

Society for Promotion for IT in Chandigarh

REQUEST FOR QUOTATION (RFQ)

FOR

ENGAGING DATA ENTRY AGENCIES FOR UPDATION OF NATIONAL POPULATION REGISTER (NPR) FOR POPULATION OF U.T. CHANDIGARH

Tender Reference No: SPIC/2016/33466

Dated: 08/09/2016

**SOCIETY FOR PROMOTION OF IT IN CHANDIGARH (SPIC)
PEC University of Technology Campus, Sector 12-D, Chandigarh – 160012
Phone: 0172-2744235, Fax: 0172-2740005
Website: <http://www.spicindia.com>**

Important Dates

S. No.	Particular	Details
1.	Start date of issuance of RFQ document	08.09.2016
2.	Pre-Bid Conference	13.09.2016 at 3 PM
3.	Last date and time for RFQ Submission	16.09.2016 at 3 PM
4.	Date and time of opening of Qualifying Bids	16.09.2016 at 3:30 PM

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1.1. Fact Sheet

Topic	Details
RFQ Availability	RFQ can be downloaded from http://etenders.chd.nic.in/
EMD	<p>Earnest Money Deposit of amount INR 1,00,000/-</p> <p>In the form of a Demand Draft or FDR or Bank Guarantee (in the format specified in Appendix I: Form 3) issued by any scheduled nationalized bank, payable/pledged in favour of Chief Executive Officer (CEO), payable at Chandigarh, and should be valid for 6 months from the due date of the tender / RFQ</p> <p>Demand Draft in favour of “Society for Promotion of IT, Chandigarh” and payable at Chandigarh from any of the scheduled commercial bank</p>
Pre-Bid Meeting	<p>A pre-bid meeting will be held at:</p> <p>The name, address, and telephone numbers of the Nodal Officer is:</p> <p>CEO Society for Promotion of IT PEC University of Technology Campus Sector 12 , Chandigarh 0172-2744235 info@spicindia.com</p> <p>All the queries should be received by day before pre-bid meeting date, either through post or email.</p>
Bid Validity	Bids must remain valid 180 days after the submission date
Bid Submission	All the bids should be submitted through eTender at http://etenders.chd.nic.in/ along with an original copy of each bid in printed along with one copy of non-editable CD

1.2. Request for Quotation

Online bids are invited from eligible, reputed, qualified firms with sound technical and financial capabilities for design, development, implementation and maintenance of an end to end IT solution as detailed out in the Scope of Work under Section 6 of this RFQ Document. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in Section 4.1 of this RFQ Document.

2. Background Information

2.1. Basic Information

- a. SPIC invites responses (“Bids”) to this Request for Quotation (“RFQ”) from Data Entry Agencies (“Bidders”) for the provision of updation of National Population Register (NPR) for Population of UT of Chandigarh as described in Section 6 of this RFQ, “Scope of Work”.
- b. Any contract that may result from this Government procurement competition will be issued for a term of 1 year (“the Term”).
- c. The SPIC reserves the right to extend the term, beyond the period specified at (b) above, for a period or periods of up to 2 years on the same terms and conditions, subject to the SPIC’s obligations at law.
- d. Bids must be received not later than time, date and venue mentioned in the Fact Sheet. Bids that are received late WILL NOT be considered in this procurement process.

2.2. Project Background

The Government of India has completed the creation of Digitized National Population Register (NPR) by collecting specific information of all usual residents in the country during the House listing and Housing Census phase of Census 2010 during April 2010 to September 2010 and done the data digitization in 2012-13. The NPR is a comprehensive identity database to be maintained by the Registrar General and Census Commissioner of India, Ministry of Home Affairs, Government of India (RGI). The objective of creation of the NPR is to help in better utilization and implementation of the benefits and services under the government schemes, improve planning, improve security and prevent identity fraud.

Under the scheme of updation of National Population Register (NPR) database, the field work related to any corrections in names, date of birth, address etc. and collection of Ration Card, Aadhaar Number & Mobile Number is completed.

PROCESS OF UPDATION OF NPR

A. Correction in the data fields

Corrections in the data fields like names, date of birth, address etc. will be entered in English and Hindi language and collection of Ration Card, Aadhaar Number & Mobile Number

B. Migrated / Dead

A member of household may be marked as migrated or Dead. Also a complete household may be marked as migrated.

C. Insertion of New Member in household

A member of household may be added by entering the following details in English and Hindi language

- i. Form No.
- ii. Name of the person in full and residential Status
- iii. Name of the person as should appear in National Population Register
- iv. Relationship to Head
- v. Sex

- vi. Date of Birth
- vii. Marital Status
- viii. Educational Qualification
- ix. Occupation/Activity
- x. Name(s) of father, mother and spouse in full
- xi. Place of Birth
- xii. Nationality as declared
- xiii. Present address
- xiv. Duration of stay at present address
- xv. Permanent residential address
- xvi. Aadhaar Status, Aadhaar No. , Mobile No. and Ration Card No. etc.

3. Instructions to the Bidders

3.1. General

- a. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFQ may wish to consult their own legal advisers in relation to this RFQ.
- b. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the SPIC on the basis of this RFQ
- c. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the SPIC. Any notification of preferred bidder status by the SPIC shall not give rise to any enforceable rights by the Bidder. The SPIC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the SPIC.
- d. This RFQ supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3.2. Compliant / Completeness of Bids

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFQ documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFQ document with full understanding of its implications.
- b. Failure to comply with the requirements of this paragraph may render the bid non-compliant and the bid may be rejected. Bidders must:
 - i. Include all documentation specified in this RFQ;
 - ii. Follow the format of this RFQ and respond to each element in the order as set out in this RFQ
 - iii. Comply with all requirements as set out within this RFQ.

3.3. Pre-Bid Meeting & Clarifications

3.3.1. Pre-bid Conference

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

Chief Executive Officer (CEO)
 Society for Promotion of IT
 PEC University of Technology Campus
 Sector 12 , Chandigarh
 0172-2744235
 smdit-chd@nic.in

- b. SPIC shall hold a pre-bid meeting with the prospective bidders as mentioned in fact sheet in this RFQ
- c. The queries should necessarily be submitted in the following format:

S. No.	RFQ Document Reference(s) (Section & Page Number(s))	Content of RFQ requiring Clarification(s)	Points of clarification
1.			
2.			

- d. SPIC shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by SPIC.

3.3.2. Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Nodal Officer notified by the SPIC will endeavor to provide timely response to all queries. However, SPIC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does SPIC undertake to answer all the queries that have been posted by the bidders.
- b. At any time prior to the last date for receipt of bids, SPIC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFQ Document by a corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the <http://etenders.chd.nic.in/> .
- d. Any such corrigendum shall be deemed to be incorporated into this RFQ.
- e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, SPIC may, at its discretion, extend the last date for the receipt of Proposals.

3.4. Key Requirements of the Bid

3.4.1. Right to Terminate the Process

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

3.4.2. RFQ Document

- a. The bidder may download the RFQ documents from the website <http://etenders.chd.nic.in/>. No tender fees are required.

3.4.3. Earnest Money Deposit (EMD)

- a. Bidders shall submit, along with their Bids, EMD as per terms mentioned in this RFQ.
- b. EMD of all unsuccessful bidders would be refunded by SPIC. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- c. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e. The EMD may be forfeited:
 - a. If a bidder withdraws its bid during the period of bid validity.
 - b. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFQ.

3.4.4. Submission of Bids

- a. The bidders should submit their responses as per the format given in this RFQ through Online tender <http://etenders.chd.nic.in/>
- b. The bidders will also submit the bids hard format in following manner:
 - i. Response to Eligibility Criterion : (1 Original + 1 CD) in first envelope
- c. Online bids not accompanied by hard formats as above will be rejected
- d. **No commercial Proposal** should be submitted in the hard format or CDs
- e. The Response to Eligibility criterion should be covered in separate sealed envelopes superscribing "Eligibility Criteria". Each copy of each bid should also be marked as "Original" OR "Copy" as the case may be.
- f. The two envelopes containing copies of Eligibility Proposal, should be put in another single sealed envelope clearly marked "Response to RFQ for <Name of the assignment>"
- g. The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late Submission".
- h. All the pages of the bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- i. The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- j. All pages of the bid including the duplicate copies, shall be initialed and stamped by the person or persons who sign the bid.
- k. In case of any discrepancy observed by SPIC in the contents of the submitted original paper bid documents with respective copies and online bid , the information furnished on online bid document will prevail over others.
- l. Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original hard copy paper bid document and to that submitted on the website. In case of any discrepancy observed by SPIC in the contents of the CDs and other bid

documents, the information furnished on the website will prevail.

3.4.5. Authentication of Bids

A bid should be accompanied by a power-of-attorney in the name of the signatory of the bid.

3.5. Preparation and Submission of Bid

3.5.1. Bid Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFQ process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by SPIC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

SPIC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.5.2. Language

The bid should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the bid, the English translation shall govern.

3.5.3. Venue & Deadline for Submission of Proposals

Bids, in its complete form in all respects as specified in the RFQ, must be submitted to Society for Promotion of IT through Online tender <http://etenders.chd.nic.in/>

Also proposals, in its complete form in all respects as specified in the RFQ, must be submitted to SPIC at the address specified below:

Addressed To

Chief Executive Officer (CEO)
Society for Promotion of IT
PEC University of Technology Campus
Sector 12 , Chandigarh
0172-2744235
smdit-chd@nic.in

3.5.4. Late Bids

- a. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b. The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c. SPIC shall not be responsible for any website issues while uploading.

- d. SPIC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- e. SPIC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

3.6. Evaluation

- a. The decision of the Department in the evaluation of responses to the RFQ shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- b. The Department may ask for meetings with the Bidders to seek clarifications on their proposals
- c. The Department reserves the right to reject any or all proposals on the basis of any deviations.

3.6.1. Tender Opening

The bids would be opened as per details mentioned in this RFQ.

The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

3.6.2. Tender Validity

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

3.6.2.1. Tender Evaluation

- a. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals :
 - i. Are not submitted in as specified in the RFQ document
 - ii. Received without the Letter of Authorization (Power of Attorney)
 - iii. Are found with suppression of details
 - iv. With incomplete information, subjective, conditional offers and partial offers submitted
 - v. Submitted without the documents requested in the checklist
 - vi. Have non-compliance of any of the clauses stipulated in the RFQ
 - vii. With lesser validity period
 - viii. Invalid or No EMD
- b. All responsive Bids will be considered for further processing as below.

SPIC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFQ document. The decision of the Committee will be final in this regard.

4. Criteria for Evaluation

4.1. Eligibility Criteria

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	<p>(a) The Bidder must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section-25 of the Act) OR the Partnership Act, 1932 OR Societies Registration Act 1860 OR the Indian Trusts Act 1882/its equivalent or Proprietorship entities having a PAN of the Income-tax department, Govt. of India.</p> <p>And</p> <p>(b) Registered with the Service Tax Authorities and</p> <p>(c) Should have been operating for the last three years.</p>	<p>Certificate of incorporation / registration</p> <p>Valid Sales Tax TIN number</p> <p>Registration Certificates</p>
2.	Technical Capability	<p>Agency must have successfully completed, in the last 3 financial years, at least the following numbers of engagement(s) involving data digitization or data entry of value specified herein :</p> <p>One project of similar nature not less than the amount INR 40 lakhs; OR</p> <p>Two projects of similar nature not less than the amount equal INR 20 lakhs each ; OR</p> <p>Three projects of similar nature not less than the amount equal INR 12 lakhs each</p>	<p>Completion Certificates from the client; OR</p> <p>Work Order + Self Certificate of Completion; OR</p> <p>Work Order + Phase Completion Certificate from the client</p>
3.	Experience	<p>The Bidder must have the at least 3 year experience of doing data digitisation work in Hindi & English language</p>	<p>Certificate from the authorized signatory of the bidder</p>

S. No.	Basic Requirement	Specific Requirements	Documents Required
4.	Sales Turnover	The Bidder should have annual turnover of at least Rs 1 crore during each of the last three financial years i.e. 2013-14, 2014-15 and 2015-16	Audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor
5.	Consortium Bidding	Consortiums are not allowed. The bidder must be single vendor	Self Undertaking
6.	Manpower	The bidder should have at least 50 skilled manpower for data digitization operations on its own payroll	Certificate from the authorized signatory of the bidder
7.	Blacklisting	A self certified letter by the authorized signatory of the bidder that the bidder has not been blacklisted by any Central / State Government (Central/State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices as of last date of submission must be submitted on original letter head of the bidder with signature and stamp.	A Self Certified letter by an authorized signatory
8.	Local Office	The bidder should have a local office in Chandigarh Tricity	Proof of having local office

4.2. Commercial Bid Evaluation

- a. The Financial Bids of eligible bidders will be opened on the prescribed date.
- b. The bidder, who has submitted the lowest Commercial bid, shall be selected as the L1 and shall be called for further process leading to the award of the assignment
- c. In case of more than one L1, the work may be divided proportionately among all the L1 bidders solely at the discretion of the purchaser.
- d. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e. The bid price will not include service tax only but it will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- f. Any conditional bid would be rejected
- g. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price

and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

5. Appointment of DEO Agency

5.1. Award Criteria

SPIC will award the Contract / issue work order to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

5.2. Right to Accept Any Proposal and To Reject Any or All Bid(s)

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

5.3. Notification of Award

Prior to the expiration of the validity period, SPIC will notify the successful bidder in writing or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, SPIC, may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, SPIC will notify each unsuccessful bidder and return their EMD.

5.4. Contract Finalization and Award

The SPIC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Eligibility and Commercial Evaluation to the proposed Project, as per the guidance provided by government procurement rules.

On this basis the draft contract agreement / work order would be finalized for award & signing.

5.5. Performance Guarantee

The SPIC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the contract value. The Performance Guarantee should be valid for a period of 12 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the SPIC at its discretion may cancel the order placed on the selected bidder without giving any notice. SPIC shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period

or SPIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

5.6. Signing of Contract

After the SPIC notifies the successful bidder that its proposal has been accepted, SPIC shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between SPIC and the successful bidder. The SPIC may also issue a work order on similar lines instead.

5.7. Failure to Agree with the Terms and Conditions of the RFQ

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFQ shall constitute sufficient grounds for the annulment of the award, in which event SPIC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the SPIC shall invoke the PBG of the most responsive bidder.

6. Scope of Work

In this Section, Scope of work is detailed out as follows:

The DEA(s) shall provide end-to-end managed data entry services to the Purchaser for the purpose of data entry work for UT of Chandigarh.

- The population coverage for this work is approximately 11 lakhs usual residents of Chandigarh.
- There are about approximately 2100 NPR booklets along with 76,000 forms. In all about 8,50,000 records may require updation. About 3,42,000 records are to be marked migrated/dead. Further, new records would be about 2,26,000. However, actual number of records may vary.
- The selected DEA(s) shall commence work within 3 days of award of work. The work of data entry should be completed within 45 days starting from the 6th day after the award of contract.
- The responsibilities of the selected bidder(s) shall include the following:
 - i. Identify and set up all required infrastructure (including but not limited to furniture, fixtures, workspaces, electricity, water, computing, communication, peripherals, Internet facility, UPS etc.) at designated location for performing the data entry work based on the volume of work allocated as per the bidding process. However, on request of selected agency the Purchaser can also provide workspace on rental basis chargeable to the selected agency. Such rental cost would be intimated to the selected agency at later date.
 - ii. Confidentiality & security of the physical as well as digitized records would be sole responsibility of the selected bidder.
 - iii. The selected bidder may operate on 24x7 basis.
 - iv. The accuracy of data entry is the prime responsibility of the Bidder. The deployed data entry operators should have sufficient data entry experience and good expertise of data entry in English and Hindi language.
 - v. The bidder will provide additional 20% (minimum) of the seats of data Entry and space and reserve/make available all infrastructural facilities for the Government/Purchaser Officials with required infrastructure for supervising the quality of data entry exercise.

- vi. Obtain the NPR Booklets / forms (Enumeration block wise from the Purchaser or their representative and carry out the task of Manual data entry accurately and return the same without tempering/torn any page of NPR booklet.
- vii. Obtain the NPR Data Update Utility from the Purchaser and ensure installation of the software at all data entry units.
 - i. This is MS windows based utility which can be installed on any system running Microsoft Windows OS (Windows 7 or higher version). It won't work on system running on Linux or any other operating system.
 - ii. Any license required for the data entry work will be sole responsibility of the bidder.
 - iii. The data entry software will be provided free of cost to the DEA.
 - iv. The Hindi language font should be installed on the system.
 - v. Ownership of the data entry software shall vest exclusively with the Chandigarh Administration. DEA shall use such data entry software only for the purpose of data entry work which is assigned by the Purchaser.
- viii. DEA shall be responsible and liable for legal actions and damages if it does any act (e.g. copying, duplicating software etc.) or omission other than data entry assignment.
- ix. Ensure data entry using the software received from the Purchaser.
- x. Training of own personnel on the data entry software as well as on the overall process and procedures with the help of training material provided by the Purchaser.
 - i. The Purchaser will facilitate the required training at locations to be specified by the Purchaser free of charge to five (5) Master Trainers from each DEA selected after the bidding process.
 - ii. These Master Trainers of DEA will, in turn, train their operators etc involved in the process of data entry.
 - iii. DEAs should engage data entry operators only after they have been trained for data entry.
- xi. Ensure data entry in two languages. i.e., in Hindi as well as in English
- xii. Ensure the data entry as per guidelines provided by the Purchaser.
- xiii. DEA would be responsible for 1st level of checking and verification of entered data to ensure 100% accuracy. The DEA will be responsible for providing records of checking and verification carried out and mistakes found there of. 2nd level of checking and verification would be carried out designated representative provided by the Purchaser.
- xiv. Ensure secure interim storage management of entered data.
- xv. DEAs shall ensure the security and safe custody of NPR Booklets and forms
- xvi. Ensure MIS reporting of the complete work on a daily basis through the methodology provided by the Purchaser. This would include (but not limited to) SLA reporting
- xvii. Report, in the prescribed formats, the progress of the data entry work and other activities related to the project in writing to the Purchaser on a weekly basis.
- xviii. Prevent any unauthorized access to the data at all stages and at all times before, during, and after the entire operation.
- xix. Ensure that software and data contained/entered is at all times kept secured and free from viruses/unauthorized access/copying/editing/deleting/ transmitting/ storing/ carrying etc.
- xx. Bidders acknowledge and accept that they shall not be entitled to any extra compensation/remuneration/reimbursements/fees/payments other than quoted rate, on account of (or for overcoming) difficulties/problems. It shall be the sole responsibility of bidder to complete the entire entrusted work with quality and in time.

- xxi. The Data Entry Operators engaged for data entry should be minimum 10+2 pass and computer literate and should be knowing data entry in both English and Hindi Language.
- xxii. Records for which no updation / correction is required would not be paid for. The vendor would identify such records and report the same to the purchaser.

7. Deliverables & Timelines

S. No.	Project Activity	Deliverables	Timelines (from issuance of work order)
1.	Infrastructure (Hardware, Furniture, connectivity, Software etc.)	Site Readiness	6 days
2.	Deployment of Manpower	List of DEOs, Supervisors, managerial staff, etc.	6 days
3.	Phase-I: Completion of 40% of the total volume of work	Phase completion report	7-28 days
4.	Phase-II: Completion of remaining 60% of the total volume of work	Final closure report	29-51 days

The vendor would be required to successfully deploy the system in 3 days for every new location (if required). Also simultaneous work on multiple locations will need to be carried out.

8. Service Levels

The performance of the system shall be measured and applicable penalties shall be calculated and imposed on the bidder, in case the performance is below the defined thresholds.

S. No.	Service Metrics Parameter	Baseline	Penalty (Rs.)
1	Deliverables should be completed within time given in the tender document	As per Deliverables and Timelines	@0.5% of the contract value per day subject to the maximum of 10% of the contract value based on the estimated records
2	Accuracy of Data: Accuracy shall be calculated from the records (batch wise) digitized and uploaded by vendor. Data uploaded in a weeks time would be considered a batch. Verification of the records would be done from the original document and the	Baseline Parameter > 99% Payment would be made on 100% accuracy only	<ul style="list-style-type: none"> • >97% but <99%=5% of the payment • >94% but <96%=10% of the payment • >92% but <94%=20% of the payment • Below 92%=No payment

S. No.	Service Metrics Parameter	Baseline	Penalty (Rs.)
	<p>mistakes/error would be marked.</p> <p>The following formula shall be used to calculate the error percentage for data entry (%): Total no. of erroneous fields in the batch = say X Number of records in the batch = say Y Error percentage (%) = $X/Y * (F)$ Where F= 100/N where N is number of Fields per records.</p>		<p>Penalty percentages for payment equivalent for the batch</p> <ul style="list-style-type: none"> Accuracy of less than 92% will be considered as the Breach of the Contract and order/contract is liable for termination In all such cases, where the accuracy is below 100%, the vendor will be responsible to carry out corrections with no additional cost to Purchaser and as per timelines

If at any point of time, it is found that the selected bidder(s) is not entering data as per specifications given by the Purchaser, then the particular bidders(s) shall be debarred from carrying out any further data entry work and other activities with immediate effect. In such cases, the Purchaser reserves the right to terminate the contract with the concerned Bidder(s) and impose penalties @10% of the contract value besides forfeiting the PBG and take further action as deemed fit as per rules.

9. Payment Procedure and Terms

9.1. Payment Schedules

- Total payments due based on the number of records corrected/new records inserted and migrated/dead will be made upon submission of completed data/NPR Booklets and acceptance of data entry work, as reported and as verified by the Purchaser / Supervisors nominated by the UT Administration on its behalf.
- The schedule for the payments due to the DEA per district / municipal corporation is given as under:

S. No.	Data Entered (% age of the total volume of data)	Payment (%age of total payments to be made)
1.	Phase-I: 40% or more	90% of the value of work done (verified/approved records)
2.	Phase-II: Next 60% (cumulative 100%)	90% of value of additional work done (verified/approved records)
Total	100%	90%

Note : The bidder will raise the invoices within 15 days after completion of phase.

- The balance 10% of final payments due to the DEA will be made only upon submission of completed data/NPR Booklets by the Purchaser and receiving an acceptance on completeness and the quality of data from the UT Administration or the purchaser
- The selected bidder(s) will submit such invoices to the Purchaser
- The Purchaser will make all efforts to release the payment within 30 days of submission of invoice to the extent possible subject to the verification of actual work completed by the selected bidder(s) and the payment will be made on the basis of actual work done.
- If the actual quantum of work turns out to be lesser/more than estimated one, the rates quoted shall remain unchanged.
- All the payments would be adjusted for penalties

10. Fraud and Corrupt Practices

- a. The Bidders/Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFQ, the SPIC shall reject a bid without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, the SPIC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFQ, including consideration and evaluation of such bid.
- b. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
 - i. “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the SPIC who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the SPIC, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the SPIC in relation to any matter concerning the Project;
 - ii. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
 - iii. “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;

- iv. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by SPIC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- v. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

11. Conflict of Interest

- a. A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the SPIC shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the SPIC for, inter alia, the time, cost and effort of the SPIC including consideration of such Bidder’s Proposal, without prejudice to any other right or remedy that may be available to the SPIC hereunder or otherwise.
- b. Without limiting the generality of the above, an Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
 - i. a constituent of such Bidder is also a constituent of another Bidder; or
 - ii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
 - iii. such Bidder has the same legal representative for purposes of this Application as any other Bidder; or
 - iv. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each others’ information about, or to influence the Application of either or each of the other Bidder; or

12. Termination Clause

12.1. Right to Terminate the Process

SPIC reserves the right to cancel the work order / contract placed and recover expenditure incurred by SPIC under the following circumstances:-

- a. The vendor commits a breach of any of the terms and conditions of the bid.
- b. The bidder goes into liquidation, voluntarily or otherwise.
- c. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- d. If the vendor fails to complete the assignment as per the time lines prescribed in this work order and the extension if any allowed, it will be a breach of terms and conditions of this work order. The SPIC reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- e. If deductions of account of penalties & liquidated damages exceeds more than 10% of the total project price.

- f. In case the vendor fails to deliver the quantity as stipulated in the delivery schedule, SPIC reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the vendor.
- g. After award of the work, if the vendor does not perform satisfactorily or delays execution of the assignment, SPIC reserves the right to get the balance work executed by another party of its choice by giving one month's notice for the same. In this event, the vendor is bound to make good the additional expenditure, which SPIC may have to incur in executing the remaining work. This clause is applicable, if for any reason, the work order is cancelled.
- h. SPIC reserves the right to recover any dues payable by the vendor from any amount outstanding to the credit of the vendor, including the pending bills and/or invoking the bank guarantee.
- i. The vendor shall not assign or sublet the task / scope of work or any part or it without written permission from SPIC. In case of non compliance of this Para, the work order may be cancelled and the damages, if any, may be recovered from the vendor.
- j. The vendor acknowledges that he has fully acquainted himself with all conditions and circumstances under which he has to complete the job with all the terms, clauses, conditions, specifications and other details of this work order

12.2. Consequences of Termination

- a. In the event of termination of the work order due to any cause whatsoever, (whether consequent to the stipulated term of the work order or otherwise), SPIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the work.
- b. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions that are expressly or by implication intended to come into or continue in force on or after such termination.

13. Notices

Notice or other communications given or required to be given shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

Appendix I: Eligibility Bid Templates

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

Pre-Qualification Bid & Technical Proposal shall comprise of following forms :

Forms to be used in Pre-Qualification Proposal

Form 1: Compliance Sheet for Eligibility

Form 2: Particulars of the Bidder

Form 3: Bank Guarantee for Earnest Money Deposit

Form4: Letter of Proposal

Form 1: Compliance Sheet for Eligibility Criteria

S. No.	Basic Requirement	Documents Required	Provided Yes/No	Reference & Page Number
1.	Legal Entity	Certificate of incorporation / registration Valid Sales Tax TIN number Registration Certificates		
2.	Technical Capability	Completion Certificates from the client; OR Work Order + Self Certificate of Completion; OR Work Order + Phase Completion Certificate from the client AND FORM 5		
3.	Experience	Certificate from the authorized signatory of the bidder		
4.	Sales Turnover	Audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor		
5.	Consortium Bidding	Self Undertaking		
6.	Manpower	Certificate from the authorized signatory of the bidder		
7.	Blacklisting	A Self Certified letter by an authorized signatory		
8.	Local Office	Proof of having local office		
9.	EMD	As specified in this RFQ		Not Applicable
10.	Power of Attorney	Power of Attorney in name of authorized signatory		
11.	Particulars of the Bidder	As per Form 2		

S. No.	Basic Requirement	Documents Required	Provided Yes/No	Reference & Page Number
12.	Covering letter	As per Form 4		

Form 2: Particulars of the Bidder

SI No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 3: Bank Guarantee for Earnest Money Deposit

To,

Chief Executive Officer (CEO)

Society for Promotion of IT

PEC University of Technology Campus

Sector 12 , Chandigarh

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFQ # <<RFQ Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to <SPIC>

Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <SPIC> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

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

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

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

II. This Bank Guarantee shall be valid upto <<insert date>>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Form 4: Covering Letter

To

Chief Executive Officer (CEO)

Society for Promotion of IT

PEC University of Technology Campus

Sector 12 , Chandigarh

Subject: Submission of the bid for <Name of the assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Data Entry Services to the SPIC on <Name of engagement> with your Request for Quotation dated <insert date> and our Proposal. We are hereby submitting our bid, which includes this Eligibility bid and the Financial Bid sealed in a separate envelope.

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

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

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

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

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

Form 5: Project Citation Format

General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

Appendix II: Commercial Proposal Template

(Not to be submitted but to be filled online only)

Tender Inviting Authority: Chief Executive Officer (CEO), Chandigarh Administration						
Name of Work: RFQ for Engaging Data Entry Agencies for updation of National Population Register (NPR) for Population of UT of Chandigarh						
Contract No:						
Sl. No.	Item Description	Quantity	Units	BASIC UNIT RATE In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT Without Service Taxes	TOTAL AMOUNT In Words
1	Correction / Insertion of new record	10,00,000	No. of Records		0.00	
Total in Figures					0.00	
Total in Words						

1. All rates to be quoted in rupees, inclusive of all taxes except Service Tax.
2. The actual quantity may vary. Unit rates will be used to make payments in case the numbers of records vary (increases or decreases).
3. Unit rates must be upto 2 decimal places only.
4. Total amount would be considered for deciding L1. In case of more than one L1, the work may be divided proportionately among all the L1 bidders solely at the discretion of the purchaser.
5. Price for marking record as migrated/ dead will be 20% of the quoted basic unit rate at Sl. No.1 above.

Appendix IV: System Requirements for Installation and Operation of Data Entry Software

Following are the minimum specifications for hardware required to run the platform independent data entry software:

- This is an MS windows based utility, which can be installed on a system running Microsoft Windows OS (Windows-7 or higher version). It won't work on system on Linux or other operating system.
- The system having internet connectivity can be configured Charge Level NPR Data Update Utility through internet and in case of non-internet connectivity user can configure it through import zip packet provided by RGI. This system will be treated as the master computer, whereas the supervisor/ Data Entry Operator utility can be used offline.
- Hindi language fonts Unicode should be installed on the system.
- System should have Antivirus installed on it.
- Each computer with minimum 2GB RAM, 100GB Hard Disk and Windows 7 or higher version installed on it.
- The system can be 32 bit or 64 bit.
- 16/24/32 Port Switch (LAN Environment for Offline Mode).
- Net Connectivity. (In case of Offline mode with charge officer and in case of Online Mode with all the users).