 years from the Go-Live of the project					
1.	Infrastructure / Hardware (including Infrastructure Installation and Testing / Miscellaneous Charges)	Desktop / PC	2250		
2.		Laptop	20		
3.		Digital camera with tripod stand	625		
4.		Scanners	1385		
5.		Network Laser Printer	1290		
6.		Digital Signature Certificate (Type-III) as per information Technology Act-2000 and from the Government of India approved CCAs only.	790		
7.		UPS (600 VA online)	1420		
8.		UPS (1 KVA online)	1500		
9.		Data Cards with minimum 256 Kbps connectivity	20		
10.		UPS (3 KVA online)	207		
11.		Bio metric Finger Print Reader	625		
12.		Digital Slate for Signature	625		
13.		Any other			
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost A (i+ii)					
B. Networking Related Costs					
1.	Network Related	24 Port Switch	50		

S. No.	Category	Component	No of Components / Units of Service (X)	Basic Rate (per unit) (Y)	Basic Cost (= X*Y)
	Infrastructure	16 Port Switch	200		
		8 Port Switch	1250		
		Router	1000		
		Rack (To accommodate Switch, Router, Modem & UPS with battery)	1500		
		Any Other			
2.	Site Preparation	LAN Cabling per node			
3.		Electric Point per three pin socket with standard wiring			
4.		Computer Table	828		
5.		Chair	828		
6.		Any Other			
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost B (i+ii)					
C. Application Development & Database Creation					
1.	Customization & modification of pilot e-District Application as per Scope of Work				
a.	Digital Signature Management module				
b.	Transaction Report and Accounting module				
c.	Offline Service module				
d.	Development of generic workflow engine				
e.	Asset Management Module				
2.	Development of connectors for SSDG				
3.	Integration with MSDG				
4.	Integration with AADHAAR				
5.	Integration with Payment Gateway				

S. No.	Category	Component	No of Components / Units of Service (X)	Basic Rate (per unit) (Y)	Basic Cost (= X*Y)
6.		Integration with SMS Gateway			
7.		Integration with e-Authentication			
8.		Integration with Localisation			
9.		Document Management System			
10.		Business Intelligence (BI) Tool and Related Development			
11.		Cost for adding Additional service in the e-District Application	10		
12.		Blended person Man month Cost	200		
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost C (i+ii)					
D. Operations and Maintenance Costs (Quarterly Expenses for 5 years of contract after “Go-Live”)					
1.		Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.			
2.		Infrastructure Maintenance Expenses (Helpdesk, deployed hardware & network infrastructure etc.)			
3.		Any Other			
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost D (i+ii)					
E. Support Manpower					
S. No.	Resources		Nos.	Rate/Month	Total
1.	Project Manager		1		
2.	Application lead		1		
3.	Technical Support Leads @ 1 per District		20		
4.	Associate Project Manager @ 1 per		4		

S. No.	Category	Component	No of Components / Units of Service (X)	Basic Rate (per unit) (Y)	Basic Cost (= X*Y)
	Division				
5.	Database Administrator		1		
6.	System cum Network Administrator		1		
7.	Help Desk Executive		2		
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost E (i+ii)					
F. Data Digitization					
S. No.	Service		Number of records	Cost per Record	Total
1.	Birth Registration		32,00,000		
2.	Death Registration		9,50,000		
3.	Agriculture Licences		12,000		
4.	Ration Card		5,00,000		
5.	Any Other				
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost F (i+ii)					
G. Data Migration					
S. No.	Service		Number of records	Cost per Record	Total
1.	Arms License				
2.	Marriage				
3.	Ration Card				
4.	Residence				
5.	Caste				
6.	Rural Area Certificate				
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost G (i+ii)					
H. Training					
S. No.	Training Module		No. of Resources to be trained	Rate Per Person	Total Cost

S. No.	Category	Component	No of Components / Units of Service (X)	Basic Rate (per unit) (Y)	Basic Cost (= X*Y)
1.	E-District Orientation		8700		
2.	Basic Computing Training		8700		
3.	Process Training		700		
4.	Activity Training		8000		
5.	Specialized Computer Training		8700		
6.	e-District Application Training		8700		
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost H (i+ii)					
I. Deployment of requisite infrastructure for Data center					
1.	Web Server				
2.	Application Server				
3.	Database Servers				
4.	Staging server				
5.	Authentication server / Proxy Server / LDAP Server (with Redundancy)				
6.	Any other Server				
7.	Load Balancer				
8.	Storage Area Network (SAN)				
9.	SAN Switch				
10.	Tape Library				
11.	Firewall with IPS				
12.	Host based IPS for servers				
13.	Server Load balancer				
14.	5 KVA UPS				
15.	Fireproof Safe for keeping backup tapes				
16.	Helpdesk & SLA monitoring Tool (with Hardware)				
17.	Host based IPS for servers				
18.	NMS Licenses				
19.	Upgrade of existing database licenses from SQL 2008 to 2012				
20.	Upgrade of existing OS licenses from Windows 2008 to 2012				

S. No.	Category	Component	No of Components / Units of Service (X)	Basic Rate (per unit) (Y)	Basic Cost (= X*Y)
21.	Client Server Licences for Antivirus				
22.	BI Tool Licences				
23.	Any Other				
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost I (i+ii)					
J. O&M cost for Data center services for five years					
S. No.			Number of Years	Rate per year	Total
1.	All the O&M cost for managing the data center services		5		
a.	Manpower		5		
b.	Maintenance of the H/w & system software		5		
c.	Maintenance & updation of Anti-virus		5		
d.	Physical Security		5		
e.	Any Others		5		
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost J (i+ii)					
K. Others					
1.					
2.					
3.					
Total Basic Cost (i)					
Taxes, if Applicable(ii)					
Total Cost K (i+ii)					

ANNEXURE III: TEMPLATE FOR PBG & CCN

Form 1: Performance Bank Guarantee

PERFORMANCE SECURITY:

Member Secretary

**Punjab State e-Governance Society,
Department of Governance Reforms,
SCO 193-195, Sector 34-A,
Chandigarh - 160022
Tel: (0172 – 2600971)
Fax: (0172-2646320)
email id: dgr@punjab.gov.in**

Whereas, <name of the supplier and address> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to Punjab State e-Governance Society (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value> (Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. **<Insert Value> (Rupees <Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

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

This Guarantee shall be valid until *<Insert Date>*)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed **Rs. <Insert Value> (Rupees <Insert Value in Words> only)**.
- II. This bank guarantee shall be valid up to *<Insert Expiry Date>*)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before *<Insert Expiry Date>*) failing which our liability under the guarantee will automatically cease.

Form 2: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the IP		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		
Deliverables:		

Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Implementation Partner	Date:
Name:	
Signature:	

Annexure IV: List of Top 50 Management Institutes

S. No.	Name of the Institute	Location
1	Indian Institute Of Management, Ahmedabad	Ahmedabad
2	Indian Institute Of Management, Bangalore	Bangalore
3	Indian Institute Of Management, Calcutta	Kolkata
4	Xavier Labour Relation Institute	Jamshedpur
5	Faculty Of Management Studies	Delhi
6	Management Development Institute	Gurgaon
7	Indian Institute Of Management, Kozhikode	Kozhikode
8	Indian Institute Of Management, Indore	Indore
9	S.P Jain Institute Of Management & Research	Mumbai
10	Indian Institute Of Foreign Trade (IIFT)	New Delhi
11	Institute Of Management Technology	Ghaziabad
12	Narsee Monjee Institute Of Management	Mumbai
13	National Institute Of Industrial Engineering	Mumbai
14	Mudra Institute Of Communication	Ahmedabad
15	Xavier Institute Of Management	Bhubaneswar
16	International Management Institute (IMI)	New Delhi
17	Shailesh J Mehta School Of Management	Mumbai
18	K.J. Somaiya Institute Of Management Studies & Research	Mumbai
19	National Institute Of Agricultural Extension Management	Hyderabad
20	Vinod Gupta School Of Management	Kharagpur
21	T.A Pai Management Institute (TAPMi)	Manipal
22	Goa Institute Of Management	Goa
23	Bharathidasan Institute Of Management (BIM)	Tiruchirappalli
24	Sydenham Institute Of Management Studies & Research	Mumbai
25	Indian Institute Of Technology Delhi	New Delhi
26	Indian Institute Of Forest Management	Bhopal
27	Prin. L.N. Welingkar Institute Of Management Development & Research	Mumbai
28	Indian Institute Of Social Welfare & Business Management	Kolkata
29	Loyola Institute Of Business Administration	Chennai
30	Nirma University, Institute Of Management	Ahmedabad
31	Xavier Institute Of Social Service	Ranchi
32	Balaji Institute Of Modern Management (BIMM)	Pune
33	Banaras Hindu University	Varanasi
34	Lal Bahadur Shastri Institute Of Management	New Delhi
35	Alliance Business Academy	Bangalore
36	Indian School Of Mines	Dhanbad

37	IFIM Business School	Bangalore
38	Fore School Of Management	New Delhi
39	Amity Business School	Noida
40	College Of Management Studies (Gitam)	Visakhapatnam
41	Institute Of Public Enterprise	Hyderabad
42	School Of Communication & Management Studies	Cochin
43	Institute For Technology & Management	Navi Mumbai
44	Bharati Vidyapeeth Deemed University	Pune
45	Institute For Financial Management& Research	Chennai
46	Osmania University	Hyderabad
47	Xavier Institute Of Management & Entrepreneurship	Bangalore
48	PSG Institute Of Management	Coimbatore
49	Mumbai Educational Trust	Mumbai
50	Asia Pacific Institute Of Management	New Delhi

Annexure V: List of Top 50 Engineering Institutes

S. No.	Name of the Institute	Location
1	IIT	Kharagpur
2	IIT	Bombay
3	IIT	Kanpur
4	IIT	Delhi
5	IIT	Madras
6	BITS	Pilani
7	IIT	Roorkee
8	IT-BHU	Varanasi
9	IIT	Guwahati
10	College of Engg, Anna Univ.	Chennai
11	ISM Univ.	Dhanbad
*12	Jadavpur Univ., Faculty of Engg	Calcutta
13	BIT Mesra	Ranchi
14	DCE	Delhi
15	NIT	Trichy
16	NIT	Warangal
17	PEC University of Technology	Chandigarh
18	NIT	Suratkal
19	PSG College of Technology	Coimbatore
20	Bengal Engg & Sc Univ, Shibpur	Howrah
21	Thapar Inst of Engg & Tech.	Patiala
22	Motilal Nehru National Inst of Tech.	Allahabad
23	NSIT	Delhi
24	VNIT	Nagpur
25	IIIT	Hyderabad
26	Govt College of Engineering	Pune
27	IIIT	Allahabad
28	NIT	Rourkela
29	Harcourt Butler Tech Institute	Kanpur
30	MNIT	Jaipur
31	SVNIT	Surat
32	NIT	Calicut
33	MANIT	Bhopal
34	VJTI	Mumbai
35	College of Engineering	Visakhapatnam
36	Manipal Inst of Technology	Manipal
37	NIT	Kurukshetra
38	Coimbatore Inst. of Tech	Coimbatore

39	VIT	Vellore
40	NIT	Jamshedpur
41	JNTU	Hyderabad
42	NIT	Durgapur
43	RVCE	Bangalore
44	ICT Mumbai University	Mumbai
45	DA-IICT	Gandhinagar
46	MIT	Pune
47	UVCE	Bangalore
48	SSN College of Engg.	Chennai
49	UCE, Osmania University	Hyderabad
50	Nirma Univ of Science & Tech.	Ahmedabad