



REQUEST FOR PROPOSAL (RFP)
Project Management Unit (PMU)
for
Implementation of Punjab State Data Policy
& State Data Integration Platform
under
World Bank supported
BFAIR Project

Reference number: DGR/SDP/1/2023

Department of Governance Reforms and Public Grievances (DGRPG),
Plot D-241, Industrial Area, Phase – 8B, Sector – 74,
Near Quark City, Mohali – 160071

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1. Disclaimer

The information contained in this Request for Proposal Document (hereinafter known as “RFP Document”) or subsequently provided to Bidders in documentary form by or on behalf of Department of Governance Reforms and Public Grievances, Government of Punjab or any of their representatives, employees or advisors (collectively referred to as “**Purchaser**”), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided.

This RFP Document is not an agreement and is not an offer or invitation by the Representative(s) to any party other than the entities, who are qualified to submit their Proposal (“Bid”). The purpose of this RFP Document is to provide the Bidder with information to assist the formulation of their Proposal. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all Bidders, and it is not possible for Purchaser to consider the investment objectives, financial situation and needs of each Bidder who reads or uses this RFP Document. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and wherever necessary, obtain independent advice from appropriate sources.

The Purchaser make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

The information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Purchaser, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid stage.

The Purchaser also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The Purchaser may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the Purchaser is bound to select a Bidder or to appoint the Successful Bidder, as the case may be, for engagement. Purchaser reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its e-Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its e-Bid. All such costs and expenses will remain with the Bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the e-Bid, regardless of the conduct or outcome of the tendering process.

This RFP is being issued with no financial commitment and Purchaser reserves the right to withdraw the RFP and change or vary any part thereof or foreclose the same at any stage.

2. Notice Inviting Tender

<p style="text-align: center;">Directorate of Governance Reforms and Public Grievances Plot no. D-241, Industrial Area, Phase 8B (Sector-74), S.A.S Nagar (Mohali)</p>
<p style="text-align: center;"><u>RFP Reference Number: DGR/SDP/1/2023</u></p> <p>Online bids are invited for Selection of Project Management Unit for Implementation of State Data Policy under the World Bank supported BFAIR Project.</p> <p>The RFP document containing detailed terms and conditions may be downloaded from https://eproc.punjab.gov.in/ and last date and time for submission of bids is 26/12/2023 by 13:00 Hrs.</p> <p style="text-align: right;">DGR</p>

3. Document Control Sheet

S.No	Particular	Details
1.	Document reference number	DGR/SDP/1/2023
2.	Date & time for the start of sale of RFP document on e-procurement portal i.e. eproc.punjab.gov.in	25/11/2023 11:00 Hrs onwards
3.	Last Date and time for submission of pre-bid queries through email	30/11/2023 by 17:00 Hrs
4.	Date, time and Venue for pre-bid meeting	01/12/2023 at 11:30 Hrs Venue: Conference Room, Department of Governance Reforms and Public Grievances, Plot D-241, Industrial Area, Phase – 8B, Sector – 74, Near Quark City, Mohali – 160071
5.	Last Date and time for submission of bids	26/12/2023 by 13:00 Hrs
6.	Date, time and Venue for opening of Pre-qualification bids on the e-procurement portal i.e. eproc.punjab.gov.in	29/12/2023 11:00 Hrs Venue: Conference Room, Department of Governance Reforms and Public Grievances, Plot D-241, Industrial Area, Phase – 8B, Sector – 74, Near Quark City, Mohali – 160071
7.	Date, time and Venue for opening of technical bids	To be intimated later
8.	Date, time and Venue for Presentation	To be intimated later
9.	Date, time and Venue for opening of financial bids	To be intimated later

S.No	Particular	Details
10.	Address for communication	Department of Governance Reforms and Public Grievances (DGRPG), Government of Punjab Plot D-241, Industrial Area, Phase – 8B, Sector – 74, Near Quark City, Mohali – 160071
11.	Cost of RFP document & mode of payment	Rs. 1,000/- (Rs. One thousand only) + processing fee as mentioned on State e-Procurement portal https://eproc.punjab.gov.in through online mode.
12.	Earnest Money Deposit (EMD) through online mode	Rs.6,00,000/- (Rs. Six Lakh only) to be paid on State e-Procurement portal https://eproc.punjab.gov.in through online mode.
13.	Contact details	Name: Sh. Gurpreet Singh Mobile: 95309-03133 Email: gurpreet.phul@punjab.gov.in
14.	Website for RFP reference	https://eproc.punjab.gov.in/ and https://dgrpg.punjab.gov.in/
15.	Method of Selection	Quality and Cost Based Selection (QCBS) (70:30)

Note: All corrigendum / addendums / clarifications regarding this RFP shall be posted on the above-mentioned websites only. No separate communication or advertisement over any other channel shall be given. Purchaser shall not be responsible in case any bidder fails to upload the bid on the eProcurement portal www.eproc.punjab.gov.in in stipulated time for any reasons.

4. Abbreviations and Definitions

Unless the context otherwise requires, the following terms whenever used in this RFP document and contract have the following meanings:

4.1 Abbreviations

S.No	Term	Description
1.	API	Application Programming Interface
2.	BPR	Business Process Re-engineering
3.	CV	Curriculum Vitae
4.	DGR	Department/ Directorate of Governance Reforms & Public Grievances
5.	EMD	Earnest Money Deposit
6.	ESI	Employee State Insurance
7.	FY	Financial Year
8.	G2C	Government to Citizen
9.	GoI	Government of India
10.	GoP	Government of Punjab
11.	GST	Goods and Services Tax
12.	HRMS	Human Resource Management System
13.	ICT	Information Communication & Technology
14.	IFMS	Integrated Financial Management System
15.	INR	Indian National Rupee
16.	IPR	Intellectual Property Right
17.	LoI	Letter of Intent

18.	MIS	Management Information Systems
19.	NDSAP	National Data Sharing and Accessibility Policy
20.	PAN	Permanent Account Number
21.	PBG	Performance Bank Guarantee
22.	PII	Personal Identifiable Information
23.	PSDP	Punjab State Data Policy
24.	PSU	Public Sector Undertaking
25.	RFP	Request for Proposal
26.	SI	System Integrator
27.	SLA	Service Level Agreement
28.	T	Date of signing of Contract
29.	UAT	User Acceptance Testing
30.	UIDAI	The Unique Identification Authority of India
31.	TCV	Total Contract Value
32.	WB	World Bank

4.2 Definitions

1. “Authority” refers to Administrative Secretary, Department of Governance Reforms and Public Grievances, Government of Punjab
2. “Bid” means proposal submitted by bidders in response to this RFP document.
3. “Bidder” means an agency/firm/company who submits the bid, while competing with others, for providing services w.r.t. specific requirements as defined in this RFP document.
4. “Central/ State Government Organization” means Centre or State Government, Centre/State run PSUs, Centre/State run Boards or Corporations or Societies, Statutory bodies or co-operative societies.
5. “Committee” means the committee constituted by Department for evaluation of bids submitted against this RFP.

6. “Contract” refers to contract which shall be entered between Purchaser and the Successful Bidder, together with all the documents mentioned therein including all attachments, annexures etc.
7. “Day” means any day which is not a Saturday or Sunday or a Public Holiday (As declared by GoP)
8. “Department/Purchaser” means Department/ Directorate of Governance Reforms and Public Grievances, Government of Punjab.
9. “Director” means Director, Governance Reforms and Public Grievances.
10. “Party” means Purchaser or Bidder individually.
11. “Parties” means Purchaser and Bidder collectively.
12. “Similar work” means consultancy service/implementation experience of Social Registry Platform/ Data Governance in any state of India/other countries, project on unification of various data sources relating to Govt. service delivery to citizens.
13. “Specification” means the document/standard that prescribes the requirement with which service has to conform.
14. “Successful Bidder” refers to the bidder selected through competitive selection process in pursuance of this RFP document.
15. “Total Contract Value” means maximum value payable to the Successful Bidder by the Purchaser which is discovered on the basis of tendering process.
16. “Week” means Designated time frame consisting of five days excluding any public holidays (As declared by GoP), Saturday and Sunday.

5. Brief Context

Punjab is known for its dynamism and for spearheading changes in governance and the socioeconomic ecosystem. Over the past few years, progress in technology has ushered in a new era of data-driven governance. Open data, transparency, data privacy, and e-governance have emerged as the pillars of innovative decision making across the world. The State of Punjab has been cognizant of this and has made significant progress with regard to using data and technology for effective governance. The Punjab State Data Policy (<https://bit.ly/3DZge7m>) is a pathbreaking move to accelerate the efficient and optimal use of data for governance.

Punjab is one of the first states in the country to formulate a comprehensive Data Policy. Through this policy, we hope to leverage data as a powerful tool for socio-economic development of the state, thereby nurturing a culture of data-driven and evidence-based decision making.

The Punjab State Data Policy shall serve as a guiding instrument to achieve the goal of promoting inclusive development and enhancing the quality of life and services for the citizens of Punjab.

Recently, the World Bank has partnered with the State to re-vitalize the state's development by strengthening policies, systems and capabilities for managing i) public finances and ii) managing data and statistics to support data-driven governance and government. This project includes support towards the implementation of the Data Policy.

In order to ensure the smooth implementation of the data policy, Punjab State e-Governance Society O/o Department of Governance Reforms and Public Grievances invites bids from interested parties for setting up of the PMU for an initial period of 3 years and further extendable on year-to-year basis, with a maximum period of two years at the discretion of the Competent Authority.

Functions of the PMU:

As the nature of the engagement will be dynamic, at minimum the PMU will be expected to serve the following functions in addition to the scope of work (defined in Section 6) of this document:

1. Work closely with the DGRPG, DSSWCD, DoL&E, DEGT and DoLG in ensuring compliance with the state data policy, which may require deep dive into understanding the existing data systems, business processes and overall service delivery framework.
2. Based on learnings of adopting data policy, document lessons learnt and update data policy operational guidelines (Part1¹, Part2²).
3. Provide coordination support to DGRPG.
4. Develop and document standard operating procedure for departments so as to ensure compliance with PSDP
5. Develop a format form and document the weekly/monthly progress report
6. Organize periodic meetings with concerned stakeholders.
7. Support DGRPG in conceptualizing State Data Integration Platform³ based on experiences of other projects.
8. Conduct periodic internal training(s) of the Departmental stakeholders so that the Technical Know-How can also be transferred to the Nodal Officer/ team of officers deputed by the Department.
9. Draft RFP document for selection of the SI for creation of State Data Integration Platform and ensure selection and onboarding of the SI, successfully completing the bid management and related contract management processes.
10. Any additional work towards meeting the requirements of the WB supported BFAIR project.
11. Knowledge Transfer: At least 45 days will be planned for knowledge transfer to DoGR&PG department towards the end of contract.

¹ https://punjab.gov.in/wp-content/uploads/2023/04/PSDP_Operational-Guidelines_Part-1_DGRPG-2.pdf

² https://punjab.gov.in/wp-content/uploads/2023/04/PSDP_Operational-Guidelines_Part-2_Departments.pdf

³ Details in Annexure 14 (at the end of this document)

6. Scope of Work

The Successful Bidder shall ensure to work on the below mentioned deliverables:

6.1 Deliverable 1:

Draft relevant standards, and policies and update existing operational guidelines for successful implementation of Punjab State Data Policy

1. The Successful Bidder shall review the existing Punjab State Data Policy and the currently notified operational guidelines (including standards, formats and other relevant details) and suggest the additions (if any) to be added looking at the end objective of Social Protection Delivery Platform, using the ‘whole of government’ approach.
2. The Successful Bidder shall additionally draft the policy and guidelines for data storage, security and privacy, personal data protection, data exchange, consent framework etc. considering relevant acts & policies (e.g. IT Act 2000, Aadhaar Act 2016, Personal Data Protection Bill 2018, NDSAP, etc.) released by GoI or GoP.
3. The Successful Bidder shall ensure that these Standards, Policies and guidelines are implemented for the selected departments. For now, the Government has identified four departments, namely
 - a. Department of Social Security, Women and Child Development
 - b. Department of Labour
 - c. Department of Employment Generation and Training
 - d. Department of Local Government.

The above-mentioned departments are just indicative and can be increased based on the needs of the Purchaser.

6.2 Deliverable 2:

Business Process Reengineering (BPR) and Functional Specifications for the IT system of SDIP⁴

1. The Successful Bidder shall develop Business Process Re-engineering recommendations, if any, in service delivery processes of schemes (under consideration) to be integrated with SDIP.
2. The Successful Bidder shall provide detailed functional requirements for development and enhancement of all the IT system components of the SDIP, including but not limited to application software, middleware/data exchange layer, database, front-end and backend systems, servers, networking, security, storage, etc. The requirements should clearly state the comprehensive capabilities, service levels and performance levels for all the IT components.
3. The Successful Bidder is expected to have an understanding in similar social protection systems like Samagra, Bhamasha, Samagra Vedika and other national/ international systems so that that challenges faced in these systems (mentioned earlier) should be clearly mitigated right from the beginning. The Successful Bidder is required to interact and work closely with the Purchaser and other stakeholders

⁴ Details in Annexure 14

of the Government while formulating the detailed functional and technical specifications for the SDIP IT systems.

4. The Successful Bidder shall propose and make use of best practices, standards, and proven methodologies while formulating the requirements specifications of the IT system components for long-term efficiency, availability, and reliability of the SDIP.
5. The core registry will be central to the SDIP for identification, targeting, enrolling as well as authenticating residents. The Successful Bidder is expected to develop strategies through a pilot to develop the core registry with verified data.
6. The Successful Bidder shall build a 7-year growth model for SDIP based on: demand assessment; availability, performance, & scalability requirements; future data-processing needs (associated with data search, statistics, analytics, etc); and likely technological evolution. Based on the above, the Successful Bidder shall develop a methodology for workload analysis and sizing.
7. The Successful Bidder shall work closely with the technology team of the SDIP to review and revise set of overarching architecture and design principles and requirements for the SDIP IT systems, and to select the relevant viewpoints for documenting the various architectures of the SDIP. The architecture viewpoints may include in addition to the application architecture, data architecture, network architecture, security architecture, and deployment architecture.
8. Successful Bidder provide details of all the improvements required in the existing software components in the SDIP, such as: OS and system software, enterprise anti-virus software, auditing tools, DNS software, messaging software, back-up software (with encryption capabilities), network management and infrastructure software.
9. The Successful Bidder should furnish the principles, guidelines, Standard operating procedures and policies to be followed for data security and privacy.
10. The Successful Bidder shall suggest technology infrastructure plan such that the proposed solution shall be cloud/hybrid cloud ready from day 1 with high availability mode to avoid single point of failure. This must include aspects such as data back-up, recovery (in case of disasters or emergencies) etc.
11. Successful Bidder should provide disaster recovery plan including alert automated monitoring for the environment (both hardware and application).

6.3 Deliverable 3:

Finalization of State Data Integration Platform Design

- The Successful Bidder shall ensure to meet various stakeholders across different departments of Government of Punjab to understand the current data systems, its implementation and challenges.
- Based on the principles of SDIP as defined below, the Successful Bidder will prepare a detailed design document.

1. Design for Inclusion

All the legal residents Of Punjab are eligible to be a part of the SDIP. Insofar as subsidies, benefits or services to be given is concerned by individual Departments, the State Government can mandate that the receipt of

these subsidies, benefits and services could be given only on furnishing proof. SDIP must be designed in a manner that it only requires a limited number of demographic attributes and will have dynamic and flexible processes for registration and ongoing updates.

2. Openness, Vendor Neutrality and Standards Based Operability

Another key governing principle is that the service components of SDIP should be embracing open protocol-based interoperability principle which is an essential requirement, for achieving seamless integration between SDIP and the third-party systems (e.g. Scheme systems, payment/SMS gateways) for delivering public services to the beneficiaries.

Open-source software to be preferred for implementation where ever applicable in accordance with the guidelines from Government of India⁵.

3. Design for Scale

The amount of data managed by the SDIP may increase over time (increase in coverage/integrated schemes etc.) and hence adequate attention must be given to strengthen technology and processes on an ongoing basis. This should be achieved by the following measures;

- a) Ability of technology infrastructure to horizontally scale (for compute & storage requirements) i.e. add additional system resources without having to shut down the core system components.
- b) Support loose-coupling of various platform components through an API/ Micro Services based design.

To fully accomplish the vision of the platform, it should be ensured that the platform is compliant with relevant National/State laws and policies and ensures that there are no violations made in the platform design/program operations. The Successful Bidder is expected to identify need for such policies and help the state government in drafting such policies.

The vision of SDIP is envisaged to be similar to many large National/State e-Gov programs, in terms of scope, scale and complexity. Various institutional models have been established by Union/State Governments for building & overseeing such large/complex programs and their systems. The Successful Bidder is expected to propose a governance mechanism for SDIP.

⁵ https://www.meity.gov.in/writereaddata/files/policy_on_adoption_of_oss.pdf

6.4 Deliverable 4:

Detailed Project Report (DPR), including planning and enhancement of the overall Program Management Strategy, Roadmap, Transition Plan, Maintenance Plan, upgradation plan, Risk Management plan, cost estimate and Detailed Project Plan including Timelines

1. The Successful Bidder shall prepare a programme management strategy and roadmap for maintenance and up gradation of the SDIP project that links the underlying objectives of the Government of Punjab to the technical solution.
2. While developing the programme plan, the Successful Bidder shall undertake extensive discussion with Purchaser and relevant stakeholders including the technology team, and other stakeholders to understand the future directions of the government initiative and align various project components accordingly.
3. The programme plan should provide an integrated view of the major events, activities, deliverables, and dependencies within the individual projects including but not limited to the transition project, future roadmap, together with the planned completion dates, progress indicators and other information. The plan should also provide a connected-view to other initiatives (related or linked) in the SDIP ecosystem that may impact the direction or outcomes of the project.
4. The Successful Bidder shall define legal challenges towards implementation of SDIP and also suggest the mitigation strategies.
5. Define the Change Control procedure for the SDIP implementation
6. The risk management plan should be included in DPR.
7. The Successful Bidder is expected to define the component wise estimated cost in the proposed DPR and financial sustainability plan.
8. The Successful Bidder is expected to develop a detailed Project plan including timelines. The project plan shall be approved by the competent authority as approved or as nominated by the Purchaser.

6.5 Deliverable 5:

Request for Proposals (RFP); Selection of System Integrator for creation of State Data Integration Platform

1. Based on the implementation strategy, and detailed functional and technical specifications for the IT infrastructure for the SDIP, the Successful Bidder shall prepare the following Request for Proposal (RFP): Selection of System Integrator (SI) to create the State Data Integration Platform (SDIP) and future enhancements.
2. The Successful Bidder shall prepare the RFPs conforming to the Government of Punjab procurement guidelines.
3. The Successful Bidder shall make detailed RFP presentations to the SDIP Empowered Committee as and when required.
4. The RFPs shall include inter-alia the following details:

- a) Description of the project background and context
 - b) Purpose of the RFP; the scope of the services requested and what is not included in scope
 - c) Project objectives. The objectives should broadly address aspects related to availability, service levels, efficiencies, security and resilience factors, flexibility, scalability and cost.
 - d) List of key stakeholders along with roles and responsibilities
 - e) Scope of work, roles and responsibilities of service provider. This section should itemize the specific services requested through the RFP. The Successful Bidder shall provide the detailed scope of work in the RFP based on exact requirements of the project in consultation with the Department of Finance and SDIP Empowered Committee and other relevant stakeholders.
 - f) Suggested Requirements for high availability & security
 - g) Requirements for Strategic Control of the infrastructure assets
 - h) Requirements for Third party security and GIGW auditing of web application(s) along with performance testing from the Govt. empaneled agencies.
 - i) Operational requirements
 - j) Acceptance criteria & system and security audit requirements
 - k) Commercial specifications & bid process requirements, including:
 - i. Bidders' eligibility and pre-qualification
 - ii. Bid process activities
 - iii. Bid formats and submission requirements
 - iv. Bid evaluation criteria and process
 - v. General terms and conditions for bidding including: cost of RFP, conflict of interest, modification and withdrawal of bids, etc
 - vi. Payment terms
5. Legal and contractual specifications. The contract agreement should be based on the Conditions of Contract as defined by Government of Punjab procurement norms.
6. Service Level Agreement (SLA) based on service-level goals and objectives. The SLA should provide the following:

- a) SLA terms and definitions
 - b) SLA calculation principles and metrics
 - c) Calculation of downtime and uptime
 - d) Audit compliance
 - e) Service levels during peak hours and extended business hours
 - f) Service level enforcement, penalties
 - g) Issue resolution time
7. Indicative broad scope of work for RFP: The Successful Bidder shall develop detailed scope of work to be included in “RFP: Selection of System Integrator (SI) for Creation of State Data Integration Platform”, which shall contain all, but not limited to following:
- a) Management and enhancement of the SDIP based on the technical requirements of the SDIP IT systems
 - b) Procurement, supply, installation, and commissioning of IT infrastructure & Services.
 - c) Implementation of information security management systems and infrastructure monitoring management systems;
 - d) Ensure compliance to CERT-IN Security Guidelines and GIGW (Government of India Guidelines of Websites)
 - e) Testing and benchmarking
 - f) Documentation and training
 - g) Operations support and maintenance
 - h) Managed services for all operations and processes of the SDIP
 - i) Application helpdesk, call centres and facilitation centres, and support services
 - j) End-to-end logistics management of UID numbers
 - k) System and database administration
8. Proposed agreement to be signed between purchaser and System Integrator for implementation of project

6.6 Deliverable 6:

Bid Process Management

After floating of RFP, the Successful Bidder shall support Department on following activities:

1. Assist Departments in finalizing key areas of Scope of Work, Bid evaluation framework and criteria, service levels etc. during Tender preparation
2. Assistance in response to pre-bid queries
3. Assistance in issuance of corrigendum etc.
4. Pre-qualification/General evaluation of bids
5. Technical evaluation of bids
6. Commercial evaluation of bids
7. Recommendations regarding selection of agency
8. Assistance regarding finalization and signing of contract & SLAs

The process should be conducted in accordance with the existing procurement rules.

6.7 Deliverable 7:

Project Management, Implementation Monitoring and Operations & Maintenance Reports for State Data Integration Platform

1. Review of System Requirement Specification (SRS), Design reports, UAT plan, etc;
2. Monitoring onboarding of different schemes in SDIP in multiple tracks;
3. Training and capacity building of scheme departments, district officials and other key stakeholders;
4. Monitoring SDIP use cases roll out with pilot schemes in identified pilot districts;
5. Consolidation of learnings from the pilot roll out;
6. Oversee the work of System Integrator, highlight deviations/issues and resolution of issues
7. Coordinate workshops and discussion meetings between SI and Department
8. Ensure that the technology standards, guidelines & frameworks are adhered as per guidelines suggested by UIDAI, DeiTY, E & IT Department, Govt. of Punjab and in DPR/BPR document
9. Suggest and co-ordinate Capacity building needs and training programs for the departmental personnel.
10. Monitoring SDIP use cases state-wide roll out with remaining schemes, while addressing the learnings from pilot;

11. Quarterly operations and maintenance monitoring reports;
12. SLA monitoring- Monitor the operations and maintenance of the overall system as per the standards and requirements defined in RFP including but not limited to resolution of issues, availability of the system, upgradation of the hardware or system software etc.

Note: The above-mentioned deliverables are the core deliverables required for the implementation of the State Data Integration Platform; however, the deliverables are indicative and not exhaustive. Purchaser reserves the right to ask for any additional information/ support required for the implementation of the SDIP.

7. Timelines & Resource Requirements

7.1 Timelines

S.No	Deliverable	Timeline (In months)
1.	Deliverable 1: Drafting of Standards, policies and guidelines for the implementation of Punjab State Data Policy	T+2
2.	Deliverable 2: Business Process Reengineering (BPR) and Functional Specifications for the IT system of SDIP	T+3
3.	Deliverable 3: Finalization of State Data Integration Platform Design	T+4
4.	Deliverable 4: Detailed Project Report (DPR) including planning and enhancement of the overall Program Management Strategy, Roadmap, Transition Plan, Maintenance Plan, upgradation plan, Risk Management plan, cost estimate and Detailed Project Plan including Timelines	T+6
5.	Deliverable 5: Request for Proposals (RFP); Selection of System Integrator for creation of State Data Integration Platform	T+7
6.	Deliverable 6: Bid Process Management	T+8
7.	Review report of System Requirement Specification (SRS), Design reports, UAT plan, etc;	T+10
8.	Report on onboarding of different schemes in SDIP across multiple tracks	
9.	Report on training and capacity building of scheme departments, district officials and other key stakeholders	
10.	Report on SDIP use cases roll out with pilot schemes in identified pilot districts	
11.	Report on SDIP use cases state-wide roll out with remaining schemes while addressing the learnings from pilot	
12.	Deliverable 7: Project Management, Implementation Monitoring and O&M reports	T+11
13.	Operations and Maintenance Report - Quarter 1-8	T+12 months to 36 months

The bidder has to deploy adequate resources to meet the timeline of the project and mention the staffing schedule (with resource type and number of man-months) in the technical bid.

Knowledge Transfer: At least 45 days will be planned for knowledge transfer to DoGR&PG department towards the end of contract.

7.2 Resource Requirements

Following are the minimum set of resources to be engaged by the Successful bidder to accomplish the assignment. The bidder has to include its proposed resource deployment plan in Approach and Methodology, as part of technical presentation. The deployment plan should be aimed towards achieving the milestones/deliverable within targeted timelines as mentioned in this RFP.

The resources indicated below are mandatorily to be deployed across different offices across selected Departments (mentioned earlier). However, the Successful bidder is free to deploy any other resources full time/short term basis in order to meet the timeline and requirement. Besides, there shall be requirement of the legal expert on short period basis for drafting of policies, guidelines etc. the bidder shall arrange these types of resources accordingly and may include the same in the Financial Bid.

Resource	Number of Resources	Years of Experience and Qualification	Relevant Experience/Skills
Project Manager	1	Minimum 10 years of experience with atleast 3 years as a Project Manager. <ul style="list-style-type: none"> ● BE/ B.Tech/ MCA/ MSc (IT/CSE) with MBA/ PGDM or Equivalent ● Valid PRINCE2/ PMP certification 	<ul style="list-style-type: none"> ● Past experience in leading similar projects successfully at either Central/State govt. level ● Relevant experience in areas such as social registry, data unification, federated data consolidation etc. ● Should have an understanding of Aadhaar, Financial Inclusion & DBT projects ● Awareness about future technology trends, relevant to the project ● Should have an experience of Public Procurement domain including bid management and contract management.

<p>Technical Specialists</p> <p>As per Punjab State Data Policy Operational Guidelines – Part 1, Section 3.2</p> <p>Responsibilities: Support Staff for dispensing the functions of the PMU.</p>	<p>4</p>	<p>5+ years</p> <p>BE/ B.Tech/ MCA/ MSc (IT/CSE)/ M.E/ M.Tech or equivalent</p>	<ul style="list-style-type: none"> ● Should have an understanding of relevant central/ state legislations. ● Should have prior experience of working in similar project with Central/State Governments ● Should have experience with regards to different forms of data types such as data sets, metadata etc. and have clear understanding of the database management system. ● Should have sound understanding of Aadhaar and DBT projects ● Should demonstrate understanding of underlying complexities on data privacy and security. ● Demonstrate ability to deliver tasks in a timely manner.
<p>Solution Architect/System s (Technical) Expert</p> <p>Responsible for, but not limited to Deliverables 1, 2, 3, 4, 7</p>	<p>1</p>	<p>10+ years</p> <p>BE/ B.Tech/ MCA/ MSc (IT/CSE)/ M.E/ M.Tech or equivalent</p>	<ul style="list-style-type: none"> ● Experience in designing systems using open - source technologies ● Experience in designing complex data systems and in particular experience of design data systems for a government entity ● Should have an understanding of industry best practices ● Should have a sound understanding of IFMS and PFMS system

			<ul style="list-style-type: none"> ● Demonstrate understanding of last mile delivery ● Past experience in designing systems for the government
Procurement Expert Responsible for, but not limited to Deliverables 5, 6	1	10+ Years BE/ B.Tech/ MCA/ MSc (IT/CSE)/ M.E./ M.Tech with MBA/ PGDM or Equivalent	<ul style="list-style-type: none"> ● Past Experience in designing of the RFP's ● Strong understanding of business processes ● Experience in procurement of products and services ● Experience in Managing and maintaining contracts with vendors ● Experience in Ensuring compliance with all related laws and regulations ● Experience in Analyzing and evaluating supplier performance ● Experience in the PPP Projects

Note: The above-mentioned resources are to be deployed onsite in the office of the Purchaser for the Currency of the Contract within 30 days from the date of award of contract. Purchaser reserves the right to deploy any of the resources as per the need of the project in the allied departments. In addition, Purchaser may ask to increase/ decrease the Resources based on the needs of the Project by giving 15 days written notice in advance. These resources will be of the same profile and skill set as mentioned in this section and the rates shall be taken as quoted in the financial bid.

Note: All bidders need to ensure that only single price is quoted per profile per month during the currency of the contract.

8. Eligibility Criteria

8.1 Eligibility / Pre-Qualification Criteria

The evaluation of the Bidders shall be carried out by the Technical Evaluation Committee as per the Pre-Qualification/Eligibility criteria defined in the RFP document followed by Technical and Financial Bid Evaluation. Bids of the Bidders, who don't meet the required Pre-qualification/Eligibility criteria mentioned in this RFP shall be treated as non-responsive and shall not be considered further.

The eligibility criteria mentioned as below:

SN	Eligibility Criteria	Supporting Documents
1.	<p>Bidder should be either:</p> <ul style="list-style-type: none"> • A company registered under the Indian Companies Act, 2013 / 1956 OR • A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR • A partnership firm registered under the Indian Partnership Act, 1932 <p>Note: Joint Venture/ Consortium is not allowed</p>	<p>Any relevant document to prove that the Bidder is a legal entity like Certificate of Incorporation etc.</p>
2.	<p>Bidder should have an annual average turnover of more than Rs. 3 Crore (Three Crore) from Consulting/Advisory services for last 3 Financial Years i.e. 2019-20, 2020-21 and 2021-22 for which Bidder's accounts have been audited.</p> <p>Note: Turnover of only the bidding entity shall be considered. Turnover of any parent, subsidiary, associated or other related entity shall not be considered.</p>	<ul style="list-style-type: none"> • Audited Financial Statements OR Certificate from statutory auditors clearly certifying the turnover requirements AND • UDIN
3.	<p>The bidder should have successfully completed at least one Project of "Similar Works" for at least INR 6.5 Crore (including taxes) in the last 7 financial years i.e. 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 with Center/ State Government Organization/ Any Country</p>	<p>Work orders along with the completion certificate confirming year, cost and area of activity.</p>

SN	Eligibility Criteria	Supporting Documents
	<p>OR</p> <p>The bidder should have successfully completed at least two Projects of “Similar Works” for at least INR 4 Crore (including taxes) in the last 7 financial year’s i.e. 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 with Center/ State Government Organization/ Any Country</p> <p>Note: Extension of the Work Orders executed prior to FY 2016-17 shall not be considered by the Purchaser.</p>	<p>Completion here means completed/ ongoing works for which payment equivalent or more than as defined in Point 3 of this section has been released to the bidder between 1st April 2016 till 31st March 2023.</p>
4.	<p>The Bidder should have positive net worth and should be a profit-making company for each of the last three audited financial years for which average annual turnover shall be evaluated.</p>	<p>Certificate duly signed by statutory auditor of the Bidder confirming the net-worth</p>
5.	<p>The Bidder shall submit the undertaking that the Bidder:-</p> <p>a. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted/debarred by any State Govt./Central Govt./Board, Corporations and Government Societies / PSU for any reason.</p> <p>b. Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p>c. And their directors, partners and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have</p>	<p>Self-Certified letter</p> <p>Format attached in Annexure 14.1</p>

SN	Eligibility Criteria	Supporting Documents
	been otherwise disqualified pursuant to debarment proceedings.	
6.	The Bidder should have valid GST registration certificate and PAN in the name of Bidder.	Self-certified copy of relevant valid certificates
7.	The Bidder must ensure to deposit the RFP document fees and EMD	Any relevant proof
8.	The signatory signing the bid on behalf of the Bidder should be duly authorized by the Board of Directors / Partners of the Bidder to sign the bid on their behalf.	Authorization letter Format attached at Annexure 13.2
9.	Scanned copy of this RFP document, corrigendum (if any), clarification issued by Purchaser, duly signed and stamp on each page by the authorized signatory of the Bidder as a mark of acceptance of all conditions of this RFP.	Signed and stamped copy of the RFP by the authorized signatory.

Note: All the above-mentioned documents have to be scanned and uploaded on the State eProcurement portal i.e. eproc.punjab.gov.in only.

9. Bid Submission

9.1 Preparation of bid

1. The Bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and conditions and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at Bidder's own risk and may be liable for rejection.
2. Once the bid is submitted, it will be presumed that the Bidder has seen and understood the quantum of work to be done.
3. The bid shall be uploaded on the website as mentioned in the Document Control Sheet of this RFP document by the Bidder or duly authorized person(s) to bind the Bidder to the contract.
4. The Bidder shall be responsible for all costs incurred in connection with participation in the bid process.
5. The bids submitted by fax/ e-mail/ envelope etc. shall not be accepted. No correspondence will be entertained on this matter.
6. All correspondences between the Bidders and Purchaser shall be written in the English language.
7. All information supplied by Bidders shall be treated as contractually binding on the Bidders on successful award of the assignment by Purchaser on the basis of this RFP document.
8. Failure to comply with the below requirements shall lead to the bid rejection:
 - a) Comply with all requirements as set out within this RFP document.
 - b) Submission of the forms and other particulars as specified in this document and respond to each element in the order as set out in this RFP document.

Submission of all supporting documentations specified in this RFP document, corrigendum or any addendum issued.

9.2 Validity of bids

1. Bids shall remain valid till 180 days from the date of submission of bids. Purchaser reserves the right to reject a proposal valid for a shorter period.
2. If required, Purchaser may solicit the Bidder's consent to extend the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional. A Bidder may refuse the request without forfeiting the Earnest Money Deposit. A Bidder granting the request will not be permitted to modify its bid.

3. Purchaser reserves the right to annul the selection process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.
4. Purchaser may, at its own discretion, extend the date for submission of proposals.

9.3 Earnest Money Deposit (EMD)

1. The Bidder shall furnish EMD through online mode, as part of the Eligibility Criteria as per details provided in the Document Control Sheet of this RFP.
2. EMD of all the Bidders shall be released once the tendering process is over. For Successful Bidder, EMD shall be refunded once they submit Performance Security in the form of PBG of an amount equal to 10% of the TCV in the favour of Purchaser which shall be valid for a period of 60 days beyond the contract period. In case of extension of the contract, Successful Bidder has to submit the revised PBG for the extended period.
3. EMD of all the Bidders shall be refunded by the Purchaser as promptly as possible after signing of the agreement with the Successful Bidder.
4. The EMD submitted shall be interest free and shall be refundable to the Bidders without any accrued interest on it.
5. The EMD shall be forfeited on account of one or more of the following reasons:-
 - a) Bidder withdraws its bid during the validity period as specified in this RFP document.
 - b) Bidder fails to provide required information during the evaluation process.
 - c) In case of a successful selection, the said Bidder fails to sign the Agreement/furnish PBG as per the maximum time defined in the SLA section (Section 12) of this RFP.
 - d) If a Bidder makes misleading or false representations in the forms, statements and attachments submitted in the bid documents.

9.4 Deviations

Bids submitted with any deviations to the contents of the RFP document will be considered as non-responsive. No deviation(s)/assumption(s)/recommendation(s) shall be allowed with the bid. Bidders must ensure that pre-bid meeting is attended by their concerned senior people so that all clarifications and assumptions are resolved before bid submission.

9.5 Amendment to the RFP document

1. Amendments/ corrigendum/ addendums/ clarifications necessitated due to any reasons, shall be made available on website only as provided in the Document Control Sheet. No separate communication either in writing or through email will be made to any interested/ participating Bidders. It shall be the responsibility of the Bidders to keep on visiting the website to amend their bids incorporating the amendments so communicated through the website.
2. In order to provide prospective Bidders reasonable time for taking the corrigendum(s) or addendum(s) into account, Purchaser, at its discretion, may extend the last date for the receipt of bids.

9.6 Clarification on RFP document

The Bidders requiring any clarification on the RFP document may submit its queries by the due date and time as mentioned in the Document Control Sheet in the following format in a MS Excel file:

SN	RFP Clause No.	Page No.	RFP Clause detail	Amendment Sought / Suggestion	Justification

10. Bid Evaluation Criteria

10.1 Bid opening

1. Purchaser will constitute a committee to evaluate the bids submitted by Bidders. No correspondence will be entertained outside the process of evaluation with the Committee.
2. The bids submitted will be opened at time & date as specified in the document control sheet of this RFP by the Committee or any other officer authorized by Committee, in the presence of Bidders or their representatives who may wish to be present at the time of bid opening.
3. Those Bidders whose bids are found to be responsive as per the Pre-qualification/Eligibility Criteria, shall further be eligible for Technical Qualification evaluation followed by Financial Bid evaluation.

10.2 Bid Evaluation Process

1. The bid evaluation will be carried out in 3 stages.
 - a) Stage 1: Evaluation as per the Pre-Qualification/Eligibility Criteria (as per Clause 8.1 of this document).
 - b) Stage 2: Technical Evaluation (as per Clause 10.3 of this document)
 - c) Stage 3: Financial Bids evaluation
2. During process of evaluation of the bids, Purchaser may, at its discretion, ask Bidders for clarifications on their bids. The Bidders are required to respond within the prescribed time frame given for submission of such clarification otherwise Committee shall make its own reasonable assumptions at the total risk and cost of the Bidder and the bid may lead to rejection.
3. The bids will be evaluated on Quality and Cost Based Selection method (QCBS) basis with 70% weightage on technical score and 30% weightage on financial score.
4. The composite score shall be computed as follows:

Composite Score = (Technical Score x 0.70) + (Financial Score x 0.30)

Note: Technical score is the technical marks scored by the bidder in the technical bid.

10.3 Technical Evaluation

The second stage shall be the technical bid wherein evaluation will be done for Bidders who have been found eligible as per the Pre-Qualification Criteria defined in Eligibility / Pre-Qualification Criteria, Section 8.1 of this document.

Interested consultancy firms would be required to submit the following documents in response to this RFP by the date mentioned in 'Document Control Sheet' (section 3) of this RFP, to be considered for evaluation:

Interested consultancy firms are requested to submit the resumes of the resources proposed for the engagement in the World Bank Format or as per the format mentioned at Annexure 14.3.

Technical Presentation - Firms who have submitted the resumes would be asked to make a presentation to the Evaluation Committee constituted by Purchaser. Presentations would need to cover the following:

- a) Proposed approach and methodology, covering the following:
 - Approach for the design of SDIP
 - Approach for preparation of DPR
 - Approach for RFP preparation and bid process management
 - Approach for training, capacity building and change management
 - Approach for business process reengineering and framing of policies/guidelines
 - Approach for Project Management
- b) Work plan for deliverables and resource deployment plan
- c) Previous experience in similar assignments

Note: It is highly recommended that along with the firm's leadership team, the proposed Project Manager, Solution Architect, Procurement Expert and Technical Specialist be also present during the presentation. A hard copy of the technical presentation shall be handed over by bidder after the presentation.

Technical Evaluation shall be done on the following basis:

S.No	Criteria	Parameters	Marks
1	Resume/ CV's of Proposed Resources		
a	Project Manager	Base Qualification – 3 Marks Project specific Requirement – 5 Marks	8
b	Technical Specialists	Base Qualification - 2 Marks Project specific Requirement – 3 Marks	20 (5 each for individual profiles)
c	Solution Architect/Systems (Technical) Expert	Base Qualification - 2 Marks Project specific Requirement – 5 Marks	7
d	Procurement Expert	Base Qualification 2 Marks Project specific Requirement – 4 Marks	6
e	Sr. Consultant	Base Qualification 2 Marks Project specific Requirement – 3 Marks	5
2	Technical Presentation		
I	Proposed Approach and Methodology		
	Approach for the design of SDIP		6
	Approach for preparation of DPR		3
	Approach for RFP preparation and bid process management		3
	Approach for training and capacity building		6
	Approach for business process reengineering		3
	Approach for Project Management and co-ordination with various stakeholders for implementation of project		3
II	Work plan for deliverables and resource deployment plan		10
III	Previous experience in similar assignments		20

a) All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.

- b) The bidder with the highest technical bid (H1) will be awarded a 100% score.
- c) Technical Scores for other than H1 bidders will be evaluated using the following formula: Technical Score of a Bidder = $\{(\text{Technical Bid score of the Bidder} / \text{Highest technical evaluation marks}) \times 100\} \%$ (Adjusted to two decimal places)
- d) The commercial bids of only the technically qualified bidders will be opened for further processing.

10.4 Financial Evaluation

1. The third stage will be the Financial Bid wherein evaluation will be done for bidders whose bid have been found responsive as per the Pre-Qualification/Eligibility Criteria (as defined in Section 8.1) followed by Technical Evaluation (as defined in Section 10.3).
2. The Bidder as part of its Financial Bid shall account for all out of pocket and other expenses including all permits, approvals, travel cost, Laptops etc. to be deployed during the currency of the Contract.
3. The Financial Proposal shall exclude all the GST/Service Tax, other Taxes, Duties, Cess etc.
4. The prices/rates quoted by the Bidder shall remain firm (fixed) during the entire Contract Period and shall not be subject to any variation on any account. A Bid submitted with variable price quotation will be treated as non-responsive and hence shall be liable to be rejected.
5. Financial e-Bid shall be submitted on the State e-Procurement portal i.e. eproc.punjab.gov.in as per the format attached at Annexure 14.4 and Evaluation of Commercial bid shall be done on the basis of Grand Total cost of all the deliverables; however, all the bidders needs to submit the individual cost also per deliverable with a proper breakup as per the resources to be deployment. The format for the same is defined in Annexure 14.6.

a) The bidder with the lowest financial bid (L1) will be awarded a 100% score.

b) Financial scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder = $\{(\text{Lowest financial bid} / \text{Financial Bid of the Bidder}) \times 100\} \%$

(Adjusted to two decimal places)

10.5 Disqualifications

Purchaser may at its sole discretion and at any time during the evaluation of bids, disqualify/blacklist any Bidder, if the Bidder has:

- a) Made misleading or false representations in the forms, statements and attachments submitted in bid documents. The EMD of the Bidder will be forfeited in such cases.
- b) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- c) Failed to provide clarifications related thereto, when sought;

- d) Submitted more than one bid (directly / indirectly);
- e) Declared ineligible by the Government of India / State / UT Government / PSU's / any Government Society/Board/Corporation for corrupt and fraudulent practices or blacklisted.
- f) Submitted a bid with price adjustment/variation provision.
- g) Documents are not submitted as specified in this RFP document.
- h) Suppressed any details related to bid.
- i) Submitted incomplete information, subjective, conditional offers and partial offers submitted.
- j) Not submitted documents as requested in the checklist.
- k) Submitted bid with lesser validity period.
- l) Any non-adherence/non-compliance to applicable RFP document content.

Note: Only and only Administrative Secretary of the Department reserves the right to relax any of the condition(s) mentioned in the RFP document or waive of any penalty, if applicable for the Bidders.

10.6 Selection of Bidders

1. **The Bidder who qualifies Pre-Qualification/Eligibility Criteria (as per Section 8.1 of this RFP document) and Technical Evaluation (as per Section 10.3) and whose composite score as defined in Section 10.2 is highest, shall be considered as Successful Bidder.** This Successful Bidder shall be selected for completion of all works/items as mentioned in the Scope of Work (Section 6) of this RFP document for.
2. In case Successful Bidder refuses to sign the contract, their EMD shall be forfeited and they shall be blacklisted. In such case, the Bidder whose Technical Score is 2nd highest shall be asked to match the rates of the Bidder with highest Technical Score and so on.
3. In case of tie between the bidders, the Bidder whose Technical Score is higher shall be selected as Successful Bidder.

10.7 Issue of Letter of Intent (LoI)

Purchaser will enter into a contract with the Successful Bidder and will issue a Letter of Intent in writing. The LoI will constitute the formation of the contract post submission of PBG to the Purchaser as performance security by the Successful Bidder as mentioned in this RFP document.

10.8 Signing of contract

The Successful Bidder shall sign the contract with the Purchaser within 15 days of issuance of LoI. After signing of the contract, no variation or modification in the term of contract shall be made except by mutual written amendment signed by both the Parties.

10.9 Performance Bank Guarantee

1. As soon as possible, but not more than 10 days following receipt of Letter of Intent, the Successful Bidder shall furnish Performance Security to the Purchaser of an amount equal to 10% of the TCV as Performance Security. This Performance Security shall be in the form of PBG only. Format attached at Annexure - Format for Performance Bank Guarantee
2. PBG against the work order issued thereby shall remain valid for a period of 60 (Sixty) days beyond the expiry of the contract. Whenever the contract is extended, the Successful Bidder will have to extend the validity of PBG proportionately.
3. In case the Successful Bidder fails to submit Performance Security within the time stipulated, Purchaser at its discretion may cancel the award of contract to the Successful Bidder without giving any notice and the EMD of the Successful Bidder will be forfeited.
4. The Successful Bidder will not be entitled for any interest on the Performance Security submitted.
5. Purchaser shall forfeit the Performance Security in full or in part in the following cases:
 - a) When the terms and conditions of contract are breached/ infringed.
 - b) When contract is being terminated due to non-performance of the Successful Bidder.
 - c) The Purchaser incur any loss due to Successful Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

10.10 Fraud and Corrupt Malpractices

1. All the Bidders must observe the highest standards of ethics during the process of selection of Successful Bidder and during the performance and execution of contract.
2. For this purpose, definitions of the terms are set forth as follows:
 - a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Purchaser or its personnel in contract executions.
 - b. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among Bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.
 - c. "Unfair trade practice" means supply of services different from what is ordered, or change in the Scope of Work.
 - d. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
3. Purchaser will reject a proposal for award, if it determines that the Bidder recommended for award, has been determined to have been engaged in corrupt, fraudulent or unfair trade practices.

4. Purchaser will declare a Bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if Bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

11. General Contract Conditions

11.1 Standards of performance

The Successful Bidder shall deliver the services/work and carry out its obligations under the contract with due diligence and efficiency in accordance with generally accepted professional standards and practices. The Successful Bidder shall always act in respect of any matter relating to this contract as faithful Successful Bidder to the Purchaser. The Successful Bidder shall always support and safeguard the legitimate interests of the Purchaser, in any dealings with a third party or beneficiaries. The Successful Bidder shall conform to the standards laid down in the RFP document in totality.

11.2 Confidentiality

1. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Successful Bidder and/ or the Purchaser to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.
2. The Successful Bidder shall ensure that while providing services, all the details and information exchanged is kept confidential.
3. During the execution of the project except with the prior written consent of the Purchaser, the Successful Bidder or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.
4. The Successful Bidder will be required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the Purchaser has right to take legal action against the Successful Bidder.

11.3 Consortium, Outsourcing & Sub-Contracting

Consortium, Outsourcing and subcontracting are not allowed for this engagement. The bidding entity must be a single entity duly registered under the applicable laws of the country. All resources deployed must be full time employees of the bidding entity.

11.4 Termination of Contract for default

The Purchaser without prejudice to any other remedy for breach of Contract, by a written notice of not less than 60 (Sixty) days sent to the Successful Bidder may terminate the Contract/ blacklist in whole or in part for any of the following reasons:

1. If the Successful Bidder fails to deliver and perform any or all the Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; or

2. If the Successful Bidder fails to bid or respond for three consecutive bids given by the purchaser without assigning any satisfactory reason to purchaser in writing or on email; or
 3. If the Successful Bidder fails to perform any other obligation(s) under the contract; or
 4. Laxity in adherence to standards laid down by the Purchaser; or
 5. Discrepancies/deviations in the agreed processes and/or Services; or
 6. Violations of terms and conditions stipulated in this RFP.
- a) In the event the Purchaser terminates the Contract in whole or in part for the breaches attributable to the Successful Bidder, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the respective Successful Bidder shall be liable to the Purchaser for any increase in cost for such similar services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated.
 - b) The Purchaser right to terminate the Contract will be in addition to the penalties/ liquidated damages and other actions as deemed fit.
 - c) In the event of failure of the Successful Bidder to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Purchaser at its sole discretion may make alternate arrangement for getting the services contracted with another Successful Bidder. In such case, the Purchaser shall give prior notice to the existing Successful Bidder. The existing Successful Bidder shall continue to provide services as per the terms of contract until a 'New Service Provider'/ Successful Bidder completely takes over the work. During the transition phase, the existing Successful Bidder shall render all reasonable assistance to the new Successful Bidder within such period prescribed by the Purchaser, at no extra cost, for ensuring smooth switch over and continuity of services. If existing Successful Bidder is in breach of this obligation, they shall be liable for paying a penalty as provided in Penalty Section (Section 12) of this document, which may be settled from the payment of invoices or PBG for the contracted period or by invocation of Performance Bank Guarantee.

11.5 Termination of contract for Convenience

1. The Purchaser may, at any time, by a prior written notice of 60 days, terminate this Contract or reduce the scope of the Services, including reduction in the manpower deployed.
2. On receipt of a notice of termination or reduction, the Successful Bidder must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect Purchaser Material and Contract Material; and continue work on any part of the Services not affected by the notice.
3. If this Contract is terminated, the Purchaser is liable only for: payments for Services rendered before the effective date of termination; and reasonable costs incurred by the Successful Bidder and directly attributable to the termination.
4. If the scope of the Services is reduced, the Purchaser's liability to pay the Service Charges or to provide Purchaser Material abates in accordance with the reduction in the Services.
5. The Successful Bidder is not entitled to compensation for loss of prospective profits.

11.6 Termination of contract for Insolvency, Dissolution, etc.

Purchaser may at any time terminate the Contract by giving written notice of 30 days to the Successful Bidder, if the concerned “Successful Bidder” becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event, termination will be without compensation to the “Successful Bidder” provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to purchaser. In such cases provisions under the Exit Management clause of this RFP shall apply.

11.7 Force Majeure

1. The PBG of the Successful Bidder shall not be forfeited or the contract shall not be terminated for default if and to the extent that delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this clause, “Force Majeure” means an event beyond the control of the Successful Bidder and not involving the Successful Bidder’s fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires due to natural calamity, floods, pandemic, endemic, epidemics and quarantine restrictions.
3. If a Force Majeure situation arises, the Successful Bidder shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by Purchaser in writing, the Successful Bidder shall continue to perform its obligations under the contract as far as is

reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

11.8 Resolution of disputes

If any dispute arises between parties, then these would be resolved in following ways:

1. **Amicable Settlement:** Either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.
2. **Arbitration:** In case dispute arising between the Purchaser and the Successful Bidder, which has not been settled amicably, the Successful Bidder can request the Purchaser to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996 and amendments thereof. Such disputes shall be referred to the Arbitrator which shall be “Authority”. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne equally by the Purchaser and the Successful Bidder. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself.

11.9 Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Mohali, Punjab only.

11.10 Amendment to the contract

The contract signed thereof can be amended by mutual consent of both the parties, provided such amendment is made in writing and signed by both the parties.

11.11 Contract period

This selection of Successful Bidder shall be valid for a period of 3 years initially from the date of signing of contract. If the services of the Successful Bidder are found satisfactory, the contract may be further extendable on yearly basis, with a maximum period of 2 years at the discretion of the Competent Authority.

11.12 Replacement of Resources

Replacement of resources is not allowed. The replacement of Resources by Successful bidder will be allowed only in exceptional cases, based on the written approval of the competent authority. The successful bidder will ensure deployment of an equivalent or better profile in such exceptional situations.

11.13 Exit Management

1. During the exit management period, the Successful Bidder shall ensure supply of all services as per the work order/ RFP so that the work of the Purchaser is not affected.
2. All information (including but not limited to documents, records and agreements) in digital and/ or paper form relating to the services reasonably necessary to enable Purchaser and its nominated agencies to carry out due diligence in order to transition the provision of the Services to Purchaser or its nominated agencies, must be maintained by the Successful Bidder from commencement of the services.
3. The Successful Bidder will be paid only for the services rendered until the services are being rendered by the Successful Bidder.
4. Knowledge Transfer: At least 45 days will be planned for knowledge transfer to DoGR&PG department towards the end of contract.

Note: Purchaser reserves the right to ask for any additional information at the time of Exit, as deemed fit for smooth exit and continuity of the Services/work.

12. SLA and Penalties

S.No.	Activity	Penalty for delays beyond target level
1.	Submission of PBG within 10 days of issue of Letter of Intent	Rs. 2,000/- per day
2.	Signing of Contract within 15 days of issuance of LoI	Rs. 2,000/- per day
3.	Non-Adherence to the timelines as mentioned in this RFP	Rs. 2,000/- per day
4.	Any change of resource for any role, during team deployment or during project duration, from the CV as proposed during evaluation and approved by the State Government.	Any change of resource from the proposed CVs, either during team deployment or project duration, must be replaced by equivalent resource, in terms of qualification, certification and experience, as mentioned in this RFP, in consultation and prior approval of Purchaser. Any deviation w.r.t qualification, certification and experience will not be accepted. In case of any delay in providing such equivalent replacement either during team deployment at project commencement or in mid-course of project, 0.5% of work order value per replacement per week of delay shall be deducted from payment. Any change of resource anytime post team deployment during the project duration will attract a penalty of 1.0% of the total work order value per replacement.

5.	Consultants not deployed as per the submitted CVs by the Successful Bidder except in the case of Resignation/Death/Medical exigency.	Rs. 50,000/- per resource per instance
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Note - The maximum penalty applicable on the Bidder shall not exceed 10% of the total contract value. In case if the total penalty applicable on the Bidder exceeds 10% of the total contract value, the Purchaser reserves the right to terminate the Contract with the Successful Bidder or Blacklist the Successful Bidder.

13. Payment terms

13.1 General

1) Payment to the Successful Bidder shall be made as per the following milestone/ deliverable:

S.No	Deliverable	Payment (%) of the Order Value including the taxes	Total Payment %
1.	Deliverable 1 Drafting of policies and guidelines for data storage/ privacy/ security, data exchange and consent framework, considering relevant acts & policies (e.g. IT Act 2000, Aadhaar Act 2016, Personal Data Protection Bill 2018, NDSAP, etc.)	5%	5%
2	Deliverable 2 Business Process Reengineering (BPR) and Functional and Software requirement Specifications report for the IT system of SDIP	5%	10%
3.	Deliverable 3 Finalized Design Report of State Data Integration Platform (SDIP)	5%	15%
4.	Deliverable 4 Detailed Project Report (DPR) including planning and enhancement of the overall Program Management Strategy, Roadmap, Transition Plan, Maintenance Plan, upgradation plan, Risk Management plan, cost estimate and Detailed Project Plan including Timelines	5%	20%
5.	Deliverable 5 Request for Proposals (RFP); Selection of System Integrator for creation of State Data Integration Platform	5%	25%

6.	Deliverable 6 Bid Process management and onboarding of the Implementing Agency for creation of the data exchange platform	5%	30%
7.	Review report of System Requirement Specification (SRS), Design reports, UAT plan, etc;	5%	35%
8.	Report on onboarding of different schemes in SDIP across multiple tracks	5%	40%
9.	Report on training and capacity building of scheme departments, district officials and other key stakeholders	5%	45%
10.	Report on SDIP use cases roll out with pilot schemes in identified pilot districts	5%	50%
11.	Report on SDIP use cases state-wide roll out with remaining schemes while addressing the learnings from pilot	5%	55%
12.	Deliverable 7 Project Management, Implementation Monitoring and O&M Reports	5%	60%
13.	Operations and Maintenance Report - Quarter 1-8	5% per quarter	100% (after 8 quarters)

- 2) Purchaser may withhold the payment of the Successful Bidder due to non-performance/non-delivery of the service as mentioned in this RFP. Decision of Authority in this regard shall be final.
- 3) Payments shall be subjected to deductions of any amount for which the Successful Bidder is liable under the contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/ taxes.
- 4) The decision of the Purchaser pertaining to the quality and quantity of works / services performed by the Successful Bidder shall be final and acceptable to the Successful Bidder besides being binding. It shall be the responsibility of the Successful Bidder to rectify the deficiencies so pointed out without any extra payment. In the event of default by Successful Bidder, the Purchaser reserves the right to get the concerned work / services fixed at its own level at the cost, risk and responsibility of the Successful Bidder after giving a notice in regard thereto in writing and expenditure so incurred by the Purchaser will be recovered from the invoices of the Successful Bidder.
- 5) All taxes, duties and any statutory levies etc. payable by the Successful Bidder during the contract tenure shall be the sole responsibility of the Successful Bidder.

- 6) The Successful Bidder shall comply with all the statutory provisions as laid down under various Labour Laws/ Acts/ Rules in respect to the Minimum wages, Employee Provident Fund, ESI, Labour Legislations.

14. Annexures

14.1 Self- Declaration

(On company letter head)

Date: XX/XX/XXXX

To

The Director,
Department of Governance Reforms & Public Grievances
Plot D-241, Sector-74, Mohali, Punjab-160071

Subject: Self Declaration

Dear Sir,

I/We hereby declare that as of date, (Name of the Successful Bidder)

1. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt./ Board/ Corporations and Government Societies / PSU for any reason.
2. Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.
3. And our directors, partners and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.

Sincerely Yours,

(Signature of Authorized Signatory)

Name:

Title:

14.2 Letter of Authorization

(On company Letter head)

To

The Director,
Department of Governance Reforms & Public Grievances
Plot D-241, Sector-74, Mohali, Punjab-160071

Dear Ma'am/ Sir,

Sub: Letter of Authorization

<Name> _____ <Designation> _____ is hereby authorized to sign & stamped relevant documents on behalf of the <Company> in dealing with this RFP Document published vide No. _____ dated _____. He is also authorized to attend meetings and submit Technical and Commercial information as may be required by you in the course of processing above said tender.

Thanking you,

Authorized Signatory (s) of the Company	Signature of the person authorized by the Bidder
<Name>	<Name>
<Designation>	<Designation>
<Seal>	<Seal>

14.3 Format for CVs of Key Personnel

Note: CVs can also be submitted in World Bank Format

1. Proposed Position [only one candidate shall be nominated for each position Expert]:

2. Name of Firm [Insert name of firm proposing the staff]:

3. Name of Staff [Insert full name]:

4. Date of Birth: _____ Nationality: _____

5. Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

6. Total No. of years of experience: _____

7. Total No. of years with the firm: _____

8. Areas of expertise and no. of years of experience in this area (as required for the Profile - mandatory):

9. Certifications and Trainings attended: _____

10. Details of Involvement in Projects (only if involved in the same): _____

11. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: _____

12. Membership of Professional Associations: _____

13. Employment Record [Starting with present position and last 2 firms, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From (Year): _____ To (Year): _____

Purchaser: _____

Positions held: _____

<p>14. Detailed Tasks Assigned</p> <p>[List all tasks to be performed under this assignment]</p>	<p>15. Relevant Work Undertaken that Best Illustrates the experience as required for the Role (provide maximum of 6 citations of 10 lines each)</p> <p>(Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 14 and as required for the role as listed in ‘List of the key professional positions whose CV and experience would be evaluated’)</p> <p>Name of assignment or project:</p> <p>Year:</p> <p>Location:</p> <p>Purchaser:</p>
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	Main project features: Positions held: Value of Project (approximate value or range value): Activities performed:
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16. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, from the assignment if engaged.

(Signature of staff member or authorized representative of the staff)

Full name of Authorized Representative:

Date (DD/MM/YYYY):

14.4 Financial Bid Format

[To be submitted only on the e-procurement portal]

<u>S.NO</u>	<u>Deliverables</u>	<u>Cost Excluding Tax in Rs.</u>
1.	Deliverable 1	
2.	Deliverable 2	
3.	Deliverable 3	
4.	Deliverable 4	
5.	Deliverable 5	
6.	Deliverable 6	
7.	Deliverable 7	
	Grand Total (In Figures)	
	Grand Total (In Words)	

Evaluation of Commercial bid shall be done on the basis of Grand Total cost of all the deliverables

(Signature of authorized representative of the staff)

Full name and title of Authorized Representative along with name and address of the firm:

Date (DD/MM/YYYY):

14.5 Format for Performance Bank Guarantee

Date: XX/XX/XXXX

To

The Director,
Department of Governance Reforms & Public Grievances
Plot D-241, Sector-74, Mohali, Punjab-160071

Subject: Performance Bank Guarantee

Whereas, <> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. dated. to provide Implementation services for <> to Purchaser (hereinafter called “the Purchaser”)

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, a banking company incorporated and having its head /registered office at <Address of the Registered Office> and having one of its office at <Address of the local Office> have agreed to give the Purchaser such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Bidder, up to a total of Rs. (Rupees only) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. (Rupees 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 <>)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed Rs. (Rupees only).
- II. This bank guarantee shall be valid up to)
- 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) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date

14.6 Deliverable Format

[To be submitted only on the e-procurement portal at the time of financial bid submission. There will be an option to upload this file separately]

14.6.1 Deliverable 1

S.No	Resource Category	No. of Months Proposed	Total cost excluding taxes in Rs.
1.			
2.			
3.			
4.			
5.			
6.			
7.			
Total Cost in Rs. (Excluding Taxes)			
Total Cost in Words (Excluding Taxes)			

- No. of months proposed by the bidder for individual roles should be sufficient enough to achieve the project milestones/deliverables within targeted timelines, as mentioned in RFP
- Taxes, as applicable, will be paid extra.

14.6.2 Deliverable 2

S.No	Resource Category	No. of Months Proposed	Total cost excluding taxes in Rs.
1.			
2.			
3.			
4.			
5.			
6.			
7.			
Total Cost in Rs. (Excluding Taxes)			
Total Cost in Words (Excluding Taxes)			

- No. of months proposed by the bidder for individual roles should be sufficient enough to achieve the project milestones/deliverables within targeted timelines, as mentioned in RFP
- Taxes, as applicable, will be paid extra.

14.6.3 Deliverable 3

S.No	Resource Category	No. of Months Proposed	Total cost excluding taxes in Rs.
1.			
2.			
3.			
4.			
5.			
6.			
7.			
Total Cost in Rs. (Excluding Taxes)			
Total Cost in Words (Excluding Taxes)			

- No. of months proposed by the bidder for individual roles should be sufficient enough to achieve the project milestones/deliverables within targeted timelines, as mentioned in RFP
- Taxes, as applicable, will be paid extra

14.6.4 Deliverable 4

S.No	Resource Category	No. of Months Proposed	Total cost excluding taxes in Rs.
1.			
2.			
3.			
4.			
5.			
6.			
7.			
Total Cost in Rs. (Excluding Taxes)			
Total Cost in Words (Excluding Taxes)			

- No. of months proposed by the bidder for individual roles should be sufficient enough to achieve the project milestones/deliverables within targeted timelines, as mentioned in RFP
- Taxes, as applicable, will be paid extra

14.6.5 Deliverable 5

S.No	Resource Category	No. of Months Proposed	Total cost excluding taxes in Rs.
1.			
2.			
3.			
4.			
5.			
6.			
7.			
Total Cost in Rs. (Excluding Taxes)			
Total Cost in Words (Excluding Taxes)			

- No. of months proposed by the bidder for individual roles should be sufficient enough to achieve the project milestones/deliverables within targeted timelines, as mentioned in RFP
- Taxes, as applicable, will be paid extra

14.6.6 Deliverable 6

S.No	Resource Category	No. of Months Proposed	Total cost excluding taxes in Rs.
1.			
2.			
3.			
4.			
5.			
6.			
7.			
Total Cost in Rs. (Excluding Taxes)			
Total Cost in Words (Excluding Taxes)			

- No. of months proposed by the bidder for individual roles should be sufficient enough to achieve the project milestones/deliverables within targeted timelines, as mentioned in RFP
- Taxes, as applicable, will be paid extra

14.6.7 Deliverable 7

S.No	Resource Category	No. of Months Proposed	Total cost excluding taxes in Rs.
1.			
2.			
3.			
4.			
5.			
6.			
7.			
Total Cost in Rs. (Excluding Taxes)			
Total Cost in Words (Excluding Taxes)			

- No. of months proposed by the bidder for individual roles should be sufficient enough to achieve the project milestones/deliverables within targeted timelines, as mentioned in RFP
- Taxes, as applicable, will be paid extra

14.7 State Data Integration Platform (SDIP)

14.7.1 Introduction

The foundational principle of all social protection schemes is to improve the living standards of the most vulnerable citizens/residents. Hence streamlining benefit delivery is of paramount importance to accomplish policy-driven social welfare priorities and strengthen the financial inclusion goals of the Government.

Several limitations present in scheme management systems inhibit Government efforts to strengthen the delivery of essential public services to target beneficiaries. This highlights the need for introducing an integrated benefit delivery platform that could successfully harmonize and digitalize various functions across the Department schemes that offered DBT services.

The best way to successfully accomplish this is by devising a modular, open standards-based technology-driven platform that can automate all key functions in the benefit delivery lifecycle (from beneficiary registration to benefit disbursement), build verifiable source-of-truth registries for benefit management, and streamline inter-scheme data harmonization efforts across various line ministries. Therefore, the creation of an integrated State Data Integration Platform shall provide support to in coordinating benefit delivery efforts across various Department-led social welfare schemes in the State.

14.7.2 Objectives

Following are the envisaged objectives proposed to be achieved on the implementation of SPDP:

1. Improved coverage, targeting and access to benefit transfer programs for residents of the State;
2. Improve capacities of State Govt. to use ICT innovations towards improved service delivery for beneficiaries and improve ease of access;

3. Improve the capacities of the State Govt. to identify beneficiaries, plan, budget, track expenditure efficiencies and monitor benefit transfer programs, by building an integrated delivery platform;
4. Establish framework for interaction and exchange of data between departments;
5. Improved ease of access for beneficiaries trying to avail services related to social protection and cash-benefits;
6. Efficient execution and monitoring of welfare schemes across the State;
7. Standardized beneficiary experience across departments for all public and social welfare services and benefits;
8. Enhanced efficiency, transparency and accountability in delivery of welfare services and benefits;
9. Improved policy co-ordination across multiple programs and line departments.

14.7.3 Broad Outcome

Following are the envisaged outcomes that may be achieved after successful implementation of SPDP:

1. **Improve access to social benefits:** The resident will get anywhere-anytime and unified access to social benefits. These benefits will be enabled through self-service mode as well as assisted mode at either door-step or near doorstep of the resident.
2. **Improve convenience of social benefit delivery:** The social benefit will be made available in a cashless, paperless, and faceless manner.
3. **Digitize and simplify the public services:** The entire process for service application submission, processing and output delivery will be simplified and digitized. The service application processing will be streamlined using reengineered process and electronic rule-based validation of data elements.
4. **Setup robust resident engagement (public awareness and grievance management) systems:** A simple multi-channel interface would be developed for residents to interact with the government. The residents will be able to reach to the government for enquiry, feedback and grievances. The grievances from this

interface as well as other existing interfaces will be processed through a predetermined integrated workflow by respective entities. The resolution or response to grievances and queries will be reported back to residents within stipulated timelines to their satisfaction.

5. **Enable data driven governance and innovation:** The vast amount of data spread across the departments will be utilized for the purpose of monitoring the existing scheme and planning for new scheme. For this purpose, a system will be made available to the department which will create actionable information, reports, dashboards, and insights.
6. **Enable collaboration among government entities:** The data elements will be stored in a federated manner with the concerned departments which will contribute to increased privacy of residents' data. The departments will strive to build convenient and robust processes, and to develop or adopt electronic systems to streamline mechanisms for corrections and updates. A system will be developed for exchange of data needed by one department (user department) for service delivery and stored by another department (provider department).

14.7.4 Design Principles

14.7.4.1 Design for Inclusion

All the legal residents Of Punjab are eligible to be a part of the SDIP. Insofar as subsidies, benefits or services to be given is concerned by individual Departments, the State Government can mandate that the receipt of these subsidies, benefits and services could be given only on furnishing proof. SDIP must be designed in a manner that it only requires a limited number of demographic attributes and will have dynamic and flexible processes for registration and ongoing updates.

14.7.4.2 Openness, Vendor Neutrality and Standards Based Operability

Another key governing principle is that the service components of SDIP should be embracing open protocol-based interoperability principle which is an essential requirement, for achieving

seamless integration between SDIP and the third-party systems (e.g. Scheme systems, payment/SMS gateways) for delivering public services to the beneficiaries.

14.7.4.3 **Design for Scale**

The amount of data managed by the SDIP may increase over time (increase in coverage/integrated schemes etc.) and hence adequate attention must be given to strengthen technology and processes on an ongoing basis. This should be achieved by the following measures;

- a) Ability of technology infrastructure to horizontally scale (for compute & storage requirements) i.e. add additional system resources without having to shut down the core system components
- b) Support loose-coupling of various platform components through an API/ Micro Services based design

14.7.4.4 **Strong Data Governance**

SDIP should be supported by a strong data-ownership model, which governs several policy requirements for the authorized data stewards/owners (e.g. provisions to access, create, modify, and use a specific internal data set, as well as rights to assign/delegate such access privileges to others). All authorized SDIP data owners/stewards not only have a responsibility to keep it safe and secure, but also carry a responsibility to ensure that it is current, consistent, and correct. Program beneficiaries (who have records managed within the SDIP ecosystem) are likely to reach out to local touch-points for addressing any data discrepancies and updates, due to certain life events such as relocation, marriage, etc. Hence, as a general design criterion, data ownership privileges & permissions should be set at appropriate levels.

The Successful Bidder shall suggest the design that should be capable of accommodating future policy changes without impacting the core functions of the application.

14.7.4.5 **Consent Management**

SDIP should have a strong emphasis to ensure the privacy of resident data by clearly defining what data is collected, the permissible uses of the data, and by ensuring that data is not shared with other entities without prior permission and consent. SDIP should also provide flexible provisions for residents to determine “what” information is provided to “whom” and for “how long”, as well as “which” users should not be provided access to the resident’s data in the SDIP registry (i.e. on the lines of a “partial opt-in” and “opt-out” consent models). The consent management principles should encapsulate all other guidelines prescribed by concerned authorities like Ministry of Electronics and Information Technology, UIDAI, Law Ministry etc.

14.7.4.6 **Security and Privacy by Design**

Safeguarding the security of data to prevent unauthorized access and or/ alterations must be a foundational principle of SDIP. Incorporating adequate privacy measures (pertaining to a resident’s PII data) will have to be a crosscutting principle adopted across all design elements of the platform. This includes adopting internationally accepted norms and best-practices as well as conforming to the country’s data protection regulations. Important design functions must have PII security and privacy controls built-in, as part of the platform architecture, for e.g. as outlined below;

- 1) **Limited resident data** - It is essential that resident data be kept to a minimum and focused on providing identity related functions in the service delivery workflow and nothing else. All other resident data required for executing service transaction pertaining to a specific scheme must be maintained in the individual scheme-databases.

- 2) **ID numbering scheme** – While the Aadhaar coverage in Punjab is fairly good, the government desires the platform to allow residents enroll and update data who don't have Aadhaar or wish not to share it. Therefore, it is required that the ID issued to every registered resident is a “random number” with no built-in intelligence or profiling information.

The Successful Bidder shall suggest what mechanism to be adopted for data privacy. Besides, the Successful Bidder should furnish the principles, guidelines, Standard operating procedures, and policies to be follows for data security and privacy.

14.7.4.7 **Service Unbundling**

All SDIP services should be designed as ‘modular-components’. This modular design would enable platform scalability and should data federation.

14.7.4.8 **User-Centricity**

SDIP will have to architected keeping a “user-centric design” as a central design principle. This is important so that the platform will be easy-to-use for all stakeholders concerned. Ensuring ‘accessibility’ and ‘availability’ (e.g., supporting ‘online/offline’ system availability) are key components of such a design. The platform vision might also accommodate beneficiaries (as potential users of the platform). Hence, an architectural focus on platform-usability must be a critical governing principle for the successful adoption of the platform.

14.7.4.9 **Ecosystem Approach**

Given the federated nature of the platform governance (with individual Departments operating many of the State schemes) it is important to enlist a group of operational partners under an ‘ecosystem’ model. This ecosystem can include external public and private utilities who will collaborate with platform for executing various functions, platform implementation (SI/MSP) and end-user agencies (e.g. CSCs). Such an ecosystem approach will necessitate that the interfaces between these partners (and their systems) will have to be well defined and standardized - via a technology backbone that would hold together this partner ecosystem.

14.7.4.10 Platform Resilience, Manageability and Reliability

The platform is envisioned to mature over time and thus, will undergo a lot of changes over time (e.g. legal, processes and technology related changes). Hence, ‘manageability’ (i.e. ease of implementing changes) is important. The platform must be resilient against hardware and software failures and avoid any ‘single point of failure’ and require minimum human interventions. Continuous monitoring of service components within ecosystem is necessary to ensure adequate integrity of data and uninterrupted availability of business processes.

To fully accomplish the vision of the platform, it should be ensured that the platform is compliant with relevant National/State laws and policies and ensures that there are no violations made in the platform design/program operations. The bidder is expected to identify the need for such policies and help the state government draft such policies.

The Successful Bidder shall suggest a technology infrastructure plan such that the proposed solution shall be cloud/hybrid cloud ready from day 1 with high availability mode to avoid a single point of failure.