

Expression of Interest (EOI)
For
Identifying a Partner for On-line Citizen Services Delivery &
Implementation of e-Governance projects in the State of Punjab

Reference no: 2014/DGR/EoI-JV

Department of Governance Reforms,
Government of Punjab
SCO 193-195, Sector 34-A, Chandigarh-160022
Tel. : (0172) – 2600971 / 2666265 Fax : (0172) 2646320
e-mail–eoipb@punjab.gov.in
Visit at www.dgrpunjab.gov.in

Proposals are invited from interested parties, either as a Single Entity or Consortium (herein after called 'BIDDER') to collaborate & assist the State of Punjab for providing various citizen services online and also to provide e-Governance related services to the various departments of the State in order to accelerate the implementation pace of e-Governance initiatives in the State.

1. Definitions:-

- I. "EoI" means Expression of Interest issued by Department of Governance reforms to Identifying a Partner for On-line Citizen Services Delivery & implementation of e-Governance projects in the State of Punjab
- II. "DoGR" shall mean the Department of Governance Reforms, Government of Punjab
- III. "Proposal or Bid " shall mean Proposal/Bid submitted by the Bidder, in response to this EoI document, in accordance with the terms and conditions thereof;
- IV. "Bidder" shall mean Bidding Company or Bidding Consortium submitting the Bid. Any reference to the Bidder includes Bidding Company/Bidding Consortium/Consortium, and "Lead Member" of the Bidding Consortium, as the context may require;
- V. "Bidding Consortium/Consortium" shall refer to the group of companies that has collectively submitted the Bid;
- VI. "Lead Member" shall mean the one nominated member among the consortium members as the lead member who shall be the Technology partner & shall have maximum equity share holding among all consortium members but in any case not less than 26% equity shareholding in the JV Company throughout the period of JV Agreement. Only lead member shall bid & communicate with the DoGR for all bid related activities & shall bid representing all consortium members.
- VII. "Other Member" shall mean the members other than Lead Member, only in case of a Consortium.
- VIII. "EoI Document" shall mean information/documents contained in this EoI document or subsequent amendments issued, by or on behalf of DoGR or any

of its authorized employees or advisors, and issued to the Bidder(s) on the terms and conditions set out in this EoI document and such other terms and conditions subject to which the information is provided

- IX. "Government" & "State" shall mean Government of Punjab as applicable.
- X. "Department" shall mean any State Department
- XI. "Private Partner" shall mean the successful bidder with whom the Government will enter into a Joint Venture.

2. Introduction

The Government of Punjab recognizes the importance of Information and Communication Technology (ICT) as a key enabler in its economic development and improving the quality of life of citizens of Punjab. Accordingly, the State has envisioned establishing an information society consisting of well-informed, active and therefore responsible citizens – the basic tenet of a true democracy. The broad vision of the State in the ICT& e-Governance sector is to:-

- I. Improve the life of the common man by leveraging the strengths of e-Governance.
- II. Attract investment in the State so that the educated youth is able to contribute in the development of the State.
- III. Create a pool of highly skilled professionals who are at par with the best in the country.
- IV. Transform Resource Based Economy to Knowledge Based Economy.

Keeping the above in view, the State Government has created the Department of Governance Reforms to improve the internal governance by bringing/introducing reforms in the present system of governance and to achieve good governance through the use of Information Communication Technology (IT) tools.

The Department of Governance Reforms is the nodal agency of the State Government for e-Governance initiatives in different departments. Through its Implementing Agency- Punjab State e-Governance Society (PSEGS) in the Department of Governance Reforms is executing various e-Governance projects under National e-Governance Program (NeGP) and State e-Governance program to improve service delivery to the general public.

Some of the e-Governance initiatives under the National e-Governance Plan (NeGP) as well as State initiatives are State Wide Area Network (SWAN), Common Service Centres (CSC) & e-District (Pilot), State Data Centre (SDC), State Service Delivery Gateway(SSDG), Statewide Rollout of e-District, Crime and Criminal Tracking Network & Systems (CCTNS), Commercial Taxes, Land Records, Treasuries etc. .

To deliver citizen services across the counter to the citizens, various front-end channels are already currently operational in Punjab e.g. SUWIDHA centres in Urban Areas, Gram Suwidha Kendras in Rural Areas, Saanjh Kendra to provide police department services, Fard Kendra to provide Revenue department services& Transport department service counters etc.

3. Mission Objectives of proposal

- I. To deliver all citizen services i.e. G2C, G2B & B2C services online through existing available portal or through any other portal as finalized by State, in an integrated form so as to obviate the need for citizens and business people to visit the Government offices.
- II. To provide these services to citizens in a hassle-free, faster & transparent manner.
- III. To bring the efficiency & effectiveness in the Citizen Service delivery by backend computerization of the services.
- IV. To integrate all the front-end delivery channels e.g. SUWIDHA Centres, Saanjh Kendras, Fard Kendras, and Gram Suwidha Kendra etc. for delivery of services and scale up the number of front-end

delivery channels to cater the need of a cluster of eight thousand to ten thousand citizens, in order to reduce the commuting time of citizens.

- V. To provide need based solutions to all the department of the State for implementation of small to large scale e-Governance initiatives/projects.

4. Strategy to achieve Mission Objectives

- I. To scale up the existing efforts of e-Governance in the State by leveraging the expertise & capital of private sector partner by entering into a Joint Venture in the form of a Joint Venture Company under Company Act-1956.
- II. This Joint Venture Company is proposed to be a single point of reference for delivery of all Citizen Services of Government of Punjab.
- III. To share best practices, technical know-how, continuous support, up-gradation of human skill & having expert solution to the problems.
- IV. The majority stakeholder in the Joint Venture Company shall be the private partner. Both the parties shall put equity into the Joint Venture Company as per mutually agreed ratio.
- V. Chief Secretary of the Punjab State shall be the Chairman of the Joint Venture Company and Managing Director/Chief Operating Officer to manage the operation of the company is proposed to be from the private partner. Apart from these two directors, Joint Venture Company shall have five more directors, of whom three shall be nominated by the private partner and two shall be nominated by Government of Punjab, who shall not be below the rank of Secretary to Government of Punjab.
- VI. Facilitation charges charged from citizen to avail the on-line services shall be the major source of income for the Joint Venture.

However, fixation of facilitation charges, sharing of revenue among different stakeholders as well as charges for any other services shall be fixed by the Department of Governance Reforms, Government of Punjab from time to time.

- VII. Obligation of the State Government shall be limited & all obligations to be handled by the majority stakeholders.

5. Broad Scope of the proposal

- I. To prepare e-Governance Roadmap for the State from Citizen Service Delivery perspective.
- II. To scale up the number of front-end delivery channels by establishing new front-end delivery centres to cater the need of a cluster of approximately Eight thousand to Tenthousand citizens, in order to reduce the commuting time of citizens to Government offices. However, this stipulation of population & number of centres may change depending upon future requirement.
- III. To design the new Front End Service Delivery Centres in the State having pre-approved specifications.
- IV. To create complete infrastructure (Land, Building & other IT/ Non-IT) in order to open new front-end delivery channels in the State.
- V. To leverage the existing core IT infrastructure created at State/ National level.
- VI. To integrate with other e-Governance initiatives, already undertaken/ implemented or to be implemented in future by various departments.
- VII. To provide the resources on different domains as per the requirement of concerned department.
- VIII. Integrate all the SuwidhaCentres, SaanjhKendras, FardKendras & Gram SuwidhaKendras (CSC) or any other service delivery channel established by State.

- IX. To operate & manage online delivery of citizen services as per the requirement of Punjab government on PPP mode.
- X. To provide e-Governance related services as required by the State in future.
- XI. To coordinate with the various departments and finalizing the Functional Requirement Specifications, Software Requirement Specification etc. of the solution for delivery of identified services, if required by the departments.
- XII. To set up, operationalize, operate and maintain the IT infrastructure as per requirement of the departments.
- XIII. To identify departments and priority services that can be amalgamated with the on-line service delivery model.
- XIV. Coordinate and organize training for departmental users, if required.

6. Indicative services for on-line delivery to citizens

- I. Currently State departments have been delivering approximate 2000 number of services to the citizens through various channels of service delivery. These numbers may vary in the future as per the dynamics of Governance as well as requirement of the citizens.
- II. At present, the State is providing various citizens services through the front end channels setup by various departments. The indicative transactions being delivered by these channels are as below:-

<u>Sr. No</u>	<u>Service Delivery Channel</u>	<u>Indicative Transaction (Average Per Day)</u>
1	SUWIDHA Centres	20,000
2	Local Bodies	11,000
3	FARD Kendras	9,000

4	Saanjh Kendras	4,500
5	Transport	20,000

III. Further, State has already enacted Right to Service Act-2011, to provide time bound services to the citizens. Currently 149 services have already been notified under this act. In future more services may be notified under this act by the State. Some of these services are already being delivered through existing available front end delivery channels. On-line service delivery as well as back end computerization of some of these services is being done under various on-going e-Governance initiatives. In future, all the notified services & other citizen services shall be delivered online with complete back-end automation. Following is the indicative list of services to be delivered to the citizens:-

- a. All Government Certificates (e.g. Birth, Income, Caste, Death, domicile), Licenses, Pensions, Ration Cards and other citizen services
- b. Services relating to Utilities
- c. Tax Payments like water and electricity.
- d. Online applications for competitive exams.
- e. Educational services like enrollment of student, viewing of examination result, admit card generation etc.
- f. Cluster of services relating to Land & Property of Citizens
- g. Any other services as per State requirement

7. Duration& Exit

- I. The duration of joint ventures shall be 7 years, and shall be reviewed at the end of 6 years.

- II. None of the party i.e. State as well as Private Partner shall exit from Joint Venture till 6 years from the 'zero date' i.e. one year from the date of signing of Joint Venture agreement with the successful bidder.
- III. Upon expiry of the Agreement duration, both the parties may mutually agree to renew the agreement as per further mutually agreed terms & conditions.
- IV. In the event of State deciding to exit from the joint venture upon expiry of the Agreement duration or anytime beyond renewal of agreement, Private Partner shall buy back the State shares as per 'Buy Back Pricing' methodology. In such situation, all the Joint Venture agreement/ arrangements shall be annulled.
- V. In case the Private Partner deciding to exit from the Joint Venture upon expiry of the Agreement duration or anytime beyond renewal of agreement, State will buy back the shares from the private partner as per 'Buy Back Pricing' methodology. In such situation, all the Joint Venture agreement/ arrangements shall be annulled with the Private Partner.
- VI. Upon expiry of the Agreement duration, in case renewal is not agreed, both the parties may mutually agree to wind-up the Company by annulling all existing agreements/ arrangements.
- VII. "Buy Back Pricing" methodology:-
For the purpose of Buy Back of Shares, the higher price arrived at by any one of below methods shall be taken as the final sale price of the shares:-
 - a. An amount equivalent to the amount paid by the *either* party to the *other* party (who opt to sell its shares), for the initial acquisition of the said shares together with interest @ 1% above the PLR of State Bank of India for its long terms Rupee loan on the date of Equity deposit bearing simple interest from the date of Equity till the date on which the either party ought to purchase the shares, less any amount of dividends received in the meantime by the *other* party selling its share under buy back scheme.

- b. if the shares are listed on the Stock Exchanges, the highest price at which the shares were traded at any one of those stock exchanges, in the previous three months of the date on which the either party ought to purchase the shares from the *other* party.
- c. An amount equivalent to the amount paid by the *either* party to the *other* party (who opt to sell its shares), for the acquisition of the said shares plus simple interest at the rate equal to the rate at which the Central/State Financial Institution (s)/Bank (s) have provided long term finance to the JV Company, calculated from the date of payment by the *other* party for the shares to the date of payment of the sale price by the *either* party, less dividend, if any, received by the *other* party selling its share under buy back scheme.

8. Eligibility Criteria

- I. The Bidder for qualification may be a single entity (the “**Company**”) or group of entities (the “**Consortium**”), coming together to respond to the EoI. The term Bidder used herein would apply to both a single entity and a Consortium. No Bidder applying individually or as a member of a Consortium, as the case may be, can be member of another Bidder.
- II. In case the Bidder is a Consortium, it shall, comply with the following additional requirements:-
 - a. Number of members in a consortium shall not exceed 3 (Three)
 - b. Members of the Consortium shall nominate one member as the lead member(the “Lead Member”). The lead Member shall be the Technology partner & shall have an equity share holding of at least 26% (twenty six per cent) in the JV Company throughout the period of JV Agreement, in case the consortium gets selected as the JV

Partner. The nomination(s) shall be supported by a Power of Attorney, signed by the other member of the Consortium;

- c. The Lead Member of the Consortium will be the single point of contact for the all purposes of the bid related communications. Any dispute amongst the Consortium Members shall not be the responsibility of the DoGR and no financial burden shall pass on to the DoGR.
- d. The minimum subscribed and paid-up equity share capital of each of the other members of the consortium in the JV Company shall be at least 10% throughout the period of JV Agreement;
- e. The Bid should include a brief description of the roles and responsibilities of individual members;
- f. An individual Bidder cannot at the same time be member of a Consortium submitting the Bid. Further, a member of a particular Bidding Consortium cannot be member of any other Bidding Consortium submitting the Bid.
- g. Members of the Consortium shall enter into a binding Joint Bidding Agreement, for the purpose of submitting a Bid. The Joint Bidding Agreement, to be submitted along with the Bid, shall, inter alia:
 - i. convey the intent to perform all the obligations of the JV Partner in terms of the JV Agreement, in case the Consortium is awarded to undertake the EoI work;
 - ii. clearly outline the proposed roles and responsibilities, if any, of each member;
 - iii. commit the minimum equity stake to be held by each member in the JV Company
 - iv. include a statement to the effect that all members of the Consortium shall be liable jointly and severally for all obligations of the JV Partner in relation to the Project until the validity of the JV Agreement ;

- v. except as provided under this EoI Document, there shall not be any amendment to the Joint Bidding Agreement without the prior written consent of DoGR.

III. Eligibility Criteria for “Company” as individual & “Lead Member” in case of Consortium:-

- a. The Bidder shall be an entity incorporated under the Companies Act 1956.
- b. The Bidder must have valid service tax registration as on date of submission of proposal.
- c. The Bidder should be an organization of repute & in operation in Information Communication & Technology [ICT] field.
- d. The Bidder should have turnover of at-least INR 2 000 crore in each of last three financial years as on 31.03.2013.
- e. The Bidder must be CMMi Level 5 certified company as on date of submission of proposal
- f. The Bidder should be an ISO 9000/9001:2008 company as on date of submission of proposal
- g. The Bidder should be an ISO 27001 company as on date of submission of proposal
- h. The Bidder must have at-least 25,000 IT professional on its payroll as on date of submission of bids
- i. The Bidder must have State/ National / International level experience of successfully delivering Citizen Service Delivery to the citizens.
- j. The Bidder barred by the Central/ State Government, or any entity controlled by it, from participating in any project, and the bar subsists as on the date of Bid, would not be eligible to submit the Bid, either individually or as member of a Consortium.
- k. The Bidder should in the last 3 (three) years, have neither failed to perform on any contract, nor has been expelled from any project or

contract by any public entity nor have had any contract terminated by any public entity for breach by such Bidder.

- I. Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. A Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:
 - i. the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest.
 - ii. A constituent of such Bidder is also a constituent of another Bidder; or
 - iii. such Bidder, or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, or any Associate thereof or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
 - iv. such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
 - v. such Bidder, or any Associate thereof has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or
 - vi. Such Bidder, or any Associate thereof has participated as a consultant to DoGR in the preparation of any documents, design or technical specifications of the EoI document.

IV. Eligibility Criteria for Each of the other Members (other than Lead Member) in case of Consortium:-

- a. The Other Member shall be an entity incorporated under the Companies Act 1956.
- b. The Other Member must have valid service tax registration as on date of submission of proposal.
- c. The Other Member should be an organization of repute & preferably in operation in Information Communication & Technology [ICT] field.
- d. The Other Member should have turnover of at-least INR100 crore in each of last three financial years as on 31.03.2013.
- e. The Other Member should be an ISO 9000/9001:2008 company as on date of submission of proposal
- f. The Other Member must have at-least 1,500 employees (excluding Security & House Keeping employee) on its payroll as on date of submission of bids.
- g. The Other Member preferably should have State/ National / International level experience preferably in the field of ICT related projects.
- h. Other Member must not have been barred by the Central/ State Government, or any entity controlled by it, from participating in any project, and the bar subsists as on the date of Bid.
- i. The Other Member should in the last 3 (three) years, have neither failed to perform on any contract, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach by Other Member.
- j. Other Member shall not have a conflict of interest (the "Conflict of Interest") that affects the Bidding Process. Other Member shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:
 - i. The Other Member, have common controlling shareholders or other ownership interest.
 - ii. A constituent of such Other Member is also a constituent of another Bidder/ Consortium; or

- iii. such Other Member has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, or any Associate thereof or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
- iv. such Other Member has the same legal representative for purposes of this Bid as any other Bidder; or
- v. such Other Member, or any Associate thereof has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each others' information about, or to influence the Bid of either or each other; or
- vi. Such Other Member, or any Associate thereof has participated as a consultant to DoGR in the preparation of any documents, design or technical specifications of the EoI document.

9. Instruction to Bidders

- I. DoGR invites Bids from experienced and capable Bidders for forming a Joint Venture Company to provide On-line Citizen Services Delivery & implementation of e-Governance projects in the State of Punjab.
- II. The following conditions shall also be adhered to while submitting the Bid:
 - a. Bidders should attach clearly marked and referenced continuation/ supporting sheets, wherever required Alternatively, Bidders may format the prescribed forms making due provision for incorporation of the requested information.
 - b. Information supplied by the Bidder (or other constituent Member if the Bidder is a Consortium) must apply to the Bidder, Member or Associate named in the Bid and not, unless specifically requested, to other associated companies.

- c. in case the Bidder is a Consortium, each Member should substantially satisfy the qualification requirements to the extent specified herein.

III. Amendment of Bid Document

- a. At any time prior to the deadline for submission of Bid, DoGR may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the Bid Document by the issuance of an Addendum.
- b. Any Addendum/ Corrigendum thus issued shall be published only on the website referred in this EoI Document.
- c. In order to afford the Bidders a reasonable time for taking an Addendum into account, or for any other reason, DoGR may, in its sole discretion, extend the Bid Due Date.

IV. Language:

The Bid and all related correspondence and documents in relation to the Bidding Process shall be in English language. Supporting documents and printed literature furnished by the Bidder with the Bid may be in any other language provided that they are accompanied by translations of all the pertinent passages in the English language. Supporting materials, which are not translated into English language, shall not be considered for evaluation.

V. Format and signing of Bid

- a. The Bidder shall provide all the information sought under this EoI document. DoGR will evaluate only those Bids that are received in the required formats and complete in all respects. Incomplete and /or conditional Bids shall be liable to rejection.
- b. The Bidder shall prepare and submit 1 (one) original set of the Bid (together with originals/ copies of documents required to be submitted along therewith pursuant to this EoI document) and clearly

marked "ORIGINAL". In addition, the Bidder shall submit 2 (two) copies of the Bid, along with documents required to be submitted, marked "COPY". The Bidder shall also provide 2 (two) soft copies on Non-re-writable Compact Disc (CD). In the event of any discrepancy between the original and the copy, the original shall prevail.

- c. The Bid and its copy shall be typed and signed by the authorized signatory of the Bidder who shall also initial each page. All the alterations, omissions, additions or any other amendments made to the Bid shall be initialed by the person(s) signing the Bid. The Bid shall contain page numbers along with total number of pages (i.e. page number/total no of pages) and shall be bound together.
- d. Erasures or other changes in the Bid documents shall carry the initials of the person(s) signing the Bid.
- e. The Bid Documents shall be deemed to be part of the bid and the Compliance with the conditions thereof by the Bidders is mandatory.

VI. Clarifications

- a. DoGR may at its sole discretion seek clarification to facilitate evaluation of Bids from any Bidder regarding its Bid. Such clarification(s) shall be provided within the time specified by DoGR for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.
- b. If the Bidder does not provide clarifications sought within the prescribed time, its Bid shall be liable to be rejected. In case the Bid is not rejected, DoGR may proceed to evaluate the Bid by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of DoGR.

VII. Right to accept or reject any or all Bids:

- a. Notwithstanding anything contained in this Bid document, DoGR reserves the right to accept or reject any Bid and to annul the Bidding Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefore. In the event that DoGR rejects or annuls all the Bids, it may, in its discretion, invite all eligible Bidders to submit fresh Bids hereunder.
- b. DoGR reserves the right to reject any Bid if, at any time, a material misrepresentation is made or uncovered, or the Bidder does not provide, within the time specified by DoGR, the supplemental information sought by DoGR for evaluation of the Bid.
- c. In case it is found during the evaluation or at any time before signing of the Joint Venture (JV) Agreement or after its execution and during the period of subsistence thereof, including the validity of the JV Agreement, that one or more of the qualification conditions have not been met by the Bidder, or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the JV Partner either by issue of the Letter of Intent (LOI) or entering into of the JV Agreement, and if the Bidder has already been issued the LOI or has entered into the JV Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this Bid document, be liable to be terminated, by a communication in writing by DoGR to the Bidder, without DoGR being liable in any manner whatsoever to the Bidder and without prejudice to any other right or remedy which DoGR may have under the Bid Document, the JV Agreement or under applicable law.
- d. DoGR reserves the right to verify all statements, information and documents submitted by the Bidder in response to the Bid Document. Any such verification or lack of such verification by DoGR

shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of DoGR there under.

VIII. Correspondence with the Bidder

Save and except as provided in this Bid document, DoGR shall not entertain any correspondence with any Bidder in relation to the acceptance or rejection of any Bid.

10.To support Eligibility Criteria, following supporting documents must be submitted:-

Sr. No	Eligibility Criteria	Supporting Documents
1	Legal Entity	Certificate of Incorporation & Articles of Association
2	Tax Registration	Copy of Registration Certificate
3	Business Continuity	Certificate for Practicing Chartered Accountant
4	Turnover	Certificate from the Chartered Accountant of India along with Audited Financial Statements.
5	Certification	Copy of Valid Certificates
6	Manpower Numbers	Certificate from HR Department
7	Relevant Experience	Copy of work order/ agreement.

11. Selection Methodology

1. **Bidder (Company or Lead Member** in case of Consortium) with Highest Composite marks shall be shortlisted as successful company.
2. Marks shall be awarded on the following two basis:-
 - a. Presentation based marks : 120 marks
(As per Selection Criteria given in Table-1)
 - b. Proposed Equity marks : 30 marks
(i.e. Ratio of Partner's equity)

The majority stakeholder in the Joint Venture shall be private partner. Proposed equity ratio of private partner shall be between minimum 51% to maximum 74%.

3. For presentation, individual marks shall be allotted as per criteria explained in Table-1.
4. For Proposed Equity, marks shall be calculated using the following formula:-
 - a. Company with highest Proposed Equity amongst the pre-qualified companies shall be awarded full 30 marks and shall be treated as H1 Company.
 - b. For rest of the companies, marks for Proposed Equity shall be awarded as below-

$$\left(\frac{\text{Proposed Equity of the company being evaluated}}{\text{Proposed Equity of H1 Company}} \right) \times 30$$
 (rounded off to 2 decimal places)

5. Finally, Composite score shall be calculated by adding both above scores as below :-

$$\text{Composite Marks} = \text{Presentation based marks} + \text{Proposed Equity marks}$$

6. Company with the highest composite marks shall be shortlisted as successful company.

Table-1

Presentation based Assessment Points & Marks Methodology

Parties to showcase their strength, experience & exposure in the following areas:-

<u>Sr. No</u>	<u>Particulars</u>	<u>Maximum Marks</u>																																									
1.	Conceptualization & preparation of e-Governance Roadmap for State (Strategy to embed past experience)	15																																									
2.	<u>Past Relevant Experience:-</u> <table><tr><th>Sr. no.</th><th>Criteria</th><th>Slabs</th><th>Marks</th><th>Max Marks</th></tr><tr><td rowspan="3">i</td><td rowspan="3">Experience of forming & working in Joint venture with Government</td><td>1 Joint Venture</td><td>4</td><td rowspan="3">10</td></tr><tr><td>2 to 3 Joint Ventures</td><td>7</td></tr><tr><td>More than 3 Joint Ventures</td><td>10</td></tr><tr><td rowspan="3">ii</td><td rowspan="3">Experience of Delivering Citizen Services through Front-End Channels, in last 5 years as on 31.12.2013</td><td>Upto 5 Services</td><td>4</td><td rowspan="3">10</td></tr><tr><td>6 to 10 Services</td><td>7</td></tr><tr><td>More than 10 Services</td><td>10</td></tr><tr><td rowspan="3">iii</td><td rowspan="3">Experience of end-to-end backend computerization of services right from "Receipt of Service Request to Delivery of Service to the citizen"</td><td>Upto 5 Services</td><td>4</td><td rowspan="3">10</td></tr><tr><td>6 to 10 Services</td><td>7</td></tr><tr><td>More than 10 Services</td><td>10</td></tr><tr><td rowspan="3">iv</td><td rowspan="3">Experience of Designing service delivery centers</td><td>1 Number</td><td>4</td><td rowspan="3">10</td></tr><tr><td>2 to 3 Numbers</td><td>7</td></tr><tr><td>More than 3 Numbers</td><td>10</td></tr></table> <p>i.</p>	Sr. no.	Criteria	Slabs	Marks	Max Marks	i	Experience of forming & working in Joint venture with Government	1 Joint Venture	4	10	2 to 3 Joint Ventures	7	More than 3 Joint Ventures	10	ii	Experience of Delivering Citizen Services through Front-End Channels, in last 5 years as on 31.12.2013	Upto 5 Services	4	10	6 to 10 Services	7	More than 10 Services	10	iii	Experience of end-to-end backend computerization of services right from "Receipt of Service Request to Delivery of Service to the citizen"	Upto 5 Services	4	10	6 to 10 Services	7	More than 10 Services	10	iv	Experience of Designing service delivery centers	1 Number	4	10	2 to 3 Numbers	7	More than 3 Numbers	10	40
Sr. no.	Criteria	Slabs	Marks	Max Marks																																							
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		2 to 3 Joint Ventures	7																																								
		More than 3 Joint Ventures	10																																								
ii	Experience of Delivering Citizen Services through Front-End Channels, in last 5 years as on 31.12.2013	Upto 5 Services	4	10																																							
		6 to 10 Services	7																																								
		More than 10 Services	10																																								
iii	Experience of end-to-end backend computerization of services right from "Receipt of Service Request to Delivery of Service to the citizen"	Upto 5 Services	4	10																																							
		6 to 10 Services	7																																								
		More than 10 Services	10																																								
iv	Experience of Designing service delivery centers	1 Number	4	10																																							
		2 to 3 Numbers	7																																								
		More than 3 Numbers	10																																								
3.	<u>Approach & Methodology adopted towards work:-</u> <p>i. Approach adopted in opening & scaling-up new service delivery centers</p> <p>ii. Methodology adopted for optimum utilization of existing Common Service Delivery infrastructure</p> <p>iii. Integration of existing service delivery channels (Front-end & backend)</p> <p>iv. Quality & experience of resources deployed in so far managed projects</p>	20																																									

<u>Sr. No</u>	<u>Particulars</u>	<u>Maximum Marks</u>
4.	<u>Understanding of the Venture:-</u> <ol style="list-style-type: none"> Proposed approach to accelerate e-Governance pace considering the existing maturity level of e-governance in Punjab Anticipated Challenges to form & manage joint venture company in Punjab 5 major benefits of Joint venture to State Government, Citizens & private partner Proposed organization structure of the joint venture company & broad HR approach for the joint venture company Expected job opportunities with no additional load on State exchequer Proposed training plan to build e-Governance capacities in the State Proposed Joint Venture closure strategies 	25
5.	<u>Key attributes:-</u> <ol style="list-style-type: none"> Commercial & Technological edge of the partner to handle similar mega ventures Understanding of global e-Governance dynamism, up-gradation challenges & self-development measures for future Financial strengths Available Employees strength 	20
	Total Maximum Marks	120

12. Tentative Schedule of Event:

Sr. No	Particulars	Details
1	Release of Expression of Interest (Eol)	06.02.2014
2	Raising of queries	13.02.2014
3	Pre-Eol conference & clarification to the Queries	17.02.2014 at 3:30 p.m.
4	Last date for Submission of Eol Response	07.03.2014 upto 3:00 p.m.
5	Opening of Eol Responses	07.03.2014 at 3:30 p.m.
6	Declaration of Short listed agency	To be informed separately
7	Office Address (For all Eol related correspondence)	Special Secretary cum Director, Department of Governance Reforms, SCO 193-195, Sector-34A, Chandigarh- 160022 Phone : (0172) 2600971 / 2666265 Fax : (0172) 2646320 e-mail – eoipb@punjab.gov.in Visit at www.dgrpunjab.gov.in
8	Single Point of Contact regarding Eol	Special Secretary cum Director Department of Governance Reforms Phone : (0172) 2600971 / 2666265
9	Website	www.dgrpunjab.gov.in