

**Punjab Information and Communication Technology Corporation
Limited**

Expression of Interest

For

**Outsourcing the Trained IT Manpower on job
work basis**



Punjab Information & Communication Technology Corporation Ltd.

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DOCUMENT CONTROL SHEET

| Sr.No. | Particulars | Details |
|--------|---|--|
| 1. | Document Reference Number | PICTC/HRO/2011/01 |
| 2. | Start Date of issue of Tender Documents. | 18.11.2011 --1.00 PM |
| 3. | Pre-bid meeting | 30.11.2011 –11.00 A.M. |
| 4. | Last Date of issue of Tender Documents | 05.12.2011 till 5.00 PM |
| 5. | Last date and time for submission of bids | 06.12.2011 till 5.00 P.M. |
| 6. | Date and time of opening of Bid | 09.12.2011 at 11.00 A.M. |
| 7. | Cost of Tender Document | Rs. 2000/- (Rs. Two Thousand only) |
| 8. | Processing Fee | Rs. 2206/- (Rs. Two Thousand Two Hundred Six only. |
| 9. | Annual Registration fee for e-tender portal fee | Rs. 2206/- (Rs. Two Thousand Two Hundred Six only. |
| 10. | Earnest Money Deposit | Rs. 20,000/- (Rs. Twenty Thousand only) |
| 11. | Office Address | Punjab Information and Communication Technology Corporation Limited (Punjab Infotech), 5 th -6 th Floor, Udyog Bhawan,Himalaya Marg, Sector-17, Chandigarh-160017. Tel No. 91-172-5256400, Fax+91-172-5256406 |
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| 13. | Websites | http://etender.punjabgovt.gov.in http://www.punjabinfotech.gov.in |

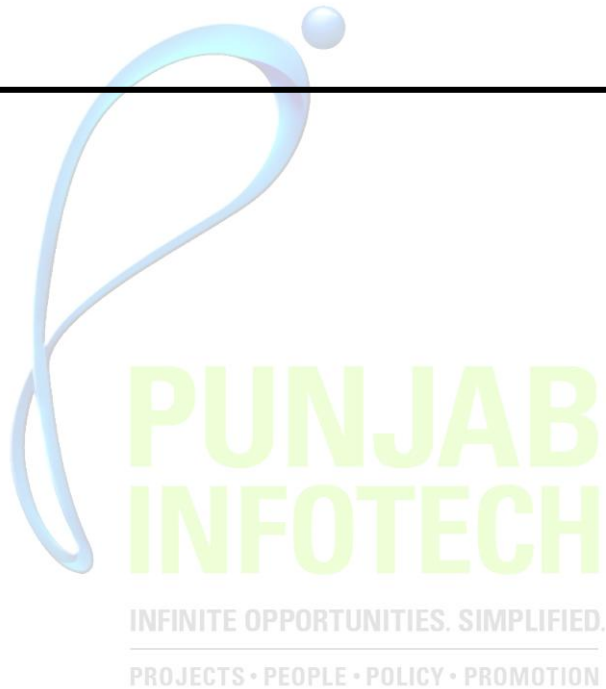
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All Bidders are advised to check for any further clarifications and corrigendum related to this project at the website www.punjabinfotech.gov.in

In case a Central/State Holiday is declared on any day, the event will be held on the next working day at same time and same venue.

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SECTION I: Invitation for Proposal

1.1. Invitation

1. Through this Expression of Interest (EOI), it is intended to invite Proposals for selecting interested Parties/Organisations/Agencies who has a good track record with sound financial & technical capabilities of outsourcing IT Trained manpower on job-work basis as per terms and conditions detailed out in the following paragraphs, initially for a period of one year, extendable further subject to satisfactory compliance of terms and conditions of Contract.
2. Tenderers are advised to study the EOI carefully. Submission of Tender shall be deemed to have done after the careful study and examination of the Tender Document with understanding of its implications.
3. **The earnest money should be paid through e-Payment only.**
4. The Department may, at its own discretion, extend the date for submission of proposals. In such a case all rights and obligations of the department and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

1.2. Features of Hiring of Agency for outsourcing IT Trained manpower on job-work basis

1.2.1 Introduction

Punjab Infotech is the nodal agency for promotion of IT/ITeS and Knowledge Industry in the State. The Corporation, is also working as a Nodal agency for providing IT trained manpower to various Govt. Departments, Boards, Corporations, Boards etc.

Punjab Infotech intends to hire the services of a reputed agency outsourcing IT Trained manpower on job-work basis. In this context, the Corporation through this process of Expression of Interest followed by Request for Proposal (RFP) intends to select an Agency for outsourcing IT Trained manpower on job-work basis by examining their Eligibility criteria & capability as per Pre-Qualification. Shortlisted bidders will be issued with the RFP. The response to the RFP will be evaluated as per Techno-commercial criteria and the most responsive bidder will be awarded the contract for undertaking the above Activities for Punjab Infotech.

1.2.2 Project Objectives/Scope of work

The indicative Scope of work for hiring outsourcing Agency are as follows:

- (i) Maintain panel as per requirement of the Corporation with qualifications, experience and skill set as fixed by the Corporation.
- (ii) The selected candidates will be empanelled.
- (iii) On receipt of requirement from the client, the Corporation will send the requirement to the agency. The agency will provide the details of the suitable candidate(s) from panel to the Corporation.
- (iv) The payment from the client department will be received by the Corporation in advance.
- (v) Monthly attendance duly verified will be sent by the client to the Corporation.
- (vi) The Corporation will raise invoice for payment.
- (vii) The Corporation will release the payment to the Agency.
- (viii) The payment to the assignees and all statutory obligations like PPF ESI will be the responsibility of the agency.
- (ix) The manpower currently deployed will be taken on the roles of the agency on expiry of the contract

Project Overview

The Agency on selection would be responsible for providing adequate number of candidates for different categories as per qualifications and remuneration fixed by the corporation. The agency will be responsible for engaging candidates and comply with all the statutory obligations like EPF,ESI etc.

2) The final panel maintained by the Corporation would include candidates who have been forwarded by the empanelled agency and interviewed by the Corporation for their suitability and qualifications etc.

SECTION II: Instructions to Bidders (ITB)

2.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this EOI have the following meanings:

- a) **“Bidder”** means firm/ company who submits proposal in response to this Request for Proposal document.
- b) **“Committee”** means committee constituted for evaluation of Proposals.

- c) **“Agency”** means the firm/company, selected through competitive tendering in pursuance of this EOI, for outsourcing IT trained manpower as per contract.
- d) **“Contract”** means the Contract entered into by the parties for providing consultancy services along with the entire documentation specified in the EOI.
- e) **“GCC”** means General Contract Conditions, specified in Section 3 of EOI
- f) **“ITB”** means Instructions to Bidders, specified in Section 2 of EOI
- g) **“IFP”** means Invitation for Proposals, specified in Section 1 of EOI
- h) **“Last Two Financial Years”** means
 - a. For firms with FY ending on 30th Sept. or later in the FY; **FY 2008-09, 2009-10.**
 - b. For firms with FY ending before 30th Sept.; **FY 2008-2009, 2009-10**
- i) **“Proposals”** means proposal submitted by bidders in response to the EOI issued by the Punjab Infotech for selection of Agency.
- j) **“Services”** means the work to be performed by the Agency pursuant to this EOI and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the Punjab Infotech.
- k) **“SOW”** means Scope of Work for the agency, specified in Section 4 of EOI
- l) **“Client”** means Punjab Infotech.

2.2 Conflict of Interest

The agency should provide professional, objective, and impartial advice and at all times hold the Punjab Infotech's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work. The Agency shall not deploy former employees of the Punjab Infotech and other Government Departments of Punjab in any assignment under the EOI.

2.3 Validity of Proposals

- a) Proposals shall remain valid for a period of 90 (ninety) days from the date of opening of Proposal. Punjab Infotech reserves right to reject a proposal valid for a shorter period as non-responsive.
- b) In exceptional circumstances, Punjab Infotech may solicit the bidder's consent to an extension of 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 Proposal.

2.4 Right to Accept or Reject Proposal(s)

Punjab Infotech reserves the right to annul the EOI process, or to accept or reject any or all the Proposals 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.

2.5 Fraud and Corruption

It is required that the Bidders submitting Proposal and the Agency selected through this EOI must observe the highest standards of ethics during the process of selection of Agency and during the performance and execution of contract.

- a) For this purpose, definition of the terms are set forth as follows:
- i) **"Corrupt practice"** means the offering, giving, receiving or soliciting of any thing of value to influence the action of Punjab Infotech or its personnel in contract executions.
 - ii) **"Fraudulent practice"** means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Department of the benefits of free and open competition;
 - iii) **"Unfair trade practice"** means supply of services different from what is ordered on, or change in the Scope of Work given in Section I, Para 1.2.2.
 - iv) **"Coercive practice"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- b) Punjab Infotech will reject a proposal for award, if it determines that the Bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.
- c) Punjab Infotech will declare an agency ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the agency has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

2.6 Clarifications and amendments of EOI

- a) During process of evaluation of the Proposals, Punjab Infotech may, at its discretion, ask Bidders for clarifications on their proposal. The Bidders are required to respond within the prescribed time frame.
- b) Punjab Infotech may for any reason, modify the EOI from time to time. The amendment(s) to the EOI would be clearly spelt out and the bidders may be asked to amend their proposal due to such amendments.

2.7 Earnest Money Deposit (EMD)

- a) The bidder shall furnish, an EMD amounting to Rs. 20,000/- (Rupees twenty thousand only).
- b) The EMD shall be paid through e-Payment only.
- c) The EMD will be forfeited on account of one or more of the following reasons:
 - i. Bidder withdraws its Proposal during the validity period specified in the EOI and in the Form -1a: Covering Letter.
 - ii. Bidder does not respond to requests for clarification of its Proposal.
 - iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - iv. In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee.
- d) Refund of EMD: The earnest money of bidders not shortlisted for RFP shall be refunded after issue of RFP to shortlisted bidders.
- e) The EMD lying with Punjab Infotech in respect of other tender/ RFP/ Expression of Interest awaiting approval or rejected or on account of contracts being completed will not be adjusted towards EMD for this EOI. The EMD may however, be taken into consideration in case EOI/RFP is re-invited.
- f) The EMD of the successful bidder participating in the RFP process will be released only after the bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG). For other bidders participating in the RFP process, the EMD will be refunded on final award of contract to the successful bidder.

2.8 Process and Stages for Shortlisting

STAGE – I: Shortlisting based on Expression of Interest (EoI)

- a) **Submission of Proposal:** Tender will be processed through e-Tendering only.
- b) **Preliminary Scrutiny:** Preliminary scrutiny of the proposals for eligibility will be done to determine whether the bidders are qualifying the criteria specified in the document.
- c) **Presentation:** The eligible bidders, would be required to give a detailed presentation about their Proposal which should focus on past relevant experience, delivery, methodology for outsourcing IT trained Manpower, operational investment capability, business model to include organization structure of project team highlighting their profiles & qualification, timelines, payment terms etc. The onus of demonstrating the firms' competence, capability and promise rests with the respective firm.
- d) **Shortlisting:** Bidders will be shortlisted by the evaluation committee on the basis of the demonstrated capability, competence & promise and all the shortlisted bidders will be issued with RFP.

STAGE – II: Detailed Techno-Commercial Evaluation based on RFP issued to shortlisted bidders

RFP will be issued to short listed bidders after EoI Stage (Stage - I). Detailed techno-commercial evaluation of the responses to RFP will be carried out based on the criteria and terms listed in the RFP.

2.10 Eligibility Qualifications

- a) This invitation to submit Proposals to the EOI is open to those bidders who meet the following pre-qualification criteria:
 - (i) The bidder should have minimum experience of 5 years in providing satisfactory services to at least 15 different Govt. departments, Statutory Bodies or Public Sector Undertaking, out of which at least 5 such entities should have issued good performance certificate.
 - (ii) The bidder should have at least 1000 employees on its payroll on the date of submitting the tender, out of which minimum 25(Twenty Five) employees must have been deployed at a single client organization.
 - (iii) The bidder should have Average Annual Turnover not less than Rs. 3.00 crore during the previous two financial years i.e. 2008-09 and 2009-10 and should have filed Income Tax Returns with the Income Tax Department for the previous five years.

- (iv) The bidder should not have been black-listed by any State or Central Govt. Department or PSU thereunder in the past.
- c) The client reserves the right to carry out the capability assessment of the bidders and the client's decision shall be final in this regard.
 - i) The individual signing the tender or other document, in connection with the tender must certify as to whether he or she has signed as:
 - (i) A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - (ii) A partner of the firm, if be partnership, in which case he must have authority to refer to arbitration, disputes concerning the business partnership, either by the virtue of partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.
 - (iii) Constituted attorney of the firm, if it is a company.
- d) Bidders failing to meet these criteria or not submitting requisite supporting proof as specified in Form-1b are liable to be rejected during pre-qualification evaluation.

Section –III: Bid Proposal Performa

IN **Bid Proposal Sheet** . SIMPLIFIED.

PROJECTS • PEOPLE • POLICY • PROMOTION

To:

Managing Director,
Punjab Information & Communication Technology Corporation,
Udyog Bhawan, Sector 17, Chandigarh.

Subject: Proposal for Hiring an Agency for outsourcing IT Trained manpower on job work basis

Dear Sir,

- 1 We, the undersigned Tenderers, having read and examined in detail the specifications and all bidding in respect of providing IT Trained manpower on job

work basis do hereby propose to provide the services as specified in the bidding document.

2 Earnest Money

We have paid Earnest Money through e-Payment.

3 Deviations

We declare that all the services shall be performed strictly in accordance with the technical specifications and other tender document except the deviations as mentioned in the technical deviations. Further we agree that additional conditions, if any, found in the proposal documents, other than those stated in deviations, shall not be given effect to.

4 Qualifying Data

We confirm having submitted in qualifying data as required by you I your tender document. Incase you require any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

5 Correspondence details:

| | |
|---|--|
| Our Correspondence details are: | |
| 1. Name of the Company | |
| 2. Address of the Company | |
| 3. Name of the contact person to whom all references shall be made regarding this tender | |
| 4. Designation and address of the person to whom all references shall be made regarding this tender | |
| 5. Telephone (with STD code) | |
| 6. E-mail of the contact person | |

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

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,

Yours faithfully,

(Signature)

Date:

Name:

Place:

Designation:

Business Address:

Seal:

Document forming part of the bid:

We have enclosed the following:

- (i) Format 1: Minimum Eligibility
- (ii) Format 2: Prior experience
- (iii) Format 3: Declaration
- (iv) Earnest Money Deposit

FORMAT I

MINIMUM ELIGIBILITY

The details in respect of the company:

| | | |
|----|--|--|
| 1. | Name of the Company | |
| 2. | Year of Registration / Incorporation | |
| 3. | Number of Clients as on March 31, 2010 | |
| 4. | Annual Turnover | |
| 5. | PAN / GIR No. (Attach attested copy) | |
| 6. | Service Tax Registration No. : (Attach attested copy) | |
| 7. | Sales Tax Registration No. (Attach attested copy) | |
| 8. | Details of ISO 9000 or Internal Quality System | |
| 9. | Name, Designation of the contact person to whom all references shall be made regarding this tender | Name Designation Address Tele no: Email: |

(Signature of the Authorized Person)

Date :

Name :

Place :

Designation

Business Address :

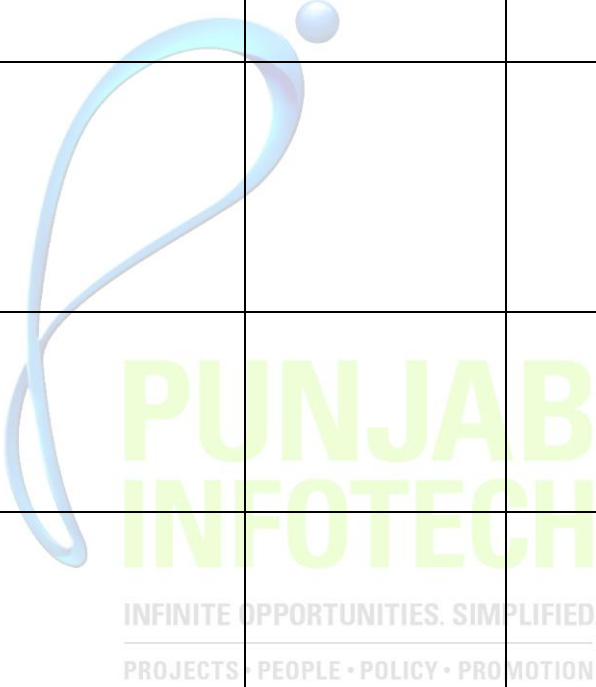
Seal :

FORMAT II

PRIOR EXPERIENCE

(Using the format below, provide information in respect of major assignments executed by the company. Proof of annual turnover of Rs 5 crore.

| S. No | Details of client along with address, telephone and Fax number | Order Value(Rs. Lacs) | Job description |
|-------|--|-----------------------|-----------------|
| 1. | | | |
| 2. | | | |
| | | | |
| | | | |



(Signature of the Authorized Person)

Date :

Name :

Place :

Designation :

Business Address :

Seal :

FORMAT III

DECLARATION

Declaration Letter on official letter head stating the following:

- (i) We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.

- (ii) We are not black-listed by any Central / State Government / Public Sector Undertaking in India.



Yours faithfully,
(Signature of the Authorized Person)

Date :

Name :

Place :

Designation

Business Address :

Seal :

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