



DECEMBER 23, 2020

**RFP FOR
ENGAGEMENT
OF AUDIT FIRM
FOR FINANCIAL AUDIT
OF SEWA KENDRAS**

PUNJAB STATE E-GOVERNANCE SOCIETY (PSEGS)
DEPARTMENT OF GOVERNANCE REFORMS
D-241, PHASE 8-B, INDUSTRIAL AREA, MOHALI



Disclaimer

1. Though adequate care has been taken while issuing this RFP, the Applicant C.A Firm should satisfy itself that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received by this office within 3 days from the date of issuance of the RFP, then this office shall consider that the document received by the Applicant Firm is complete in all respects and that the Applicant Firm is satisfied that the RFP is complete in all respect.
2. Punjab State e-Governance Society (PSeGS) reserves the right to change any or all of the provisions of this RFP before date of submission. Such changes would be intimated to all parties procuring this RFP before date of submission.
3. PSeGS reserves the right to reject any or the entire Proposal without assigning any reasons whatsoever. No correspondence will be entertained on this account.

Bid Data Sheet

1.	RFP No.	PSeGS/SK Audit/2020/1
2.	Name of the Work	Engagement of auditor for the purpose of audit, reconciliation and checking contractual compliances of Sewa Kendras
3.	Descriptions and Objectives of the Assignments	To conduct Audit, rconciliaiton and Inspection of Sewa Kendras for contractual compliance checking as per the Scope of Work
4.	Language of Documentation	English
5.	Mode of submission of bids	Online Only at https://eproc.punjab.gov.in (E-Tender only)
6.	Cost of Tender Document	Rs. 1,000/- (Shall be paid through online mode only)
7.	Earnest Money	Rs. 1,00,000 /- (One lakh only) (Shall be paid

	Deposit	through online mode only)
8.	Processing fee (As mentioned on portal)	Shall be paid through online mode only
9.	Method of Selection	L1 basis
10.	Total Time Period	Up to August 2023 or Upto contract period whichever is earlier
11.	Date of starting of sale/downloading of Tender Documents.	24 th December, 2020
12.	Last Date/Time for submission of Bids	7 th January, 2021 up to 1 PM
13.	Opening of Bids	8 th January, 2021, 11 AM
14.	Website	For all updates, corrigendum, Notifications related to this RFP - https://dgrpg.punjab.gov.in/ For applying for this tender - https://eproc.punjab.gov.in
15.	Contact Details	dgr@punjab.gov.in , vinesh.gautam@punjab.gov.in
16.	For any issue related to e-tender portal	Contact No's - 0172 2970263, 0172 2970284 (On Punjab Govt. working Days from 9 AM to 5 PM) Email Id - eproc@punjab.gov.in

Preface

1. The Punjab State e-Governance Society (PSeGS) intends to engage a CA Audit firm for financial audit, reconciliation of Sewa Kendras, operationalized in urban and rural areas of the State, and to check the compliances of contract signed with two service operators (Zone wise) selected to operate, maintain and manage Sewa Kendras. These Kendras are providing G2C and B2C services to citizens by charging facilitation charges for delivery of services.

2. This Request for Proposal (RFP) is being released by Punjab State eGovernance Society (herein after referred as “PSeGS”), a society set up under the aegis of Department of Governance Reforms, Government of Punjab. The PSeGS has been appointed by Government of Punjab as implementing agency for Sewa Kendra project.

3. The purpose of this document is to:
 - i. Provide an overview of the Sewa Kendra Project as envisioned by the Government of Punjab.
 - ii. Provide scope of the project

- iii. Elicit proposals from competent and eligible Companies/ Organizations for undertaking the audit as Auditor

4. This RFP is not an offer by the PSeGS, but an invitation for obtaining bidder response. No contractual obligation of PSeGS whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of PSeGS with the selected audit agency.

About PSeGS

1. PSeGS administers the implementation of eGovernance 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 centers by various methods as an innovative way of providing public facilitation and citizen services where citizens can get various desired information and services.
2. Brief objectives and functions of the Society are :-
 - a. To take all necessary steps to promote efficiency, reduce delays, enhance accountability, transparency and objectivity in the functioning of the government through service delivery.
 - b. To assist 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.
 - c. To administer the implementation of eGovernance projects for ensuring use of Information Technology for masses and to lay down

the necessary administrative, financial, legal and technical framework and resources for the IT enabled Citizen Services.

- d. To workout revenue models and modalities for providing Citizen Services through use of IT on a public-private partnership model for its self-sustainability and to encourage private sector initiative in IT related infrastructure and services. This would include working out all commercial modalities and revenue model including Franchise Model in citizen services.
- e. To collect revenue and to issue receipts on behalf of various Departments and Organizations. Such receipts shall have same legal validity as if it were an actual receipt issued by the concerned department of organization.
- f. To transfer the revenue collected to the concerned departments and organizations or to authorize a suitable authority, committee, sub-committee or society for these purposes on behalf of PSeGS.

About Sewa Kendras

1. Government of Punjab (GoP) aims to provide different types of services (Government to Citizens (G2C), Government to Business (G2B), Government to Employee (G2E)) anytime, anywhere in a hassle free,

transparent and time-bound manner. Looking at the digital literacy, the GoP plans to leverage various delivery channels like Sewa Kendras, Online, Mobile Apps etc.

2. Sewa Kendras are being used as a common front end for various departments. Sewa Kendras offer the facility to integrate with automated back-end and also those departments which are processing the applications manually.
3. There are 516 Sewa Kendras in the urban and rural areas of the State of Punjab. Approximately 290 G2C and 15 B2C services are being delivered through Sewa Kendras. All Sewa Kendras have basic facilities for service delivery including ICT and Non-ICT infrastructure, good ambience, and amenities for citizens.
4. For operational perspective, the State was divided in three zones as per details below:

Sr.no	District	Type 1	Type 2	Type 3	Total Type 1,2,3
ZONE-I (BLS Kendras Pvt. Ltd)					
1	Amritsar	1	17	23	41
2	Gurdaspur	1	0	39	40
3	Hoshiarpur	1	10	14	25

4	Jalandhar	1	27	6	34
5	Kapurthala	1	13	6	20
6	Pathankot	1	3	10	14
7	SBS Nagar	1	4	12	17
Total		7	74	110	191
ZONE-II (DSSPL (SPV of Dr IT))					
1	Fatehgarh Sahib	1	6	7	14
2	Ludhiana	1	28	9	38
3	Patiala	1	17	23	41
4	Rupnagar	1	8	14	23
5	Sangrur	1	16	14	31
6	SAS Nagar	1	11	3	15
Total		6	86	70	162
ZONE-III (BLS)					
1	Barnala	1	8	2	11
2	Bathinda	1	21	11	33
3	Faridkot	1	2	10	13
4	Fazilka	1	6	12	19
5	Ferozepur	1	8	16	25

6	Mansa	1	4	8	13
7	Moga	1	7	5	13
8	Muktsar Sahib	1	3	11	15
9	Tarn Taran	1	5	15	21
Total		9	64	90	163
Grand Total		22	224	270	516

5. The Service wise transaction volume of various G2C services delivered is attached at following Annexures:
- District Wise Transactions volume : Annexure 'A'
 - Service Wise Transactions: Annexure 'B'
6. Service Operators through its manpower collects the prescribed statutory Govt. fees and facilitation charges from citizens for requested service/s and issues receipt. As per agreement, Service Operator/s is required to deposit the government fees at designated treasury bank branches within one working day. Later, due to implementation of Cyber Treasury Portal(CTP) by the State Govt., the service operator is depositing the Govt. fee to concerned DDO by using CTP. Further, the facilitation charges collected for G2C services are being deposited in the account of Service Operator.

7. The Service Operators for operations, maintenance and management of Sewa Kendras are as follows:

Zone No.	Name of SPV
1.	M/S BLS Kendras Pvt. Ltd
2.	M/s Digiqaal Solution Service Private Limited
3.	M/S BLS Kendras Pvt. Ltd

Scope of Work

Period of Audit, Reconciliation:

- I. August 2018 to October 2020 (One Time Activity).
- II. Concurrent monthly audit up to end of contract signed with Service operators of Sewa Kendras.

A. To check Compliances as per contract

To check all types of compliances including financial, manpower etc. of Master Service Agreement signed with the Service Operators of Sewa Kendras for Zone 1, Zone 2 and Zone 3.

Note: The copy of Master Service Agreements (MSAs) shall be provided to the selected firms. For reference of MSA, the copy of RFP Volume 1, Volume 2 and Volume 3 may be referred at the following link:-

- RFP Vol 1: https://dgrpg.punjab.gov.in/wp-content/uploads/2020/01/Sewa_Kendra_RFP_Vol_1_revised.pdf
- RFP Vol 2: <https://dgrpg.punjab.gov.in/wp-content/uploads/2020/01/7385.pdf>
- RFP Vol 3: https://dgrpg.punjab.gov.in/wp-content/uploads/2020/01/Sewa_Kendra_RFP_Vol_3_revised.pdf

- ### B. Calculation, Reconciliation and audit of Government Fees and Facilitation Charges:-
- The audit covers following types of fees/charges/money collected by Sewa Kendras in different modes like Cash, Challan, POS etc. :-

- a. 100% audit and reconciliation of statutory fees which is required to be deposited in Treasury on T+1 day.
- b. 100% audit and reconciliation of Utility bills (Electricity, Water, Sewerage, BSNL etc.) - required to be deposited to Other Govt. Departments in Wallet/Banks on T+1 day.
- c. 100% audit and reconciliation of Others Fees: Govt. Money to be deposited in accounts of other Govt. Departments/Societies/PSU etc.
- d. Random checking (at least 25% of monthly transactions) of Govt. fees vis-à-vis applications submitted to the departments in the districts.
- e. 100% audit and reconciliation of stamp papers being collected at Sewa Kendras with services like Marriage Registration etc.
- f. The selected firm will also be required to visit other concerned district dept. offices to check the relevant records w.r.t fees, documents, data, information etc.

Remarks:

- i. Data of Govt. Fees is to be collected from Portals of PSeGS
 - ii. Data of deposit of Treasury Fees is to be collected from IFMS/E-Receipt
 - iii. Proof of deposit shall be provided by the Service Operators
 - iv. Data of deposit of wallet/accounts shall be collected from concerned departments/PSUs etc.
- C. **Calculation, Reconciliation and audit of Income:-** Income means the Income of Punjab State e Governance Society from Sewa Kendras project which includes but not limited to:-
- a. Income from Facilitation Charges collected from Government to Citizen (G2C) services

- b. Income from Facilitation Charges/Commissions earned from Business to Citizen (B2C) Services - Procedures, Accounts of Service Operators, transactions volume etc. are to be audited.
- c. Income from Facilitation Charges/ Commissions earned from Services as per Annexure 'N' of RFP (links shared under Point A) - UIDAI Services, Stock Holding Services, BSNL services.
- d. Income from Facilitation Charges/Commissions from Business to Business (B2B) Services, if any

Remarks:

- i. Data of Facilitation Charges collected for G2C services can be obtained from Portals of PSeGS
 - ii. Data of Facilitation Charges earned from some of B2C services can be obtained from eSewa portal and for some of services portals/ registers/ records of Service Operators are to be checked.
 - iii. Data of Facilitation Charges of Services as per 'Annexure N' of RFP can be obtained from PSeGS and the concerned Department/Agency to whom the service being audited belongs
 - iv. Income from B2B services, if any can be obtained from concerned service operator of Sewa Kendras
- D. Audit and Calculation of SLA Breach Damages:-**SLAs means all SLAs as defined in the MSA and RFP. The selected firm will have to calculate penalties as per SLAs defined in MSA and RFP, which includes but not limited to:-
- a. SLA penalties imposed by Deputy Commissioner offices

- b. SLA penalties imposed by officials of Punjab State e Governance Society (PSeGS) or Directorate of Governance Reforms & Public Grievances (DGRPG) or any agency authorized by PSeGS in this regard.
- c. Penalties for breach of all SLAs as defined in MSA and RFP like:
 - i. Attendance shortage,
 - ii. Salary paid to manpower,
 - iii. Insurance cover,
 - iv. Late deposit of government fee in treasury or bank account of concerned department,
 - v. Late transfer of funds to bank account of PSeGS which were to be transferred to other agencies like PSPCL, Stock Holding, Labor Department, PLRS etc.,
 - vi. Late or Less transfer of share of PSeGS,
 - vii. Any other terms & conditions (like SLA) as per MSA and RFP.

Remarks:

Documents/Notices/data related to SLAs issued by authorities shall be provided to selected auditors.

- E. **Other Audits:** Other audit as per contract like salaries paid to manpower, commission/charges earned by service operators from B2C, B2C Transactions, Wallets etc.
- F. **Suggestions for improvement and management of records/data**
- G. **Suggestions for improvement for making fool proof systems/SOP for deposit and reconciliation of fees/charges.**

H. Provide Consultation/Opinion in case of ambiguity in terms and conditions of contract or dispute between PSeGS and Service Operator.

I. Location of Audit: Primarily the audit/activity will be done at DGR office, Mohali. However, the selected firm shall be required to visit at least 15 Sewa Kendra per zone per month. Locations of Sewa Kendras shall be intimated by PSeGS that will be in State of Punjab. All types of visiting/travelling costs shall be borne by the bidder.

Eligibility Criteria

(Relevant documentary proofs to be attached)

1. Technical capabilities:

- a. C.A. Firm (Lead firm and/or associate separately) should have at least 5 years of experience of working in the internal and statutory audit of Books and Accounts in Government Sector/PSUs/ULB in India. Supporting valid proofs to be attached.
- b. The C.A. firm must be CAG empaneled and must have presence in Punjab/Tricity. Valid empanelment certificate to be attached with bid.
- c. The Firm must be registered with ICAI (Institute of Chartered Accountants of India) and must be operational in India since last 5 (Five) years as on the date of publishing of this RFP and must remain operational thereafter. Supporting valid proofs to be attached.
- d. The bidder should not have been blacklisted for bad performance/delayed delivery or for any other reason by any

Central/State Govt. departments, Autonomous bodies, Private organization from participating in projects either individually or as a member of a consortium as on the date of submission of the EOI. An undertaking in the form of an affidavit on stamp paper of Rs. 100/- by MD/CEO/Director/Partner or any senior authority of the bidder to be submitted along with the EOI mentioning :-

- i. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment
- ii. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.”

2. Financial capacity

Average Annual turnover of the Firm from Consultancy services in last 3 (three) Financial years (2019 -20, 2018-19, 2017-18) must be equal or greater than Rs. 1 Crore per annum.

3. Manpower

The firm must have atleast 25 CAs on its payroll

4. Experience

The firm must have done at least one similar work of value of Rs. 20 lacs (Single Order) for any Govt. Entity in India in last 5 years. 'Similar work' means that the Audit/Reconciliation related to transactions or any work similar to the scope of work in the RFP.

General Terms and Conditions

1. All Communication should be addressed to:

The Member Secretary, PSeGS,

Department of Governance Reforms,

Plot No. D-241, Phase 8B, Industrial Area, Mohali (Punjab)

Email Id: dgr@punjab.gov.in

2. The PSeGS reserves the right to accept or reject in part or as a whole, any of the proposal received without assigning any reason thereof.
3. Cost of Tender document (non-refundable) as mentioned in bid data sheet, will be paid online in the e-tender portal
4. The tender shall be submitted at <https://eproc.punjab.gov.in>

5. Submission of Proposal: Bidders will submit their proposal online only through GePNIC portal i.e. <https://eproc.punjab.gov.in> within the time frame as specified in the RFP. No physical submission of documents shall be considered :-

- a. Technical bid to be submitted as per list of documents given in RFP.
- b. Financial bid to be submitted as per Formats given on the portal
- c. The interested bidders should confirm their participation and must submit their queries through post or email dgr@punjab.gov.in in writing before date and time mentioned in bid data sheet. Queries received after the set time limit shall not be considered in the pre bid conference. The PSeGS shall endeavor to respond to the queries within the period specified therein on the office website (dgrpg.punjab.gov.in). PSeGS reserves the right not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause, shall be construed as obliging PSeGS to respond to any question or to provide any clarification.

6. Language of the Proposal :

Applicant Firms are required to furnish all information and documents, as called for in this Document, in English Language. Any printed literature furnished by the Applicant Firm may be in another language, provided that this literature is accompanied by an English translation, in which case, for the purpose of interpretation of the document, the English version duly authenticated will prevail.

7. Signing of the Proposal :

- a. Proposal shall be signed by the Applicant Firm or by its duly authorized person holding power of attorney for signing the Proposal document. A copy of registered power of attorney shall accompany the Proposal.
- b. In case the Proposal is submitted by a proprietary firm, it shall be signed by the proprietor giving his full name and also full name of his firm with present address.
- c. In case the Proposal is submitted by a partnership firm, it shall be signed by the authorize partners/Lead Partner of the firm otherwise Proposals shall not be considered in the process of Proposal evaluation in case of the Proposal being submitted by one partner

firm, such firm would have to be declared as lead partner by all other partners. All the correspondence would be done in the name of lead partner only.

- d. If the Proposal is submitted by a company, it shall be signed by a duly authorized person holding power of attorney for signing the Proposal document. A certified copy of registered power of attorney shall accompany the Proposal.
- e. The original Proposal shall be printed, typed or written in ink, and shall be signed by a person or persons duly authorized to sign on behalf of the Applicant Firm. All pages of the Proposal and where entries or amendments have been made shall be initialed by the person or persons signing the Proposal.
- f. The Proposal shall ordinarily contain no alterations or additions, except those to comply with instructions issued by the Department, or as may be necessary to correct errors made by the applicant in which case the person or persons signing the Proposal shall initial such corrections.
- g. All witnesses and sureties shall be persons of status and probity. Their full names, occupations and addresses shall be provided below their signatures. All signatures shall be dated.

8. Cost of Proposal :

- a. The Applicant Firm shall bear all costs associated with the preparation and submission of its Proposal, including cost of presentation for the purposes of clarification of the Proposal, if any.
- b. PSeGS in no case shall be responsible or liable for any such costs regardless of the conduct or outcome of the bidding process.
- c. Any Applicant Firm wishing to undertake any Sewa Kendra visits for familiarization with site conditions may do so with prior intimation to PSeGS. All costs towards Sewa Kendras visits, conference and submission of documents shall be borne by the Applicant Firm themselves.
- d. All payments to the C.A. Firm shall be made in INR in accordance with the provisions.

9. Earnest Money Deposit (EMD)

- a. Bidders shall submit, along with their bids, EMD of INR 1,00,000/- (Indian One lakh only) (through online mode only). EMD in any other form shall not be entertained.
- b. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- c. Unsuccessful bidder's EMD will be discharged / returned as quickly as possible, but not later than 30 days after the award of the contract to the

successful bidder .

d. The EMD may be forfeited:

(i) If a bidder withdraws his / her bid or increases his / her quoted prices during the period of bid validity or its extended period, if any; OR

(ii) In the case of a successful bidder, if the bidder fails to sign the contract or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.

e. The EMD shall be submitted on the portal <https://eproc.punjab.gov.in>

Bids submitted without adequate EMD will be liable for rejection.

10. Mode and deadline for submission

a. Proposals must be received through online portal -

<https://eproc.punjab.gov.in>, on or before the scheduled time on last date of submission. Bidders are encouraged to upload the bid well in time to avoid the last minute hassles.

b. Any proposal received by PSeGS after the above deadline shall be rejected.

c. The bids submitted by telex / telegram / fax / e-mail etc. shall not be considered and no correspondence will be entertained on this matter.

d. PSeGS shall not be responsible for any delay or non-receipt / non-submission of the documents. No further correspondence on the subject will be entertained.

e. Any default by the bidder in respect of tender terms and conditions will lead to rejection of the bid and forfeiture of EMD

11. Department's (PSeGS) right to accept any proposal and to reject any or all proposals :

- a. The decision of the Member Secretary regarding the opening of Proposals, evaluation and acceptance of the Proposal shall be final and binding on all the Applicant Firms.
- b. PSeGS reserves the right to accept or reject any Proposal, and reject all Proposals at any time prior to award of Proposal, without thereby incurring any liability to the affected Applicant Firm or Applicant Firms of the grounds for the department's decision or any obligation to inform the affected Applicant Firm or Applicant Firms of the grounds for the department's decision.

12. Performance Guarantee :

- a. The qualified and selected applicant shall submit irrevocable performance bank guarantee, from a scheduled commercial bank, at the time of signing the agreement.
- b. The successful applicant shall provide a Bank Guarantee amounting to 10% of the Project amount towards Performance Guarantee in

favor of "The Member Secretary, PSeGS" payable at Mohali.for the agreement period plus 3 months.

13. Signing of agreement:

- a. The successful Applicant Firm will report in the office of the Member Secretary, PSeGS with required non-judicial paper of appropriate amount, to be purchased from the state of Punjab only, within 7 (fifteen) days of issuance of Letter of Intent (LoI), for signing the formal agreement between the parties.

- b. The signing of the agreement shall take place only after furnishing of performance guarantee. The agreement will be signed by the legally authorized person of the Applicant Firm as stated in RFP. If the applicant fails to sign the agreement in the specified time period, the EMD, shall be forfeited.

14. Conflict of Interest

The bidder represents that it, its parent/subsidiary companies or associates are not a party to any agreement, which represents a conflict of interest with its role as auditor for assignment of the project of audit of Sewa Kendras or the terms of the resultant Agreement which materially and adversely affects the auditor's ability to perform the defined services for PSeGS. Further, PSeGS agrees it will

not enter into any agreement or business relationship during the term of this Agreement that could place it in a conflict of interest position. Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Organization/Employer, or that may reasonably be perceived as having this effect. Any such disclosure shall be made as per the Standard forms of technical proposal provided herewith. If the bidder fails to disclose said situations and if the PSeGS comes to know about any such situation at any time, it may lead to the disqualification of the bidder during bidding process or the termination of its Contract during execution of assignment and actions shall be taken by PSeGS.

15. Time schedule and deliverables:

- a. The CA Firm would be expected to complete the audit work as defined in scope of work and timelines as mentioned below:
- b. Timelines and deliverable are as follows:

SN	Particulars	Timelines
I	Audit of work as per scope of work from August 2018 to October 2020	Within 3 Months from allotment of work.
II	Monthly audit report as per scope of work	Monthly report on or before 7th of the Month

- c. The activities/assignment mentioned in above table will have to be carried out parallel within the given time period.
- d. All reports must be submitted in both print and electronic version to the PSeGS. Structure of report will be finalized in consultation with selected CA firm.
- e. All equipment required for satisfactory services for this project shall be obtained by the C.A. firm at their own cost and shall be their property.

16. Amendment of RFP:

- a. At any time prior to the deadline for submission of Proposal, PSeGS, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant Firm, modify the RFP document by the issuance of Addendum/ Amendment and posting it on the Official Website.
- b. In order to afford the Applicant firms a reasonable time for taking an amendment into account, or for any other reason, the PSeGS may, in its sole discretion, extend the Proposal Submission/Opening Date.

17. Modification/Substitution/Withdrawal of Proposals

- a. The Applicant Firm may modify, substitute, or withdraw its Proposal after submission, provided that written notice of the modification, substitution or withdrawal is received by the Department prior to closing Date.
- b. No Proposal shall be modified, substituted, or withdrawn by the Applicant Firm on or after the closing Date.

18. Information for CA firm for submitting the proposal:

a. Technical Proposal *(To be submitted online through e-tender portal only)*

Bidders shall submit the technical proposal in the formats given in RFP. While submitting the Technical Proposal, the Bidder shall, in particular, ensure that:

- i. All forms are submitted in the prescribed formats and signed by the prescribed signatories;
- ii. CVs and experience certificate of all Key Personnel have been included.
- iii. No alternative proposal for any Key Personnel is being made and CV for each position has been furnished;
- iv. The CVs have been recently signed and dated, in blue ink by the respective Personnel and Countersigned by the Bidder. Photocopy or unsigned /countersigned CVs shall be rejected;
- v. The CVs shall contain an undertaking from the respective Key Personnel about his/her availability for the duration specified in the RFP;
- vi. Key Personnel would be available for the period indicated in the TOR;

- vii. Failure to comply with the requirements spelt out in above Clause shall make the Proposal liable to be rejected.
 - viii. PSeGS reserves the right to verify all statements, information, and documents submitted by the Bidder in response to the RFP.
- b. **Financial Proposal** *(To be submitted online through e-tender portal only)*
- i. Bidders shall submit the financial proposal in the prescribed format provided on portal clearly indicating the total cost of the audit, for all the Sewa Kendras included in INR. In the event of any difference between figures and words, the amount indicated in words shall prevail.
 - ii. While submitting the Financial Proposal, the Bidder shall ensure the following:
 - a. All the costs associated with the assignment shall be included in the Financial Proposal.
 - b. The Financial Proposal shall take into account all expenses and tax liabilities.
 - c. Costs shall be expressed in INR.
 - d. Taxes will be exclusive.

c. Evaluation of the proposal (L1 basis):

i. Technical Evaluation:-

a. Proposals are to be submitted in two covers on etender portal. Technical covers are opened first on e-tender and evaluated on etender portal. Those securing less than the minimum 60% marks will be rejected and the financial cover of the rest will be opened. The qualified bidders will be intimated about the opening of price bid.

b. Technical evaluation criteria will be as follows:

S.No.	Criteria	Marks
i.	Firm's General Experience & Experience in similar assignments as per eligibility criteria: 3+ projects = 40 marks 2 projects = 35 marks 1 project = 30 marks	40
ii.	Manpower strength, experience of Team Leader & other key professionals 35+ (Nos) manpower = 40	40

	marks 35 (Nos) manpower = 35 25 Nos. manpower = 30	
iii.	Technical presentation (Adequacy of the proposed work plan and methodology- Power point presentation)	20
	Total	100

- ii. Technical Presentation shall be taken by the bid evaluation committee. Schedule of presentations shall be informed to bidders.
- iii. Financial Evaluation:-
 - a. The Financial proposal of those bidders will be opened who secured minimum 60% marks in technical proposal.
 - b. The L1 bidder will be selected for signing of contract.

Formats, as per following annexures, are to be adhered with for the bid submission on e-tender portal:-

Annexure 'C' - Format for Bid Covering Letter to be uploaded on Portal

Annexure 'D' - Pre-Qualification-cum-Technical Bid

Annexure 'E' - Financial bid Form with Commercial Bid

19. Payment Terms

A. Submission of Report of previous period (August 2018 to October 2020) - 25% of contract value

B. Submission of monthly reports starting from date of signing of agreement - Quarterly payment shall be made from remaining 75% divided into number of quarters.

20. Income tax:

Income tax will be deducted from each bill as applicable and certificate to this effect shall be issued in due course in prescribed format.

21. GST

The quoted rate should be exclusive of GST.

22. Location of Audit:

The audit/reconciliation work may be done at DGR Office, Mohali or any location approved by the Member Secretary, PSeGS

23. Number of Proposals

No Bidder or its Associate shall submit more than one Application/Proposal for the same Package to this bid.

24. Liquidated Damages

In the event of failure of the implementation of the project by the C.A. Firm as per the provision mentioned in the agreement, the Department reserves the option to recover liquidated damages, and not by way of penalty, for late implementation from the C.A. Firm in the following manner:-

S.No.	Details of Delay	Liquidated damages to be charged
i.	For delay upto 25% of the period of	2.5% of contract value

	respective deliverable	
ii.	For delay of more than upto 25% and upto 50% of the period of respective deliverable	5% of contract value
iii.	For delay of more than upto 50% and upto 75% of the period of respective deliverable	7.5% of contract value
iv.	For delay of more than 75% of the period of respective deliverable	10% of contract value

25. Acknowledgement by Applicant Firm

- a. It shall be deemed that by submitting the Proposal, the Applicant Firm has made a complete and careful examination of the RFP;
- b. Received all relevant information requested from the Department;
- c. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of Department;
- d. Satisfied itself about all matters, local conditions, things and information, etc. necessary and required for submitting an informed Application and performance of all of its obligations there under;
- e. Agreed to be bound by the undertaking provided by it under and in terms hereof.
- f. PSeGS shall not be liable for any omission, mistake or error on the part of the Applicant Firm in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection

26. Quality Standards

- a. Standards: The C.A. Firm under this agreement shall conform to the accounting standards shall be maintained.
- b. Standard of Performance: The C.A. Firm shall carry out the services and carry out its obligations under the agreement with due diligence, efficiency and economy in accordance with generally accepted norms.

27. Corrupt Practices

- a. PSeGS is a public service agency and requires to serve honestly, diligently and timely. The C.A. Firm would be the assisting agency of the PSeGS; therefore, he is also required to maintain highest standards of honesty and ethics.
- b. The C.A. Firm is advised to refrain from the corrupt and fraudulent practices during the execution of the contract. Corrupt and fraudulent practices are defined as follows:-
 - i. "Corrupt Practice" means behavior of C.A. Firm including his personnel by which they improperly and unlawfully enrich themselves and/or those close to them, or Induce others to do so, by misusing the position in which they are placed, and it

includes the Proposing, giving, receiving, or soliciting of anything of value.

- ii. "Fraudulent Practice" means a misrepresentation of facts in order to influence, and collusive practices of the C.A. Firm.

28. Details To Be Kept Confidential

- i. The C.A. Firm shall treat the details of the agreement as private and confidential, save in so far as may be necessary for the purposes thereof, and shall not publish or disclose the same or any particulars thereof in any trade or technical paper or elsewhere without the prior consent in writing of the PSEGS.
- ii. If any dispute arises as to the necessity of any publication or disclosure for the purpose of the agreement the same shall be referred to the Administrative Secretary, Department of Governance Reforms, whose decision shall be final.

- iii. The C.A. Firm or his representative should neither disclose the data nor sell the data or use it for commercial exploitation or any kind of research work without the written permission of the Member Secretary, PSeGS.

29. Transfer of Rights

The C.A. Firm shall not transfer the agreement or part of the agreement to anybody.

30. Decisions and Interpretation

- i. Except where otherwise specifically stated, the office designated by PSeGS will decide the agreed matter between the department and the C.A. Firm and the matter shall be referred to the Administrative Secretary, Department of Governance Reforms, whose decision would be final and binding on both the parties.
- ii. In case of dispute over the interpretation of any clause of agreement, decision of Administrative Secretary, Department of Governance Reforms shall be final and binding.

31. Suspension

- i. The PSeGS may, by a written notice to the C.A. Firm, suspend the agreement if the C.A. Firm fails to perform any of its obligations under this agreement, including the carrying out of the services. Provided that such notice of suspension:
 - a. Shall specify the nature of the failure, and
 - b. Shall direct the C.A. Firm to rectify such failure within a specified period from the date of receipt of such notice of suspension.
- ii. No payment shall be made to the C.A. Firm for such suspended period and no damage shall be claimed on account of this suspension

32. Disqualification

- i. PSeGS, in its sole discretion and at any time during the processing of Proposals, may disqualify any Applicant Firm from the Proposal process, if:
 - a. Firms not meeting eligibility criteria.
 - b. Firms made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.

- c. If found to have record of poor performance such as abandoning works, not properly completing the agreement, inordinately delaying completion, being involved in litigation or financial failures, etc.
- d. Submitted Proposal which is not accompanied by required documents is non-responsive.
- e. Failed to provide clarifications related thereto, when sought.
- f. Submitted more than one Bid for same package. This will cause disqualification of all Bids submitted by such applicants.
- g. Bidders, who are found to canvass, influence or attempt to influence in any manner the qualification of selection process, including without limitation, by proposing bribes or other illegal gratification shall be disqualified from the process at any stage.

33. Termination of the Contract

PSeGS shall have a right to terminate the agreement if the C.A. Firm commits breach of any condition. Breach of agreement include, but are not limited to, the following:

- i. It is found that the time schedule of implementation of the scheme is not being adhered to,

- ii. The C.A. Firm stops work & such stoppage has not been authorized by the PSeGS.
- iii. The C.A. Firm may become bankrupt or goes into liquidation,
- iv. The department gives notice to correct a particular defect/irregularity and the C.A. Firm fails to correct such defects/irregularity within a reasonable period of time determined by the department,
- v. In case the C.A. Firm fails to carry out the instructions/orders issued by the department from time to time during the currency of the agreement and fails to comply with the laws applicable in the State
- vi. The C.A. Firm fails to deliver any or all of the obligations within the time period(s) specified in the agreement, or any extension thereof granted by department.
- vii. The C.A. Firm fails to perform any other obligation(s) under the agreement.
- viii. Because of breach of agreement by the C.A. Firm for any of the above reasons, the department shall have the right to terminate the agreement and forfeit the security deposit and invoke the performance bank guarantee.

Annexure A. District wise Transactions Volume from Aug 2018 to June 2020

Punjab Sewa Portal (PSP) Data		
S.no	District	Transaction Count
1	Sri Muktsar Sahib	171735
2	Faridkot	127409
3	Rupnagar	214631
4	Jalandhar	370890
5	Mansa	164760
6	Moga	191987
7	Bathinda	356820
8	Hoshiarpur	288184
9	Pathankot	175543
10	Ludhiana	417478
11	ShahidBhagat Singh Nagar	150894
12	Amritsar	328566
13	Sangrur	338826
14	Kapurthala	179048
15	Fatehgarh Sahib	140761
16	Barnala	134808
17	Fazilka	244823
18	Tarn Taran	200976
19	Gurdaspur	249129
20	SahibzadaAjit Singh Nagar	238924
21	Ferozepur	211238
22	Patiala	380045
	Total	5277475

E-Sewa Application Data		
S.no	District	Transactions Count
1	Amritsar	584812
2	Barnala	192637
3	Bathinda	539687
4	Faridkot	192146
5	Fatehgarh Sahib	205808
6	Fazilka	378983
7	Ferozepur	372915
8	Gurdaspur	434867
9	Hoshiarpur	512734
10	Jalandhar	638335
11	Kapurthala	319532
12	Ludhiana	749227
13	Mansa	303591
14	Moga	271963
15	Pathankot	239467
16	Patiala	598261
17	Rupnagar	359537
18	S A S Nagar	303974
19	S B S Nagar	252328
20	Sangrur	602404
21	Sri Muktsar Sahib	245267
22	Tarn Taran	297174
Total		8595649

Annexure B. Service wise Transactions Volume (Aug'18 to June'20)

Punjab Sewa Portal (PSP) Data			
Service Name	Total Transaction Count	Govt. Fee	Facilitation Charges
Addition Of Item In License For Fertilizer	416	17875	98300
Change Of The Firm Name (Fertilizers Retailers)	2	400	400
Application For Skill Training Of Worker	386	0	3860
Addition Of Godown In Insecticides Licenses	24	33200	5400
Identity Card To Lambardar	45	450	4500
Death Certificate From Corporation Cities (First Copy)	2	0	100
Application For Pension Beneficiary Performa For The Beneficiary	144	625	1440
Issuance Of E-Stamp Paper	12013	610327026	829870
Identity Card To Freedom Fighter	15	0	750
Issuance Of Noc For Setting Up Of Petrol Pump	14	0	7000
Application For Stipend Performa To The Children Of Beneficiaries	116063	1155	1160630
Issuance Of Duplicate Agricultural License Of Seeds	3	30	700
Issue Of Schedule Caste Certificate	693321	4580	34667430
Change Of The Shop (Pesticides)	2	400	400
Agriculture Accident	1	0	0
Multiple Copies Of Birth Certificate From Corporation Cities	4380	98717	219000
Aadhaar Search Using Ekyc/Find Aadhaar/Any Other Tool And Color Print Out A4 Sheet	3763	0	112890
Addition Of Godown In Insecticides Licenses (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	1	0	200
Death Certificate From Mc Towns (First Copy)	2	0	100
Permission For Sale Of Weapon In Death Case	627	791000	634500
Attestation Of Surety Bonds In New Parole Cases	6	360	1200
Application For Tools Scheme	44	0	440

Issuance Of Licence For Sale Of Fertilizers	339	361000	85900
Application For Ex-Gratia Performa To The Beneficiary	652	0	6520
Counter Signing Of Documents Of Nri	423	4230	84600
Correction Of Entry In Death Certificate (Before 2004)	99	0	4950
Bus Passes To Handicapped People	28	0	280
Addition Of Godown In Fertilizers Licenses	76	2635	17100
Demarcation Of Land	1004	625490	200800
Issuance Of Non Encumbrance Certificate	22381	3123636	2238100
Counter Signing Of Divorce Certificate	8	80	1600
Extension Of Purchase Period Of Weapon, (Within Permissible Time Period And If The License Issuing District Is The Same Where Service Has Been Sought)	31	15500	31000
Addition Of Item In Licenses For Insecticides (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	114	359075	22800
Application For Maternity Benefit Scheme	449	0	4490
Addition Of Godown In Fertilizers Licenses (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	3	150	600
Issue Of Residence Certificate	421428	4223520	24181300
Issue Of Income Certificate	19365	0	968250
Issuance Of New Licence For Travel Agent	57	900000	199500
Countersigning Of Document (For Manual Verification)	49788	200	13686150
Apply For Lost Udid Card	194	0	1940
Change Of The Firm Name (Pesticides)	3	600	600
Late Registration Of Birth And Issue Of Certificate (After One Year) (Rural)	21845	654610	2184500
Change Of Bore	1116	558000	853800
Aadhaar Generation	220843	0	10
Addition Of Weapon If The License Issuing District Is The Same Where Service Has Been Sought)	1923	992500	3206000
Renewal Of Licenses For Sale Of Insecticides (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	43	127800	8600
Birth Certificate From Rural Areas (First	4555	79480	227750

Copy)			
Application For Funeral Rites Performa For Beneficiary	1366	0	13660
Amendment Of Item Licenses For Fertilizers (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	7	300	1400
Addition Of Item In Licenses For Fertilizer (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	72	8075	14400
Addition Of Retainer In Arms License	213	135500	196000
Application For Mentally Retarded Children Benefit Scheme	682	0	6820
Issue Of Identity Cards To All Categories Of Handicapped Persons	39	0	39
Addition Of Godown In Seeds Licenses	22	310	5200
Addition Of Item In License For Seeds	379	3895	99400
Application For Occupational Diseaseses Performa For Beneficiaries	43	0	430
Electricity Bill Payment	557345	1148998095	4701710
Aaadhaar Search Using Ekyc/Find Aadhaar/Any Other Tool And Black And White Printout On A4 Sheet	4961	0	49610
Amendment Of Item In License For Fertilizer	108	5885	26900
Change Of The Firm Name (Seed)	1	200	200
Bsnl Bill Payment (Landline/Broadband)	7084	4088398	0
Addition/Amendement Of Item In License For Insectisides	299	617845	69500
Bus Passes To Senior Citizen	2	0	20
Correction Of Entry In Death Certificate (After 2004)	1828	0	146600
Download E-Disability Card And E-Udid Card	100	0	1000
Issuance Of Other Backward Class Certificate	63963	70	3198150
Noc For Sale Of Weapon	5927	2963500	4838500
Counter Signing Of Police Clearance Certificate	840	8400	168000
Entry Of Weapon On Arms License	8309	4155000	6396200
Ammendment Of Item In License For Insecticides	33	72025	8000
Certified Copies Of All Kinds Of Non Registered Documents	132159	29689330	11725820
Dependent Certificate To Wards Of Freedom	64	0	3200

Fighter			
Multiple Copies Of Birth Certificate From Mc Towns	9062	195076	453100
Addition Of Item In Licenses For Seeds (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	11	110	2200
Indemnity Bond	1640	164000	328000
Permission For Dj	78	11700	15600
Legal Heir Certificate	21	1050	2100
Application For Punjab SarvSehatBima Scheme	1	385	10
Replacement Of Passport (36 Pages) For Deletion Of Ecr/Change In Personal Particulars (10 Year Validity)	31	0	3100
Fresh Passport/Re-Issue Of Passport Including Additional Booklet Due To Exhaustion Of Visa Pages (36 Pages) Of 10 Years Validity	686	0	68600
Application For E-Registration Fee / Additional E-Registration Certificate	8359	123305499	0
Application For Extension Of Jurisdiction (Punjab)	324	266500	419000
Issuance Of Bc Certificate	339417	2070	16971990
Issuance Of Licence For Sale Of Insecticides	256	873260	65000
Issuance Of Marriageability Certificate (Under The Special Marriage Act 1954)	1316	0	1269650
Bet Area Certificate	1	10	50
Application For Teeth, Spectacles And Hearing Device Performa For The Beneficiary And His/Her Family	120	0	1200
Mandatory Biometric Update	103120	0	0
Affidavit Attestation	85552	0	4277600
Hindu Dogra Community	419	4190	20950
Application For General Surgery Aid Performa For The Beneficiary And His/Her Family	1266	0	12660
Correction Of Entry In Birth Certificate (Before 2004)	5413	0	270650
Noc For Exhibition	2	40	1000
Counter Signing Of Affidavit	210	2100	42000
Amendment Of Item In License For Seeds	103	1030	27200
Application For BalriTohfa Scheme	553	1395	5530
Late Registration Of Birth And Issue Of Certificate (After 30 Days But Within One Year)(Urban)	557	14190	55700

Renewal Of Typist Licence	3	30	300
Issuance Of Multiple Disability Certificate	8	0	8
Copies Of The Post Mortem Report	11	550	550
Issue Of Conveyance Deed (Mandi Board)	1	0	200
Bfd/Status Query	4314	0	0
Multiple Copies Of Death Certificate From Rural Areas	3451	83241	172550
Renewal Of Licence For Sale Of Fertilizers	361	392750	89500
Change Of The Shop (Fertilizers Retailer)	3	600	600
Border Area Certificate	4222	42220	211100
Sub Mountain Area Certificate	344	3440	17200
Kandi Area Certificate	1070	10700	53500
Change Of Address In Arms License (From Outside Punjab)	395	216500	173200
Counter Signing Of Registry	5	50	1000
Low Income Certificate	26	260	1300
Renewal Of Construction Worker Registration	40838	13480380	408380
Death Certificate From Rural Areas (First Copy)	21867	912340	1094000
Issue And Renewal Of Stamp Vendor License	2	200	400
Issuance Of Single Disability Certificate	100	0	100
Renewal Of Licence For Sale Of Seeds	392	253000	101500
Permission For Transfer Of Weapon In Death Case	243	312000	247000
Copy Of Sanad	134	4020	20100
Equity Entry Of Mortgage	3293	7764950	3293000
Sanction Of All Social Security Benfits To Old Age Citizens (Urban Areas)	49697	1500	1000
Re Transfer Of Property In Case Of Death Uncontested	1	0	300
Nativity Certificate	78	15600	148500
Multiple Copies Of Birth Certificate From Mc Towns (If Document Serial Number Exists)	21111	569680	1055550
Countersigning Of Translation Of Certificates	523	5230	104600
Issuance Of New Arms License	5862	7910000	25692000
Dependent Certificate	1	10	50
Multiple Copies Of Birth Certificate From Rural Areas	25321	16457437	1266050
Multiple Copies Of Death Certificate From Rural Areas (If Document Serial Number Exists)	31902	1558030	1595100
Issue Of General Caste Certificates	6735	0	336750
Noc For Sports Events	3	60	1500

Issuance Of Disability Certificate Obvious Disability (Loco Motor, Blindness)	6	0	6
Change Of Address In Arms License (Within Punjab)	817	419000	620800
Multiple Copies Of Death Certificate From Corporation Cities (If Document Serial Number Exists)	20087	1280490	1004300
Issuance Of Duplicate Agriculture License Of Fertilizer	2	40	600
License For Travel Ticketing Agents	3	50000	3600
Rescheduling Of Passport Appointment	24	0	0
Evaluation Of Landed/Immoveable Property	211	0	21100
Police Clearance Certificate	6	0	600
Registration Of Marriage Under Anand Marriage Act	25064	52948000	30075600
Issuance Of New Emigration Consultants Licence	54	1625000	189000
Fresh Passport/Re-Issue Of Passport For Minors (Below 18 Years Of Age), Of 5 Years Validity Or Till The Minor Attains The Age Of 18 Whichever Is Earlier (36 Pages)	488	0	48800
Senior Citizens Identity Card	11935	0	207420
Replacement Of Passport (36 Pages) In Liew Of Lost, Damaged Or Stolen Passport	5	0	500
Solemnization Of Marriage Under Special Marriage Act 1954	257	33410	308400
Permission Of Addition Of Cartridges	287	143500	133200
Name Entry In Birth Certificate (After 2004)	94385	1889540	4720570
Countersigning Of Document (If Verification From Database)	16904	0	4626500
Multiple Copies Of Death Certificate From Corporation Cities	894	37775	44700
Noc For Use Of Loud Speakers (Applicable Only In Case Of S.D.M. Obtains N.O.C. From The Concerned S.H.O Before Granting Permission)	341	7660	34100
Amendment Of Item In Licenses For Insecticides (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	13	0	2600
Multiple Copies Of Birth Certificate From Rural Areas (If Document Serial Number Exists)	4368	74200	218400
Other Biometric Update	184164	0	7316650

Late Registration Of Death And Issue Of Certificate (After 30 Days But Within One Year)(Urban)	1454	29970	145400
Issuance Of Licence For Sale Of Seeds	316	311500	80900
Renewal Of Disability Certificate And Udid Card	581	0	5810
Name Entry In Birth Certificate (Before 2004)	6811	136220	340550
Sanction Of Financial Assistance To Dependent Children (Urban) Area	4466	0	0
Late Registration Of Birth And Issue Of Certificate (After One Year) (Urban)	13143	393290	1314300
Right To Information	248	2480	0
Sanction Of All Social Security Benefits To Widow Citizens (Rural Areas)	35498	0	0
Demographic Update (Any Type/Any Channel)	872424	0	35799795
Rural Area Certificate	42869	1071675	2309080
Inspection Of Revenue Records	17306	2076159	1730600
Providing Financial Aid Exgratia To Cultivators For Any Injury Or Death During Farming Operations	567	0	0
Application For Shagun Performa To The Daughter Of Beneficiary	1631	0	16310
Registration Of Marriage Under The Punjab Compulsory Registration Of Marriage Act, 2012	104602	232368000	125516570
Shagun Scheme (For Sanction Of Case)	377	0	3770
Special Power Of Attorney	6	6200	2400
Update Worker Record	37842	0	378420
Application For Ltc Performa To The Beneficiary	12736	0	127360
Replacement Of Passport (60 Pages) For Deletion Of Ecr/Change In Personal Particulars (10 Year Validity)	1	0	100
Renewal Of Licence For Sale Of Insecticides	387	1595680	109400
Renewal Of Licenses For Sale Of Fertilizer (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	56	59000	11200
Sanction Of All Social Security Benefits To Widow Citizens (Urban Areas)	14068	0	0
Cancellation Of Arms License On The Request Of The Licensee	160	80000	125800
Correction Of Entry In Birth Certificate (After 2004)	13723	0	1135400

Fresh Passport/Re-Issue Of Passport Including Additional Booklet Due To Exhaustion Of Visa Pages (60 Pages) Of 10 Years Validity	8	0	800
Deletion Of Weapon(If The License Issuing District Is The Same Where Service Has Been Sought)	4120	2060000	3226600
Multiple Copies Of Death Certificate From Mc Towns	1445	45405	72250
Sanction Of All Social Security Benfits To Handicapped Citizens (Urban Areas)	5644	0	0
Issuance Of License For Travel Agent Consultancy	19	10000	66500
Sanction Of Financial Assistance To Dependent Children (Rural Areas)	15489	0	0
Late Registration Of Birth And Issue Of Certificate (After 30 Days But Within One Year)(Rural)	976	28570	97600
Multiple Copies Of Death Certificate From Mc Towns (If Document Serial Number Exists)	48737	2982640	2436850
Permission For Deposit Of Weapon In Death Case	54	33200	33030
Apply For Disability Certificate And Udid Card	55642	0	556420
Late Registration Of Death And Issue Of Certificate (After One Year) (Urban)	2461	71650	246100
Backward Area Certificate	2435	24350	121750
Registration As A Citizen Of India Under Section 5(1)(A) Of Citizenship Act, 1955 Made By A Person Of Indian Origin	1	0	1000
Noc For Fairs	8	160	4000
Surety Bond	1189	237800	118900
Noc For Melas	27	540	13500
Late Registration Of Death And Issue Of Certificate (After 30 Days But Within One Year)(Urban/Rural)	942	19610	94200
Late Registration Of Death And Issue Of Certificate (After One Year) (Rural)	2271	67180	227100
Multiple Copies Of Birth Certificate From Corporation Cities (If Document Serial Number Exists)	11704	278990	585200
Permission For Loud Speaker Or Dj Related To Police And Cprc Cell	68	9520	13600
Registration Of Construction Worker	112487	41780450	1124660
Renewal Of Arms License	84490	207179190	83983150
Sanction Of All Social Security Benfits To Old Age Citizens (Rural Areas)	201702	100	50

Transfer Of Proprietorship For Fertilizers	1	70	200
Transfer Of Proprietorship For Pesticides	10	1000	2000
Issuance Of duplicate Arms License	668	500000	748600
Permission To Carry The Weapon	4	2000	2800
Renewal Of Licenses For Sale Of Seeds (Applicable For Amritsar, Faridkot, Gurdaspur, Hoshiarpur, Ludhiana, Moga, Muktsar, Pathankot, Sangrur, Tarntaran, Sbs Nagar And Kapurthala)	48	36000	9600
Replacement Of Passport (36 Pages) For Deletion Of Ecr/Change In Personal Particulars For Minors (Below 18 Years Of Age), Of 5 Years Validity Or Till The Minor Attains The Age Of 18 Whichever Is Earlier.	4	0	400
Sanction Of All Social Security Benefits To Handicapped Citizens (Rural Areas)	18512	0	0
TOTAL	5277475	2540895749	490554258

E-Sewa Application Data			
Service Name	Transactions Count	Govt Fee Collected	Facilitation Charges Collected
Aadhaar Enrolment (Resident Indians and Non-Resident Indians)	206743	0	0
Aadhaar Search Using eKYC/Find Aadhaar/Any Other Tool and Black & White Printout on A4 Sheet	396	0	3960
Aadhaar Search Using eKYC/Find Aadhaar/Any Other Tool and Color Printout on A4 Sheet	16574	0	497220
Addition of Godown In Fertilizers Licenses	259	13600	75300
Addition of Godown In Insecticides Licenses	68	0	19900
Addition of Godown In Seeds Licenses	73	730	21400
Addition of Item In Licenses For Fertilizer	2786	104900	814500
Addition of Item In Licenses For Insecticides	2752	8056720	814400
Addition of Item In Licenses For Seeds	1200	12000	349100
Addition of Name in Birth Certificate (Rural after one Year)	2043	20210	102150
Addition of Name in Birth Certificate (Rural within current year)	1098	20	54900

Addition of Name in Birth Certificate for Urban area (Within current year, registered from EOMC)	26178	360	1308850
Addition of Name in Birth Certificate for Urban area (Within current year, registered from SMO/MO)	10930	50	546500
Addition of Name in Birth Certificate(Urban after one year)	55803	552260	2790150
Addition of New Company In Fertilizer For Retailers	8	8400	2300
Addition of New Company In Fertilizers For Wholesalers	4	800	1100
Addition of New Company In Pesticides	13	6500	3900
Addition of Weapon	809	427000	1708000
Affidavit Attestation	1194695	0	68926370
Agriculture Accident	88	0	0
Allotement of Title For Newspaper/Magazine (Approval From Sdm)	35	14000	135500
Amendment of Item In Licenses For Insecticides	478	0	142200
Amendment of Item In Licenses For Seeds	113	1130	33000
Amendment of Item Licenses For Fertilizers	240	14250	71300
APPLICATION FOR BALRI TOHFA SCHEME	334	770	3340
APPLICATION FOR E-REGISTRATION FEE/ADDITIONAL E-REGISTRATION CERTIFICATE	5612	72906044	0
APPLICATION FOR EX-GRATIA PERFORMA TO THE BENEFICIARY	826	0	8260
APPLICATION FOR FUNERAL RITES PERFORMA FOR BENEFICIARY	1309	385	13090
APPLICATION FOR GENERAL SURGERY AID PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY	912	385	9120
APPLICATION FOR LTC PERFORMA TO THE BENEFICIARY	2295	145	22950
APPLICATION FOR MAINTAIN PENSION RECORD OF BENEFICIARY	1	0	10
APPLICATION FOR MATERNITY BENEFIT SCHEME	297	265	2970
APPLICATION FOR MENTALLY RETARDED CHILDREN BENEFIT SCHEME	271	0	2710
APPLICATION FOR OCCUPATIONAL DISEASES PERFORMA FOR BENEFICIARIES	64	0	640
APPLICATION FOR PENSION BENEFIT PERFORMA FOR THE BENEFICIARY	192	385	1920
APPLICATION FOR SHAGUN PERFORMA TO THE DAUGHTER OF BENEFICIARY	913	770	9130
APPLICATION FOR SKILL TRAINING OF WORKER	19	380	190

APPLICATION FOR STIPEND PERFORMA TO THE CHILDREN OF BENEFICIARIES	62415	6030	624150
APPLICATION FOR TEETH, SPECTACLES AND HEARING DEVICE PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY	54	0	540
APPLICATION FOR TOOLS SCHEME	27	0	270
APPLY FOR DISABILITY CERTIFICATE AND UDID CARD	25788	0	257880
APPLY FOR LOST UDID CARD	127	0	1270
Attestation of Surety Bonds In New Parole Cases	134	8040	37400
Attestation of Surety Bonds In Old Parole Cases	258	15480	73500
Backward Area Certificate	33530	335300	1967680
Bet Area Certificate	90	900	5170
Birth / Non Availability Certificate Rural after Year	163467	3265680	8173150
Birth / Non Availability Certificate Rural within Year	1794	32175	89650
Birth / Non Availability Certificate Urban after Year	112826	2073645	5641200
Birth / Non Availability Certificate Urban within Year	3877	71060	193850
Birth certificate of Adopted Child	1279	12790	127900
Border Area Certificate	28562	285620	1667230
Bus Passes To Handicapped People	836	0	8360
Bus Passes To Senior Citizen	160	0	1600
Certified copies of previously registered documents.	137722	65821150	20658300
Change of Address from other States	136	68000	136000
Change of Address within Punjab	45	22500	45000
Change of Bore	420	212500	425000
Change of The Firm Name (Fertilizers Retailers)	8	1600	2200
Change of The Firm Name (Pesticides)	24	4800	6600
Change of The Firm Name (Seed)	11	2200	3000
Change of The Shop (Fertilizers Retailer)	128	25600	37500
Change of The Shop (Pesticides)	175	35000	51000
Change of The Shop (Seed)	101	20200	29300
Colored Printing	83840	0	2517320
Copies of The Post Mortem Report	425	21250	21250
Copy of Complete Medico Legal Report	56	5600	11200
Copy of Interim Medico Legal Report	25	2500	5000
Copy of Sanad	1574	47220	301300
CORRECTION IN APPLICATION FOR BALRI TOHFA SCHEME	17	0	170
CORRECTION IN APPLICATION FOR EX-GRATIA PERFORMA TO THE BENEFICIARY	99	0	990
CORRECTION IN APPLICATION FOR FUNERAL RITES PERFORMA FOR BENEFICIARY	65	385	650
CORRECTION IN APPLICATION FOR GENERAL SURGERY AID PERFORMA FOR THE	90	0	900

BENEFICIARY AND HIS/HER FAMILY			
CORRECTION IN APPLICATION FOR LTC PERFORMA TO THE BENEFICIARY	50	0	500
CORRECTION IN APPLICATION FOR MATERNITY BENEFIT SCHEME	20	0	200
CORRECTION IN APPLICATION FOR MENTALLY RETARDED CHILDREN BENEFIT SCHEME	14	0	140
CORRECTION IN APPLICATION FOR OCCUPATIONAL DISEASES PERFORMA FOR BENEFICIARIES	2	0	20
CORRECTION IN APPLICATION FOR PENSION BENEFIT PERFORMA FOR THE BENEFICIARY	17	0	170
CORRECTION IN APPLICATION FOR SHAGUN PERFORMA TO THE DAUGHTER OF BENEFICIARY	78	0	780
CORRECTION IN APPLICATION FOR SKILL TRAINING OF WORKER	1	0	10
CORRECTION IN APPLICATION FOR STIPEND PERFORMA TO THE CHILDREN OF BENEFICIARIES	3496	0	34960
CORRECTION IN APPLICATION FOR TEETH, SPECTACLES AND HEARING DEVICE PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY	14	0	140
CORRECTION IN APPLICATION FOR TOOLS SCHEME	10	0	100
Correction in Birth Certificate (Rural after one year)	16325	163240	1632400
Correction in Birth Certificate for Rural area (Within current year)	554	5540	55400
Correction in Birth Certificate for Urban area (After current year for both SMO/MO and EOMC)	30762	307620	3076200
Correction in Birth Certificate for Urban area (In case of EOMC within current Year)	2793	27930	279300
Correction in Birth Certificate for Urban area (In case of SMO/MO within current year)	559	5590	55900
Correction in death Certificate for Rural area (After current year)	807	8070	80700
Correction in Death Certificate for Rural Area(Within current year)	770	7700	77000
Correction in Death Certificate for Urban area (After current year for both SMO/MO and EOMC)	1120	11200	112000
Correction in Death Certificate for Urban area (Within current year in case of EOMC)	1409	14090	140900
Correction in Death Certificate for Urban area (Within current year in case of SMO/MO)	285	2850	28500

CORRECTION IN REGISTRATION OF CONSTRUCTION WORKER	25271	30685	252710
CORRECTION IN RENEWAL OF CONSTRUCTION WORKER REGISTRATION	1646	5005	16460
Correction of Entry In Birth Certificate (Before 2004)	41361	0	3499620
Correction of Entry In Death Certificate (Before 2004)	831	0	68855
Counter Signing of Affidavit	2846	28460	794200
Counter Signing of Divorce Certificate	167	1670	47500
Counter Signing of Documents of Nri	5710	57100	1574100
Counter Signing of Police Clearance Certificate	10777	107770	3051800
Counter Signing of Registry	142	1420	41000
Countersigning of Translation of Certificates	9700	97000	2754700
Death / Non Availability Certificate Rural after Year	27638	568120	1381900
Death / Non Availability Certificate Rural within Year	8628	265225	431400
Death / Non Availability Certificate Urban after Year	19418	392195	970900
Death / Non Availability Certificate Urban within Year	7352	238690	367600
Delayed Registration of Birth (Urban) (after 21 days but within 30 days of Birth)(in case of EOMC)	9	45	900
Delayed Registration of Birth (Urban) (After 30 days but within 1 year of Birth) (In case of SMO/MO)	1	10	100
Delayed Registration of Birth Certificate(Rural)(After 30 days and Within One Year)	66	670	6600
Delayed Registration of Birth Certificate(Rural)(After One Year)	13971	279380	1396900
Delayed Registration of Birth Certificate(Urban)(After 30 days and Within One Year) (In case of EOMC office)	368	3680	36800
Delayed Registration of Birth Certificate(Urban)(After One Year)	6790	135680	679000
Delayed Registration of Death (Urban) (after 21 days but within 30 days of Death)(in case of EOMC)	9	45	900
Delayed Registration of Death (Urban) (After 30 days but within 1 year of Death) (In case of (SMO/MO)	21	210	2100
Delayed Registration of Death Certificate(Rural)(After 30 days and Within One Year)	577	5765	57700
Delayed Registration of Death Certificate(Rural)(After One Year)	1613	32190	161300
Delayed Registration of Death Certificate(Urban)(After 30 days and Within One Year) (in case of EOMC Office)	1787	17855	178700

Delayed Registration of Death Certificate(Urban)(After One Year)	1563	30880	156300
Delayed Registration of Death(Rural)(After 21 Days But Within 30 Days Of Death)	2	10	200
Deletion of Weapon	1847	997500	1995000
Demarcation of Land	47422	36117500	13450500
Demographic update alone (Update of more than one fields allowed)	1068924	0	53446200
Dependent Certificate	35	350	2020
Dogra Certificate	5881	58810	339770
DOWNLOAD E-DISABILITY CARD AND E_UDID CARD	229	0	2290
Duplicate Arms License	224	153500	182500
Electricity bill Payment	339804	768422183	2896320
Endorsement of Spa/Gpa	105	105000	52500
Entry of Weapon	4146	2255000	4510000
Equity Entry of Mortgage	52271	142909750	56562900
ERegularization	2665	48132063	809300
Evaluation of Landed/Immoveable Property	3377	0	1393300
Extension of Purchase Period of Weapon, (Within Permissible Time Period And If The License Issuing District Is The Same Where Service Has Been Sought)	632	316000	632000
Extra Godown Fee For Pesticides Retailers	2	600	600
Extra Godown Fee For Fertilizer Wholesellers	1	300	300
Extra Godown Fee For Fertilizer Retailers	5	1500	1500
Extra Godown Fee For Seeds Wholesellers	1	300	300
Fee Wave Off	295	0	0
Fertilizers - Issuance of Duplicate agricultural license of fertilizers	13	470	3900
Fertilizers - Issuance of license for sale of fertilizers	645	787500	193500
File Making	151423	0	11652270
Form Filling	871414	0	66939585
Form Selling	630354	0	3983842
Identity Card To Government Employee	22	0	2200
Identity Card To Lambardar	934	9340	93400
Income and Asset Certificate	22960	0	1147900
Indemnity Bond	21224	2122400	6050800
Insecticides - Issuance of Duplicate agricultural license of insecticides	20	2000	6000
Insecticides - Issuance of license for sale of insecticides	503	1731400	150900
Inspection of Revenue Records	258273	53520100	46742100
ISSUANCE OF -E- STAMP PAPER	4921	257674815	492100
Issuance of Birth / Non Availability Certificate	13	325	650

Issuance of Death/ Non Availability Certificate	3	75	150
Issuance of Disability Certificate Obvious Disability (Loco Motor, Blindness)	27	0	27
Issuance of first copy of birth certificate by ANM	2	0	0
Issuance of first copy of death certificate by ANM	5	0	0
Issuance of General Caste Certificate	88102	21950	4409200
Issuance of License For Travel Agent Consultancy	428	10670000	2033500
Issuance of Medical Certificate	1167	46496	116500
Issuance of Multiple Disability Certificate	23	0	23
Issuance of New Arms License	3853	10091000	19572000
Issuance of New Emigration Consultants Licence	464	11675000	2177500
Issuance of New Licence For Travel Agent	273	6455000	1221000
Issuance of Non Encumbrance Certificate	337153	79528230	61237700
Issuance of Registration Certificate For Food (If Turn Over Is Less Than Rs. 12 Lakh)	3	1100	4500
Issuance of Registration Certificate For Food (If Turn Over Is More Than Rs.12 Lakh)	1	15000	1500
Issuance of Single Disability Certificate	112	0	112
Issuance/Permission of Registration Certificate To Ultra Sound Centers	2	25000	6000
Issue And Renewal of Deed Writer License	69	15180	27900
Issue And Renewal of Stamp Vendor License	511	51100	225500
Issue of Identity Cards To All Categories of Handicapped Persons	1394	0	9458
Issue of Income Certificate	556126	0	31549210
Issue of N.O.C For Mortgage	1	500	0
Kandi Area Certificate	15864	158640	925500
Lamination	41217	0	1645140
Legal Heir Certificate	296	14800	29600
License For Travel Ticketing Agents	75	1950000	107100
Low Income Certificate	234	2340	11700
Mandatory Biometric Update (5/15 Years) alone or along with demographic update at the same time	183617	0	0
Multiple Copies of Birth Certificate	16558	646880	993480
Multiple Copies of Birth Certificate From Corporation Cities	33972	802825	1698600
Multiple Copies of Birth Certificate From Mc Towns	83378	1828100	4168900
Multiple Copies of Birth Certificate From Rural Areas	200086	4121365	10004300
Multiple Copies of Death Certificate	78341	5343200	4700460
Multiple Copies of Death Certificate From Corporation Cities	8493	324195	424650
Multiple Copies of Death Certificate From Mc Towns	14255	436710	712750
Multiple Copies of Death Certificate From Rural	27744	679305	1387200

Areas			
Name Entry In Birth Certificate (Before 2004)	59753	1195060	2987650
Nationality Certificate	3	600	6000
Natural Heir Certificate	71	710	4210
Noc For Exhibition	8	160	7500
Noc For Melas/ Fairs	1110	22200	930000
Noc For Sports Events	35	700	32000
Noc For Use of Loud Speakers (Applicable Only In Case of S.D.M. Obtains N.O.C. From The Concerned S.H.O Before Granting Permission)	10936	212215	1900500
NOC/Permission for Sale of Weapon	2325	1291000	2582000
Non-Mandatory Biometric Update with or without Demographic update (Update of more than one Fields allowed)	224130	0	13238550
Permission For Dj	2153	322950	842500
Permission For Loud Speaker Or Dj Related To Police And Cprc Cell	2849	398860	569800
Permission for sale / transfer weapon in death case	282	360000	360000
Permission to deposit of weapon in death case	45	28500	28500
Photocopy	18305	0	536506
Pilgrimage to Sri Kartarpur Sahib.	8701	0	0
REGISTRATION OF CONSTRUCTION WORKER	118351	44342475	1183510
Registration of Unorganized/Domestic Worker	331895	0	3318950
Renewal of Arms License	51096	132807500	65413000
RENEWAL OF CONSTRUCTION WORKER REGISTRATION	9957	3933850	99570
RENEWAL OF DISABILITY CERTIFICATE AND UDID CARD	47	0	470
Renewal of Licenses For Sale of Fertilizer	1933	2117950	565800
Renewal of Licenses For Sale of Insecticides	303	872340	87800
Renewal of Licenses For Sale of Seeds	1411	1113000	410100
Renewal of Photostate Licence	34	163200	17000
Renewal of Registration Certificate To Ultra Sound Centers	6	80000	18000
Renewal of Typist Licence	128	604800	38200
Renwal of Drug License To Retail Chemists	1	7000	2000
Rural Area Certificate	65806	3948360	3948360
Seeds - Issuance of Duplicate agricultural license of seeds	6	140	1800
Seeds - Issuance of license for sale of seeds	586	586000	175800
Senior citizen identity card	53	0	1060
Shagun Scheme (For Sanction of Case)	29890	0	298900
Special Power of Attorney	11	28500	5200
Status Query	1817	0	0
Sub Mountain Area Certificate	4922	49220	289330

Surety Bond	8808	1761600	1614500
Transfer of Ownership	1	200	500
Transfer of Proprietorship For Fertilizers	59	4130	17000
Transfer of Proprietorship For Pesticides	108	10800	29200
Transfer of Proprietorship For Seeds	35	2450	10000
Ts One In House Tax Branch	1	200	600
UPDATE WORKER RECORD	4424	4505	44240
Water and sewerage Bill payment	4854	2697274	30905
TOTAL	8595649	1806584420	669910493

Annexure 'C'

Format for Bid Covering Letter to be uploaded on portal

To,

The Member Secretary
Punjab State e-Governance Society (PSeGS)
Department of Governance Reforms,
Plot No. D-241, Sector 74, Industrial Area
SAS Nagar, PUNJAB

Ref: Request for Proposal for engagement of audit firm of Sewa Kendras

Dear Sir,

1. With reference to your RFP Document dated, I/we, having examined the RFP Document and addenda thereof, understood its contents, hereby submit our Bid for Qualification for the aforesaid project.
2. The Bid is unconditional and unqualified.
3. I / We acknowledge that the Authority will be relying on the information provided in the Bid and the documents accompanying

such Bid for pre-qualification of the Bidders for the aforesaid project, and we certify that all information provided in the Bid and in Annexes are true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such Bid are true copies of their respective originals.

4. This statement is made for the express purpose of qualifying as a Bidder for the aforesaid audit.
5. I/ We shall make available to the PSeGS any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
6. I/ We acknowledge the right of the PSeGS to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
7. I/ We certify that in the last three years, we/ any of the Consortium Members or our/their Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on integrity on our part.

8. I/ We declare that:
- a. I/ We have examined and have no reservations to the RFP Document, including any Addendum issued by the PSeGS;
 - b. I/ We do not have any conflict of interest in accordance with the RFP Document;
 - c. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP Document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and
 - d. I/ We hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP Document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
9. I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the Project, without

incurring any liability to the Bidders, in accordance with the RFP Document.

10. I/ We believe that we/ our Consortium/ proposed Consortium satisfy(s) and meet(s) all the requirements as specified in the RFP Document and are/ is qualified to submit a Bid.
11. I/ We declare that we/ any Member of the Consortium, or our/ its Associates are not a Member of a/ any other Consortium applying for pre-qualification.
12. I/ We certify that in regard to matters other than security and integrity of the country, we/ any Member of the Consortium or any of our/ their Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
13. I/ We further certify that in regard to matters relating to security and integrity of the country, we/ any Member of the Consortium or any of our/ their Associates have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.
14. I/ We further certify that no investigation by a regulatory authority is pending either against us/ any Member of the

Consortium or against our/ their Associates or against our CEO or any of our directors/ managers/ employees.

15. I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the provisions of this RFP, we shall intimate the Authority of the same immediately.
16. I/ We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the PSeGS in connection with the selection of Bidders, selection of the Bidder, or in connection with the selection/ Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
17. I/ We agree and undertake to abide by all the terms and conditions of the RFP Document including addenda.
18. I/We undertake that all the prices mentioned in our Proposal are in accordance with the terms as specified in the RFP document. All the prices and other terms and conditions of this Bid are valid for a period of 180 days from the date of submission of the Proposal.
19. I/ We agree and undertake that I/ we shall jointly and severally guarantee and be liable for discharging all obligations and

liabilities of the Service Operator relating to the Project and in accordance with the terms of the RFP and the Contract, for the entire term of the contract.

In witness thereof, I/ we submit this Bid under and in accordance with the terms of the RFP Document.

Yours faithfully,

Date: (Signature, name and designation of the Authorized Signatory)

Place: Name and seal of the Bidder/ Lead Member

Annexure 'D'

PRE- QUALIFICATION-CUM-TECHNICAL BID

(To BE FILLED IN BY BIDDER AND ENCLOSE SUPPORTING AS
INDICATED)

Sl.No.	Particulars	
1	Chartered Accountant Firm	Name & address of the firm
		Name & Address of authorized partners
		Telephone Number with STD code
		Mobile No.(s) of Partners
		e-mail ID
		(Submit copy of

		supporting document regarding address of the firm)
2. a)	Pre-qualification Criteria C.A. Firm (Lead firm and/or associate separately) should have at least 5 years of experience of working in the internal and statutory audit of Books and Accounts in Government sector/PSUs/ULB in India.	Relevant supporting documents of experience
b)	The CA Firms has to be empanelled with C&AG of	Empanelment Number <i>(Submit copy of</i>

	India and have presence in Punjab/Tricity.	<i>Evidence)</i>
c)	The Firm must be registered with ICAI (Institute of Chartered Accountants of India) and operational in India since last 5 (Five) years from the date of publish of this RFP and must remain operational thereafter.	Certificate of empanelment and certificate of operations
d)	The Firm must not have been blacklisted or Debarred by any state Govt./Govt. Agency/PSU/Gol during last three years from time of	Affidavit

	<p>submission of tender. The firm must submit an affidavit to this effect signed by authorized signatory as mentioned in the RFP</p>	
e)	<p>Average Annual turnover of the Firm from Consultancy services in last 3 (three) Financial years (2019 -20, 2018-19, 2018-17) must be equal or greater than 1 Crore per annum.</p>	<p>CA Certificate with balance sheets</p>
f)	<p>The firm must have done atleast one similar work of value Rs. 20 lacs for any Govt. entity in last 5 years.</p>	<p>Attach work order/client certificate</p>

g)	The company must have at least 25 CAs on its payroll	Certificate from HR with details of manpower and proof of payroll
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Date:

OFFICE SEAL

Signature:

Name:

Designation:

Annexure 'E'**Financial bid Form - with commercial bid**

To be provided in excel sheet uploaded on e-tender portal with this tender