



TENDER for

Set up of Project Management Unit (PMU) for implementation of
Punjab State Data Policy and Integration Platform
(under World Bank supported BFAIR Project)

Reference number: DGRPG/SDP/1/2024

Department of Governance Reforms and Public Grievances,
Government of Punjab
Plot D-241, Industrial Area, Phase – 8B,
Sector – 74, Mohali – 160071

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1. Notice inviting tender

Directorate of Governance Reforms and Public Grievances
D-241, Sector-74, S.A.S Nagar (Mohali)
Government of Punjab
Tender Reference Number: DGRPG/SDP/1/2024

Online bids are invited for Selection of Service Provider for set up of Project Management Unit (PMU) for implementation of Punjab State Data Policy and Integration Platform (under World Bank supported BFAIR Project).

The tender document containing detailed terms and conditions may be downloaded from <https://eproc.punjab.gov.in/>. The last date and time for submission of bids is 22/02/2024 by 16:00 Hrs.

2. Document control sheet

SN	Particulars	Details
1.	Document reference number	DGRPG/SDP/1/2024
2.	Date & time for the start of sale of RFP document on e-procurement portal i.e. eproc.punjab.gov.in	27/01/2024 11:00 Hrs onwards
3.	Date and time for submission of queries	01/02/2024 by 17:00 Hrs
4.	Date and time for pre-bid meeting	02/02/2023 at 11:30 Hrs
5.	Last Date and time for submission of bids	22/02/2024 by 16:00 Hrs
6.	Date, time and venue of opening of pre-qualification bids	23/02/2024 at 11:00 Hrs
7.	Date and time of opening of technical and financial bids	To be intimated later
8.	Address for communication, pre-bid meeting and opening of bids	Department of Governance Reforms and Public Grievances, D-241, Sector – 74, Near Quark City, Mohali – 160071
9.	Cost of tender document (online payment)	Rs. 1,000/- (Rs. One thousand only) + processing fee as mentioned on State e-Procurement portal https://eproc.punjab.gov.in
10.	Earnest Money Deposit (online mode)	Rs.6,00,000/- (Rs. Six lakhs only)
11.	Contact details	Name: Sh. Gurpreet Singh Mobile: 95309-03133 Email: gurpreet.phul@punjab.gov.in
12.	Website for tender reference	https://dgrpg.punjab.gov.in/ and https://eproc.punjab.gov.in/
13.	Selection Method	Quality-cum-Cost Based Selection

Note: All corrigendum / addendums / clarifications regarding this tender shall be posted on the above mentioned websites only. No other communication or advertisement will be given.

3. Abbreviations and Definitions

3.1. Abbreviations

SN	Term	Description
1.	BPR	Business Process Re-engineering
2.	CV	Curriculum Vitae
3.	DGRPG	Department/ Directorate of Governance Reforms & Public Grievances
4.	EMD	Earnest Money Deposit
5.	FY	Financial Year
6.	GST	Goods and Services Tax
7.	ICT	Information Communication & Technology
8.	IPR	Intellectual Property Right
9.	LoI	Letter of Intent
10.	NDSAP	National Data Sharing and Accessibility Policy
11.	PBG	Performance Bank Guarantee
12.	PSDP	Punjab State Data Policy
13.	PSU	Public Sector Undertaking
14.	RFP	Request for Proposal
15.	SI	System Integrator
16.	SLA	Service Level Agreement
17.	T	Date of signing of Contract
18.	UAT	User Acceptance Testing
19.	UIDAI	The Unique Identification Authority of India

3.2. Definitions

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

- 3.2.1. **“Bid”** means a proposal submitted by bidders in response to this tender document.
- 3.2.2. **“Bidder”** means a firm / company / business entity which submits a bid in response to this tender.
- 3.2.3. **“Committee”** means the committee constituted by the Purchaser for evaluation of bids submitted against this tender.
- 3.2.4. **“Contract”** refers to a contract which shall be entered between Purchaser and the Successful Bidder.

- 3.2.5. **“Day”** refers to a calendar day of 24 hours except mentioned otherwise.
- 3.2.6. **“Purchaser”** or **“DGRPG”** means Department of Governance Reforms and Public Grievances, Government of Punjab.
- 3.2.7. **“Parties”** means Purchaser and Service Provider collectively.
- 3.2.8. **“Service Provider”** means the firm / company / business entity, selected through competitive tendering process in pursuance of this tender.
- 3.2.9. **“Similar work”** means either of the following:
- A. Consultancy service or implementation experience of Social Registry Platform or Data Governance in any organization of State / Central government / other countries.
 - B. Project on unification of various data sources relating to State / Central / other country Govt. service delivery to citizens.
- 3.2.10. **“Successful Bidder”** refers to the bidder selected through competitive selection process in pursuance of this tender document.

4. Introduction

- 4.1. Punjab is known for its dynamism and for spearheading changes in governance and the socioeconomic ecosystem. Over the past few years, progress in technology has ushered in a new era of data-driven governance. Open data, transparency, data privacy, and e-governance have emerged as the pillars of innovative decision making across the world. The State of Punjab has been cognizant of this and has made significant progress with regard to using data and technology for effective governance. The Punjab State Data Policy (<https://bit.ly/3DZge7m>) is a pathbreaking move to accelerate the efficient and optimal use of data for governance.
- 4.2. Punjab is one of the first states in the country to formulate a comprehensive Data Policy. Through this policy, the Government of Punjab hopes to leverage data as a powerful tool for socio-economic development of the state, thereby nurturing a culture of data-driven and evidence-based decision making.
- 4.3. The Punjab State Data Policy shall serve as a guiding instrument to achieve the goal of promoting inclusive development and enhancing the quality of life and services for the citizens of Punjab.
- 4.4. Recently, the World Bank has partnered with the State to re-vitalize the state's development by strengthening policies, systems and capabilities for managing public finances and managing data and statistics to support data-driven governance and government. This project includes support towards the implementation of the Data Policy.
- 4.5. In order to ensure the smooth implementation of the data policy, Department of Governance Reforms and Public Grievances invites bids from interested parties for setting up of the PMU for an initial period of 3 years and further extendable on year-to-year basis, with a maximum period of two years at the discretion of the Purchaser.
- 4.6. **Functions of the PMU:** As the nature of the engagement will be dynamic, at minimum the PMU will be expected to serve the following functions in addition to the scope of work of this document:

- 4.6.1. Work closely with the DGRPG, Department of Social Security and Development of Women and Children, Department of Local Government, Department of Employment Generation and Training and Department of Labour in ensuring compliance with the state data policy, which may require deep dive into understanding the existing data systems, business processes and overall service delivery framework.
- 4.6.2. Based on learnings of adopting data policy, document lessons learnt and update data policy operational guidelines (Part1¹, Part2²).
- 4.6.3. Provide coordination support to DGRPG.
- 4.6.4. Develop and document standard operating procedure for departments so as to ensure compliance with PSDP.
- 4.6.5. Develop a format and document the weekly/monthly progress report.
- 4.6.6. Organize periodic meetings with concerned stakeholders.
- 4.6.7. Support DGRPG in conceptualizing State Data Integration Platform³ based on experiences of other projects.
- 4.6.8. Conduct periodic internal training(s) of the stakeholders so that the technical know-how can be transferred to the Nodal Officer/ team of officers deputed by the concerned departments.
- 4.6.9. Draft RFP document for selection of the SI for creation of State Data Integration Platform and ensure selection and onboarding of the SI, successfully completing the bid management and related contract management processes.
- 4.6.10. Any additional work towards meeting the requirements of the World Bank supported BFAIR project.
- 4.6.11. Knowledge transfer: At least 45 days will be planned for knowledge transfer to DGRPG towards the end of contract.

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

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

³ Details in Annexure 11.1 (at the end of this document)

5. Instructions to bidders

5.1. Bid evaluation process

- 5.1.1. The bid evaluation will be carried out in a three stage process as under:
 - 5.1.1.1. Pre-qualification / eligibility evaluation
 - 5.1.1.2. Technical Evaluation
 - 5.1.1.3. Financial bids evaluation
- 5.1.2. In the first stage of evaluation, the pre-qualification proposal of all bidders shall be evaluated to determine whether the bidder satisfies the pre-qualification criteria. At the end of this stage, the DGRPG shall publish online on the e-procurement portal, the list of bidders that satisfy pre-qualification criteria (the "Qualified Bidders") for the technical evaluation.
- 5.1.3. In the second stage of evaluation, the technical proposal of only qualified bidders from the first stage will be opened and evaluated for the purpose of identifying the bidders meeting the technical criteria for the project ("Technically Qualified Bidders"). The technical proposals and financial proposals of the non-qualified bidders shall not be opened.
- 5.1.4. In the third stage of evaluation, the financial proposal of only technically qualified bidders from the second stage will be opened and evaluated for the purpose of identifying the successful bidder(s). The financial proposals of the bidders not declared as technically qualified bidders shall not be opened.
- 5.1.5. During the process of evaluation of the pre-qualification and financial bids, the Client may, at its discretion, ask bidders for clarifications on their bids. Bidders are required to respond within the prescribed time frame given for submission of such clarification otherwise the Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection.
- 5.1.6. The contract will be awarded to the bidder which quotes Lowest Price (L1) in the Financial Bid.

5.2. Eligibility / pre-qualification criteria

- 5.2.1. The evaluation of the bidders will be carried out by the Committee as per the pre-qualification / eligibility criteria defined in the tender document. Only the

bidders who fulfill the given pre-qualification eligibility criteria shall be eligible for next round of evaluation i.e. Technical evaluation. Non-conforming bids will be rejected and will not be eligible for any further processing.

5.2.2. The eligibility criteria are given as below:-

SN	Eligibility Criteria	Supporting documents
1.	<p>Bidder should be either:</p> <ul style="list-style-type: none"> • A company registered under the Indian Companies Act, 2013 / 1956 OR • A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR • A partnership firm registered under the Indian Partnership Act, 1932 <p>Note: Joint Venture/ Consortium is not allowed</p>	Certificate of Incorporation, or Certificate of Registration, or Partnership deed, or constitution documents as per applicable laws etc.
2.	The bidder should be in operation for at least three years as on the last date of submission of bid.	Certification from statutory auditor/ practicing Chartered Accountant/work order to establish the compliance of criteria.
3.	<p>The bidder should have successfully completed “Similar Work” during the last seven years ending 31.12.2023 as per following details:-</p> <p>A. One project costing not less than the amount equal to Rs. 6 crores (including taxes).</p> <p style="text-align: center;">OR</p> <p>B. Two projects each costing not less than the amount equal to Rs. 5 crores each (including taxes).</p> <p style="text-align: center;">OR</p> <p>C. Three projects costing not less than the amount equal to Rs. 3 crores each (including taxes).</p>	<p>1. For completed projects:</p> <p>a. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying value of project.</p> <p>2. For projects in progress in which minimum 6 months have been completed:</p> <p>a. Project citation supported with Work</p>

SN	Eligibility Criteria	Supporting documents
		<p>order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying value of project.</p> <p>b. Client certificate/ Invoice Copy (with CA certificate specifying payment details) or any other relevant proof mentioning work order details, completion of at least 6 months of activity along with cost for the duration for which the work has been done.</p>
4.	The bidder should have a minimum annual average turnover of Rs. 15 crores, in any three of the last five financial years for which the bidder's accounts have been audited.	<p>Audited Financial Statements with Certificate from statutory auditors having UDIN clearly certifying the turnover</p> <p>OR</p> <p>CA certificate having UDIN clearly certifying the turnover</p>
5.	The Bidder should have positive net worth in at least 3 out of the last 5 financial years (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23).	Certificate from the Statutory Auditor or Practicing Chartered Accountant, having UDIN, depicting the Net worth/Cash flow for each year.
6.	The bidder shall submit an undertaking of not being blacklisted, insolvent and convicted of any criminal offense in as on date of bid submission	Self-certified letter by the authorized signatory as per the format given in this document.

SN	Eligibility Criteria	Supporting documents
7.	The bidder should have a valid GST registration certificate and PAN in the name of the bidder.	Self-certified copy of relevant valid certificates
8.	The Bidder must ensure to deposit the tender document fees and EMD	Any relevant proof
9.	<p>The bidder must submit the proposed approach and methodology covering each of the following:</p> <ul style="list-style-type: none"> i. Approach for ensuring compliance of PSDP within select departments ii. Approach for the design of SDIP iii. Approach for preparation of DPR iv. Approach for RFP preparation and bid process management v. Approach for business process reengineering and framing of policies/guidelines vi. Approach for training and capacity building regarding capacity-building support to ADs for 1) PSDP compliance 2) Technical design of state data integration platform and operationalization of the platform 3) Onboarding of departments on SDIP vii. Approach for Project Management viii. Resource deployment plan ix. Previous experience in similar assignments 	Self certified copy of proposed approach document

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

5.2.3. Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 - 5 in the table mentioned above. Registered startups are required to submit the self attested copy of the registration in order to avail the relaxations

5.2.4. The compliance against the above criteria is to be submitted as per below format:-

SN	Particulars	Eligibility Criteria	Supporting Documents	Pg. No.	Compliance (Yes / No)
...

5.3. Technical evaluation criteria

5.3.1. The evaluation of the bidders will be carried out by the committee as per the technical evaluation criteria.

5.3.2. Technical Evaluation shall be done on the following basis:

SN	Criteria	Max Marks	Supporting Document Required
1.	<p>Past experience (No. of Projects)</p> <p>No. of completed / awarded “Similar Work” to the bidder of minimum 2 Cr. value in the last seven years till 31.12.2023:</p> <ul style="list-style-type: none"> 1 Project: 10 marks 2 Projects: 15 marks 3 or more Projects: 20 marks 	20	<p>1. For completed projects:</p> <p>a. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying value of project.</p> <p>2. For projects in progress in which minimum 6 months have been completed:</p> <p>a. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying value of project.</p> <p>b. Client certificate/ Invoice Copy (with CA certificate specifying payment details) or any other relevant proof mentioning work order details, completion of at least 6 months of activity along with cost for the duration for which the work has been done.</p>

SN	Criteria	Max Marks	Supporting Document Required
2.	<p>Past experience (Value of Projects)</p> <p>Total cumulative value of completed / awarded "Similar Work" to the bidder in the last seven years till 31.12.2023:</p> <ul style="list-style-type: none"> • More than or equal to 5 crores but less than 6 crores: 10 marks • More than or equal to 6 crores but less than 7.5 crores: 15 marks • More than or equal to 7.5 crores: 20 marks 	20	<p>1. For completed projects:</p> <p>c. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying value of project.</p> <p>2. For projects in progress in which minimum 6 months have been completed:</p> <p>d. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying value of project.</p> <p>e. Client certificate/ Invoice Copy (with CA certificate specifying payment details) or any other relevant proof mentioning work order details, completion of at least 6 months of activity along with cost for the duration for which the work has been done.</p>
3.	<p>Organizational Financial Strength</p> <p>Average Annual Turnover in any three of the last five financial years i.e. 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023 for which the bidder's accounts have been audited.</p> <ul style="list-style-type: none"> • Less than or equal to Rs. 17.5 Crore: 7 Marks • More than Rs. 20 Crore but less 	15	<p>Audited Financial Statements with certificate from statutory auditors having UDIN clearly certifying the turnover</p> <p>OR</p> <p>CA certificate having UDIN clearly certifying the turnover</p>

SN	Criteria	Max Marks	Supporting Document Required
	than Rs. 25 Crore: 10 Marks • More than or equal to Rs. 25 Crore: 15 Marks		
4.	Years in business as on 31.12.2023 • ≥ 3 & < 5 : 5 marks • ≥ 5 & < 7 : 7 marks • ≥ 7 : 10 marks	10	Any relevant proof
5.	ISO 9001 Certificate The bidder possesses ISO 9001 certification which should be valid as on 31.12.2023: 5 Marks	5	Valid Certificate
6.	CMMi Level 5 The bidder possesses CMMi certification which should be valid on the date of bid submission : 5 Marks	5	Certificate which is valid on the date of bid submission.
7.	ISO 27001 Certificate The bidder possesses ISO 27001 certification which should be valid on the date of bid : 5 Marks	5	Certificate which is valid on the date of bid submission.
8.	Technical / consulting manpower (B.E. / B.Tech. / MBA / MCA / M.Sc.[IT / CS]) on the rolls of the bidder: • More than 25 and less than 50 : 5 Marks • 50 or above and less than 100 : 7 Marks • Above 100 : 10 Marks	10	Self-Certification by the Bidder

SN	Criteria	Max Marks	Supporting Document Required
9.	Net worth: The bidder has a positive net worth in the minimum three years out of last five financial years i.e. 2017-2018, 2018-2019, 2019-2020, 2020-2021 and 2021-2022: <ul style="list-style-type: none"> any three FYs : 5 Marks any four FYs : 8 Marks All five FYs : 10 Marks 	10	CA certificate clearly certifying the net-worth
Total		100	

5.3.3. Only those Bidders whose absolute technical score is 70 or more shall be considered by the Purchaser for further evaluation i.e. Financial bid evaluation.

5.4. Earnest Money Deposit (EMD)

- 5.4.1. The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.
- 5.4.2. EMD of the successful bidder will be released after the successful bidder signs the final contract and furnishes the performance security.
- 5.4.3. EMD of all unsuccessful bidders would be refunded by DGRPG as promptly after each stage.
- 5.4.4. The EMD submitted shall be interest free and will be refundable to the bidders without any accrued interest on it.
- 5.4.5. The EMD will be forfeited on account of one or more of the following reasons:-
 - 5.4.5.1. Bidder withdraws its bid during the validity period specified in the tender.
 - 5.4.5.2. If a bidder makes misleading or false representations in the forms, statements and attachments submitted in the bid documents.
 - 5.4.5.3. If the bidder breaches any provision of code of conduct and integrity as prescribed for bidder in clause 9.3.

- 5.4.5.4. In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Security in time.

5.5. Clarification on tender document

- 5.5.1. The bidders requiring any clarification on the bid document may submit his queries by the due date and time as mentioned in the Document Control Sheet in the following format in a MS Excel file:

SN	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification
...

5.6. Preparation of bid

- 5.6.1. The bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and conditions and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at bidder's own risk and may be liable for rejection.
- 5.6.2. Each Bidder shall conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and wherever necessary, obtain independent advice from appropriate sources. The purpose of this document is to provide the Bidder with information to assist the formulation of their Proposal. Once the bid is submitted, it will be presumed that the bidder has seen and understood the complete Scope of Work.
- 5.6.3. The bid shall be uploaded on the www.eproc.punjab.gov.in website by the bidder or duly authorized person(s) to bind the bidder to the contract.
- 5.6.4. The bidder shall be responsible for all costs incurred in connection with participation in the bid process.
- 5.6.5. The bids submitted by fax / e-mail / envelope etc. shall not be accepted. No correspondence will be entertained on this matter.
- 5.6.6. The bids submitted by a consortium of companies / firms or any subcontractors will be rejected.

- 5.6.7. All correspondences between the bidders and DGRPG shall be written in the English language.
- 5.6.8. All information supplied by bidders shall be treated as contractually binding on the bidders on successful award of the assignment by DGRPG on the basis of this tender.
- 5.6.9. Failure to comply with the below requirements shall lead to the bid rejection
 - a. Comply with all requirements as set out within this tender.
 - b. Submission of the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.
 - c. Submission of all supporting documentations specified in this tender, corrigendum or any addendum issued.

5.7. Deviations

- 5.7.1. No deviations/assumptions/recommendations shall be allowed in the bid. Bidders must ensure that the pre-bid meeting is attended by their concerned senior and authorized people so that all the doubts, clarification(s) & ambiguities regarding the bid document & project are resolved well before submission of bid.
- 5.7.2. Any conditional bid shall be rejected.

5.8. Validity of bids

- 5.8.1. Bids shall remain valid till 180 (one hundred and eighty) days from the date of submission of bids. A bid, valid for a shorter than the bid validity period, shall be rejected as non-responsive bid.
- 5.8.2. In exceptional circumstances, at the sole discretion of the Purchaser, the DGRPG may solicit the bidder's consent for an extension of the validity period of bid as well as EMD. Such requests and responses shall be made in writing. A bidder granting the request will not be permitted to modify its bid.

5.9. Termination of tender process

- 5.9.1. DGRPG reserves the right to annul the tender process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

5.9.2. If the bidder whose bid has been accepted as successful fails to sign the contract, or fails to provide required security for the performance of the contract, DGRPG may cancel the procurement process.

5.9.3. DGRPG may, at its own discretion, extend the date for submission of proposals.

5.10. Amendment to the tender document

5.10.1. Amendments / corrigendums / addendums / clarifications necessitated due to any reasons, shall be made available on the website only as provided in the document control sheet. No separate communication either in writing or through email will be made to any interested/ participating bidders. It shall be the responsibility of the bidders to keep on visiting the website for any change.

5.10.2. In order to provide prospective bidders reasonable time for taking the corrigendum(s) or addendum(s) into account, DGRPG, at its discretion, may extend the last date for the receipt of bids.

5.11. Submission of Bid

5.11.1. The bid submitted by the bidder shall comprise of:

- a. Pre-Qualification proposal;
- b. Technical proposal; and
- c. Financial proposal

5.11.2. Bidders are required to upload bid documents as per terms & conditions of this tender. The Bid must be submitted along with Cover letter as per format 10.1

5.11.3. Bidders shall submit their bid through e-procurement portal on or before the last date and time for submission of bids as per bid data sheet. It is advised that bidders may submit their bids well in advance of the stipulated time so as to avoid last minute hiccups.

5.11.4. The bids that are uploaded online on e-procurement portal (eproc.punjab.gov.in) will only be considered for bid evaluation unless the bid evaluation committee has asked for revised documents in case of any clarification/additional information pertaining to submitted documents sought during bid evaluation.

5.12. Bid opening

- 5.12.1. DGRPG will constitute a committee to evaluate the bids submitted by bidders. No correspondence will be entertained outside the process of evaluation with the Committee.
- 5.12.2. The bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of bidders or their representatives who may wish to be present at the time of bid opening.

5.13. Financial bids format and evaluation:

Table 1

S.N	Deliverable	Amount (Rs.) (Including Taxes)
1.	Deliverable 1	
2.	Deliverable 2	
3.	Deliverable 3	
4.	Deliverable 4	
5.	Deliverable 5	
6.	Deliverable 6	
7.	Deliverable 7	
Total Cost* (Rs.) (1+2+3+4+5+6+7)		

* This Total cost to be considered for financial bid evaluation.

Table 2

Deliverable #			
SN	Resource Category	Man-months	Total Cost (Rs.) (Including Taxes)
1.	Project Manager		
2.	Technical Specialist		
3.	Solution Architect		
4.	Procurement Expert		
Grand Total (Rs.)			

Note: The Table 2 needs to be submitted for each deliverable. The Grand Total of each deliverable in Table 2 must be equal to the Total of each deliverable in Table 1.

- 5.13.1. The bidder needs to quote the rate for each line item of Table 1 and Table 2 above, failing which will lead to disqualification/rejection of bid.
- 5.13.2. The Bidder as part of its Financial Bid shall account for all out of pocket and other expenses including all permits, approvals, travel cost, Laptops etc. to be deployed during the currency of the Contract.

- 5.13.3. The Financial Proposal shall include all the GST/Service Tax, other Taxes, Duties, Cess etc.
- 5.13.4. Financial bids would be opened for only those bidders, who qualify all the Technical Evaluation Criteria as mentioned in this document on the prescribed date in the presence of bidder's representatives, who may wish to be present.
- 5.13.5. The bids will be evaluated on the Quality cum Cost Based Selection method. The technically qualified bidder whose "Total Cost" in the Table 1 of the Financial Bid format is lowest shall be ranked as L1 Bidder and will be considered as the successful Bidder for signing of contract. The Bidder with the second lowest price shall be considered as L2 bidder and so on.
- 5.13.6. If the L1 bidder is unable to provide the services in full or in part, the work order with the L1 bidder shall be canceled, the EMD and / or Performance security of the L1 bidder shall be forfeited and the Purchaser reserves the right to take appropriate action against the Service Provider.
- 5.13.7. In case the price quoted by two or more bidders is the same, then the bidder having higher technical marks will be declared as the L1 bidder or the successful bidder. In case of a further tie between the financials, the bidder with the higher average turnover in the last three audited financial years shall be declared as the L1 or the successful bidder.
- 5.13.8. Failure to abide by the tender conditions may result in forfeiture of EMD & Performance security.
- 5.13.9. Any conditional financial bid will lead to disqualification of the entire bid and forfeiture of the EMD.
- 5.13.10. The bidders quoting zero or negative charges in the financial bid will be treated as non-responsive and their EMD shall be forfeited.

5.14. Disqualifications

DGRPG may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:

- 5.14.1. Failed to provide clarifications related thereto, when sought;
- 5.14.2. Submitted more than one bid (directly / indirectly);
- 5.14.3. Made misleading or false representations in the forms, statements and attachments submitted in bid documents. The EMD of the bidder will be forfeited in such cases.

- 5.14.4. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- 5.14.5. Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.
- 5.14.6. Submitted a bid with price adjustment/variation provision.
- 5.14.7. Documents are not submitted as specified in the tender document.
- 5.14.8. Suppressed any details related to bid.
- 5.14.9. Submitted incomplete information, subjective, conditional offers and partial offers submitted.
- 5.14.10. Not submitted documents as mentioned in this tender.
- 5.14.11. Submitted bid with lesser validity period.
- 5.14.12. Any non-adherence/non-compliance to applicable tender content.

5.15. Issue of Letter of Intent (Lol)

- 5.15.1. DGRPG will issue a Letter of Intent (Lol) to notify the successful bidder in writing about acceptance of their bid. The Lol will constitute the formation of the contract after submission of performance security to DGRPG by the successful bidder.

5.16. Performance security

- 5.16.1. The successful bidder shall furnish performance security to DGRPG valuing 10% of the value of the contract within 15 days of release of Lol in the form of NEFT / DD / PBG as per format 11.2.
- 5.16.2. Performance security shall remain valid for a period of 180 (one hundred eighty) days beyond the expiry of the contract. Whenever the contract is extended, the Service Provider will have to extend the validity of Performance security proportionately.
- 5.16.3. In case the successful bidder fails to submit performance security within the time stipulated, DGRPG at its discretion may cancel the award of contract to the successful bidder without giving any notice and the EMD of the concerned bidder will be forfeited.
- 5.16.4. The Service Provider will not be entitled for any interest on the performance security submitted.

5.16.5. DGRPG shall forfeit the performance security in full or in part in the following cases:

- a. When the terms and conditions of contract are breached/ infringed.
- b. When the contract is being terminated due to non-performance of the Service Provider.
- c. The Purchasers incur any loss due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

5.17. Signing of contract

5.17.1. The successful bidder will sign the contract with DGRPG within 15 days of the issue of Lol. After signing of the contract, no variation in or modification of the term of the contract shall be made except by mutual written amendment signed by both the parties.

5.18. Outsourcing / subletting

5.18.1. No part of the contract shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider. All resources deployed must be full time employees of the bidding entity.

5.19. Contract period

5.19.1. This contract shall be valid for a period of 3 years initially from the date of signing of contract. If the services of the Service Provider are found satisfactory and based on Purchaser's requirement, the contract may be extended on the same prices for an additional period of maximum 2 years (1 year at a time) at the sole discretion of Purchaser on the same terms & conditions.

6. Scope of Work

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

6.1. Deliverable 1

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

- 6.1.1. The Successful Bidder shall review the existing Punjab State Data Policy and the currently notified operational guidelines (including standards, formats and other relevant details) and suggest the additions (if any) to be added looking at the end objective of Social Protection Delivery Platform, using the 'whole of government' approach.
- 6.1.2. The Successful Bidder shall additionally draft the policy and guidelines for data storage, security and privacy, personal data protection, data exchange, consent framework etc. considering relevant acts & policies (e.g. IT Act 2000, Aadhaar Act 2016, Personal Data Protection Bill 2018, NDSAP, etc.) released by GoI or GoP.
- 6.1.3. The Successful Bidder shall ensure that these Standards, Policies and guidelines are implemented for the selected departments. This may require:
 - 6.1.3.1. A deep dive into understanding the existing data systems, business processes and overall service delivery framework for the respective departments.
 - 6.1.3.2. Identifying gaps with regards PSDP
 - 6.1.3.3. Working with DGRPG and departments to ensure implementation of gaps
 - 6.1.3.4. Monitoring and reporting of implementation progress
- 6.1.4. For now, the Government has identified four departments, as mentioned below. The work may be carried out in a phased manner by focusing on 2 departments at a time:
Phase 1
 - 1. Department of Social Security, Women and Child Development
 - 2. Department of Labour

Phase 2

3. Department of Employment Generation and Training
4. Department of Local Government.
- 6.1.5. The above-mentioned departments are indicative and there may be changes depending upon the needs of the purchaser. Additional departments may be added as per the needs of the purchaser with mutual agreement between the purchaser and the bidder.
- 6.1.6. The Successful Bidder shall suggest capacity-building measures to support ADs (all departments including 4 mentioned above) regarding PSDP compliance. Conduct Training Sessions for all ADs/districts to make them aware of PSDP/Operational guidelines.

6.2. Deliverable 2

Finalization of State Data Integration Platform Design

The Successful Bidder shall ensure to meet various stakeholders across different departments of Government of Punjab to understand the current data systems, its implementation and challenges.

Based on the principles of SDIP as defined below, the Successful Bidder will prepare a detailed design document.

- 6.2.1. **Design for Inclusion:** All the legal residents Of Punjab are eligible to be a part of the SDIP. Insofar as subsidies, benefits or services to be given is concerned by individual Departments, the State Government can mandate that the receipt of these subsidies, benefits and services could be given only on furnishing proof. SDIP must be designed in a manner that it only requires a limited number of demographic attributes and will have dynamic and flexible processes for registration and ongoing updates.
- 6.2.2. **Openness, Vendor Neutrality and Standards Based Operability:** Another key governing principle is that the service components of SDIP should be embracing open protocol-based interoperability principle which is an essential requirement, for achieving seamless integration between SDIP and the third-party systems (e.g. Scheme systems, payment/SMS gateways) for delivering public services to the beneficiaries. Open-source software to be preferred for implementation where ever applicable in accordance with the guidelines from Government of India

- 6.2.3. **Design for Scale:** The amount of data managed by the SDIP may increase over time (increase in coverage/integrated schemes etc.) and hence adequate attention must be given to strengthen technology and processes on an ongoing basis. This should be achieved by the following measures;
- a. Ability of technology infrastructure to horizontally scale (for compute & storage requirements) i.e. add additional system resources without having to shut down the core system components.
 - b. Support loose-coupling of various platform components through an API/ Micro Services based design.
- 6.2.4. To fully accomplish the vision of the platform, it should be ensured that the platform is compliant with relevant National/State laws and policies and ensures that there are no violations made in the platform design/program operations. The Successful Bidder is expected to identify the need for such policies and help the state government in drafting such policies.
- 6.2.5. The vision of SDIP is envisaged to be similar to many large National/State e-Gov programs, in terms of scope, scale and complexity. Various institutional models have been established by Union/State Governments for building & overseeing such large/complex programs and their systems. The Successful Bidder is expected to propose a governance mechanism for SDIP.

6.3. Deliverable 3

Business Process Reengineering (BPR) and Functional Specifications for the IT system of SDIP^[Details in Annexure 11.1]

- 6.3.1. The Successful Bidder shall develop Business Process Re-engineering recommendations, if any, in service delivery processes of schemes (under consideration) to be integrated with SDIP.
- 6.3.2. The Successful Bidder shall provide detailed functional requirements for development and enhancement of all the IT system components of the SDIP, including but not limited to application software, middleware/data exchange layer, database, front-end and backend systems, servers, networking, security, storage, etc. The requirements should clearly state the comprehensive capabilities, service levels and performance levels for all the IT components.

- 6.3.3. The Successful Bidder is expected to have an understanding in similar social protection systems like Samagra, Bhamasha, Samagra Vedika and other national/ international systems so that challenges faced in these systems (mentioned earlier) should be clearly mitigated right from the beginning. The Successful Bidder is required to interact and work closely with the Purchaser and other stakeholders of the Government while formulating the detailed functional and technical specifications for the SDIP IT systems.
- 6.3.4. The Successful Bidder shall propose and make use of best practices, standards, and proven methodologies while formulating the requirements specifications of the IT system components for long-term efficiency, availability, and reliability of the SDIP.
- 6.3.5. The core registry will be central to the SDIP for identification, targeting, enrolling as well as authenticating residents. The Successful Bidder is expected to develop strategies through a pilot to develop the core registry with verified data.
- 6.3.6. The Successful Bidder shall build a 7-year growth model for SDIP based on: demand assessment; availability, performance, & scalability requirements; future data-processing needs (associated with data search, statistics, analytics, etc); and likely technological evolution. Based on the above, the Successful Bidder shall develop a methodology for workload analysis and sizing.
- 6.3.7. The Successful Bidder shall work closely with the technology team of the SDIP to review and revise a set of overarching architecture and design principles and requirements for the SDIP IT systems, and to select the relevant viewpoints for documenting the various architectures of the SDIP. The architecture viewpoints may include in addition to the application architecture, data architecture, network architecture, security architecture, and deployment architecture.
- 6.3.8. Successful Bidder provide details of all the improvements required in the existing software components in the SDIP, such as: OS and system software, enterprise anti-virus software, auditing tools, DNS software, messaging software, back-up software (with encryption capabilities), network management and infrastructure software.
- 6.3.9. The Successful Bidder should furnish the principles, guidelines, Standard operating procedures and policies to be followed for data security and privacy.
- 6.3.10. The Successful Bidder shall suggest technology infrastructure plan such that the proposed solution shall be cloud/hybrid cloud ready from day 1 with high

availability mode to avoid single point of failure. This must include aspects such as data back-up, recovery (in case of disasters or emergencies) etc.

- 6.3.11. Successful Bidder should provide disaster recovery plan including alert automated monitoring for the environment (both hardware and application).

6.4. Deliverable 4

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

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

6.5. Deliverable 5

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

- 6.5.1. Based on the implementation strategy, and detailed functional and technical specifications for the IT infrastructure for the SDIP, the Successful Bidder shall prepare the following Request for Proposal (RFP): Selection of System Integrator (SI) to create the State Data Integration Platform (SDIP) and future enhancements.
- 6.5.2. The Successful Bidder shall prepare the RFPs conforming to the Government of Punjab procurement guidelines.
- 6.5.3. The Successful Bidder shall make detailed RFP presentations to the SDIP Empowered Committee as and when required.
- 6.5.4. The RFPs shall include inter-alia the following details:
 - a. Description of the project background and context
 - b. Purpose of the RFP; the scope of the services requested and what is not included in scope
 - c. Project objectives. The objectives should broadly address aspects related to availability, service levels, efficiencies, security and resilience factors, flexibility, scalability and cost.
 - d. List of key stakeholders along with roles and responsibilities
 - e. Scope of work, roles and responsibilities of service provider. This section should itemize the specific services requested through the RFP. The Successful Bidder shall provide the detailed scope of work in the RFP based on exact requirements of the project in consultation with the Department of Finance and SDIP Empowered Committee and other relevant stakeholders.
 - f. Suggested Requirements for high availability & security
 - g. Requirements for Strategic Control of the infrastructure assets
 - h. Requirements for Third party security and GIGW auditing of web application(s) along with performance testing from the Govt. empaneled agencies.
 - i. Operational requirements
 - j. Acceptance criteria & system and security audit requirements
 - k. Commercial specifications & bid process requirements, including:

- i. Bidders' eligibility and pre-qualification
 - ii. Bid process activities
 - iii. Bid formats and submission requirements
 - iv. Bid evaluation criteria and process
 - v. General terms and conditions for bidding including: cost of RFP, conflict of interest, modification and withdrawal of bids, etc
 - vi. Payment terms
- 6.5.5. Legal and contractual specifications. The contract agreement should be based on the Conditions of Contract as defined by Government of Punjab procurement norms.
- 6.5.6. Service Level Agreement (SLA) based on service-level goals and objectives. The SLA should provide the following:
 - a) SLA terms and definitions
 - b) SLA calculation principles and metrics
 - c) Calculation of downtime and uptime
 - d) Audit compliance
 - e) Service levels during peak hours and extended business hours
 - f) Service level enforcement, penalties
 - g) Issue resolution time
- 6.5.7. Indicative broad scope of work for RFP: The Successful Bidder shall develop detailed scope of work to be included in "RFP: Selection of System Integrator (SI) for Creation of State Data Integration Platform", which shall contain all, but not limited to following:
 - a. Management and enhancement of the SDIP based on the technical requirements of the SDIP IT systems
 - b. Procurement, supply, installation, and commissioning of IT infrastructure & Services.
 - c. Implementation of information security management systems and infrastructure monitoring management systems;
 - d. Ensure compliance to CERT-IN Security Guidelines and GIGW (Government of India Guidelines of Websites)
 - e. Testing and performance benchmarking
 - f. Documentation and training
 - g. Operations support and maintenance

- h. Managed services for all operations and processes of the SDIP
 - i. Application helpdesk, call centres and facilitation centres, and support services
 - j. End-to-end logistics management of UID numbers
 - k. System and database administration
- 6.5.8. Proposed agreement to be signed between purchaser and System Integrator for implementation of project

6.6. Deliverable 6

Bid Process Management

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

- 6.6.1. Assist Departments in finalizing key areas of Scope of Work, Bid evaluation framework and criteria, service levels etc. during Tender preparation
- 6.6.2. Assistance in response to pre-bid queries
- 6.6.3. Assistance in issuance of corrigendum etc.
- 6.6.4. Assistance in Pre-qualification/General evaluation of bids
- 6.6.5. Assistance in Technical evaluation of bids
- 6.6.6. Assistance in Commercial evaluation of bids
- 6.6.7. Assistance regarding selection of agency
- 6.6.8. Assistance regarding finalization and signing of contract & SLAs

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

6.7. Deliverable 7

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

- 6.7.1. Review of System Requirement Specification (SRS), Design reports, UAT plan, etc;
- 6.7.2. Work Closely with the SI to monitor implementation and ensure that SRS, SDIP design (Section 6.2) and BPR changes (Section 6.3) are adhered to.
- 6.7.3. Monitoring onboarding of different schemes from selected departments in SDIP;

- 6.7.4. Training and capacity building of scheme departments, district officials and other key stakeholders;
- 6.7.5. Monitoring SDIP use cases roll out with pilot schemes in identified pilot districts;
- 6.7.6. Consolidation of learnings from the pilot roll out;
- 6.7.7. Oversee the work of System Integrator, highlight deviations/issues and resolution of issues
- 6.7.8. Coordinate workshops and discussion meetings between SI and Department
- 6.7.9. Ensure that the technology standards, guidelines & frameworks are adhered as per guidelines suggested by UIDAI, DeITY, E & IT Department, Govt. of Punjab and in DPR/BPR document
- 6.7.10. Suggest and co-ordinate Capacity building needs and training programs for the departmental personnel.
- 6.7.11. Monitoring SDIP use cases state-wide roll out with remaining schemes, while addressing the learnings from pilot;
- 6.7.12. Quarterly operations and maintenance monitoring reports;
- 6.7.13. SLA monitoring- Monitor the operations and maintenance of the overall system as per the standards and requirements defined in RFP including but not limited to resolution of issues, availability of the system, upgradation of the hardware or system software etc.
- 6.7.14. Knowledge Transfer: At least 45 days will be planned for knowledge transfer to DoGR&PG department towards the end of contract.

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

6.8. Timelines

S.N	Deliverable	Timeline (In months)
1.	Deliverable 1: Draft relevant standards and policies, update existing operational guidelines and onboard select departments for successful implementation of Punjab State Data Policy	T + 5
2.	Deliverable 2: Finalization of State Data Integration Platform Design	T + 6
3.	Deliverable 3: Business Process Reengineering (BPR) and Functional Specifications for the IT system of SDIP	T + 7
4.	Deliverable 4: Detailed Project Report (DPR) including planning and enhancement of the overall Program Management Strategy, Roadmap, Transition Plan, Maintenance Plan, upgradation plan, Risk Management plan, cost estimate and Detailed Project Plan including Timelines	T + 9
5.	Deliverable 5: Request for Proposals (RFP); Selection of System Integrator for creation of State Data Integration Platform	T + 10
6.	Deliverable 6: Bid Process Management	T+ 12
7.	<p>Deliverable 7: Project Management, Implementation Monitoring and Operations & Maintenance Reports for State Data Integration Platform (Quarter 1-8)</p> <ul style="list-style-type: none"> ❖ Review report of System Requirement Specification (SRS), Design reports, UAT plan, etc; ❖ Report on onboarding of different schemes in SDIP across multiple tracks ❖ Report on training and capacity building of scheme departments, district officials and other key stakeholders ❖ Report on SDIP use cases roll out with pilot schemes in identified pilot districts ❖ Report on SDIP use cases state-wide roll out with remaining schemes while addressing the learnings from pilot ❖ Knowledge Transfer at least 45 days (Last quarter) <p>Relevant Reports to be shared at the end of every quarter</p>	T+15, T+18, T+21, T+24, T+27, T+30, T+33, T+36

- 6.8.1. The bidder has to deploy adequate resources to meet the timeline of the project and mention the staffing schedule (with resource type and number of man-months) in the technical bid. The same will have to be complied at the time of actual implementation failing which appropriate deductions and SLAs shall be applicable. A report along with deliverable documents needs to be submitted after completion of each deliverable.

6.9. Resource Requirements

- 6.9.1. Following are the minimum set of resources to be engaged by the Successful bidder to accomplish the assignment. The deployment plan submitted as part of pre qualification bid should be aimed towards achieving the milestones / deliverable within targeted timelines as mentioned in this tender.
- 6.9.2. The resources deployed for the deliverables are mandatorily to be deployed onsite. They may need to work from or visit different AD offices in the Punjab as per the needs of the project. However, the Successful bidder is free to deploy any additional resources in order to meet the timeline and requirement, at no extra cost.

Resource	Number of Resources	Minimum Qualification and Experience	Relevant Skills
Project Manager Responsible for, but not limited to Deliverables 1, 2, 3, 4, 5, 6, 7	1	Qualification: BE/ B.Tech/ MCA/ MSc (IT/CSE) with MBA/ PGDM or Equivalent Experience: Minimum 10 years of experience with at least 3 years as a Project Manager.	<ul style="list-style-type: none">• Past experience in leading similar projects successfully at either Central/State govt. level• Relevant experience in areas such as social registry, data unification, federated data consolidation etc.• Should have an understanding of Aadhaar, Financial Inclusion & DBT projects• Awareness about future technology trends, relevant to the project

Resource	Number of Resources	Minimum Qualification and Experience	Relevant Skills
			<ul style="list-style-type: none"> Should have an experience of Public Procurement domain including bid management and contract management.
<p>Technical Specialists</p> <p>As per Punjab State Data Policy Operational Guidelines – Part 1, Section 3.2</p> <p>Responsibilities: Support Staff for dispensing the functions of the PMU.</p> <p>Responsible for, but not limited to Deliverables 1, 2, 3, 4, 5, 6, 7</p>	4	<p>Qualification: BE/ B.Tech/ MCA/ MSc (IT/CSE) or higher</p> <p>Experience: Min 5 years of relevant experience</p>	<ul style="list-style-type: none"> Should have an understanding of relevant central/ state legislations. Should have prior experience of working in similar project with Central/State Governments Should have experience with regards to different forms of data types such as data sets, metadata etc. and have clear understanding of the database management system. Should have sound understanding of Aadhaar and DBT projects Should demonstrate understanding of underlying complexities on data privacy and security. Demonstrate ability to deliver tasks in a timely manner.
<p>Solution Architect</p> <p>Responsible for, but not limited to Deliverables 1, 2, 3, 4, 5, 6, 7</p>	1	<p>Qualification: BE/ B.Tech/ MCA/ MSc (IT/CSE) or higher</p> <p>Experience: Min 10 years of IT</p>	<ul style="list-style-type: none"> Experience in designing systems using open - source technologies Experience in designing complex data systems and in particular experience of

Resource	Number of Resources	Minimum Qualification and Experience	Relevant Skills
		experience with at least 3 years as Solution Architect	design data systems for a government entity <ul style="list-style-type: none"> • Should have an understanding of industry best practices • Should have a sound understanding of IFMS and PFMS system • Demonstrate understanding of last mile delivery • Past experience in designing systems for the government
Procurement Expert Responsible for, but not limited to Deliverables 5, 6	1	Qualification: BE/ B.Tech/ MCA/ MSc (IT/CSE) or higher Experience: Min 10 years experience with at least 3 years in government procurement	<ul style="list-style-type: none"> • Past Experience in designing of the RFP's • Strong understanding of business processes • Experience in procurement of products and services • Experience in Managing and maintaining contracts with vendors • Experience in Ensuring compliance with all related laws and regulations • Experience in Analyzing and evaluating supplier performance • Experience in the PPP Projects

6.9.3. The above-mentioned resources (except Procurement Expert) are to be deployed on site in the office of the Purchaser for the Currency of the Contract within 30 days from the date of award of contract. The Procurement Expert can be

deployed at the time of relevant deliverables. Purchaser reserves the right to deploy any of the resources as per the need of the project in the allied departments.

- 6.9.4. In case the performance of any resource is not found to be satisfactory, the purchaser may ask for its replacement.
- 6.9.5. Resources shall generally be working 9 am to 5 pm, Monday to Friday. However, they may be required to work after office hours and on holidays / weekends.
- 6.9.6. The Purchaser shall take the attendance of deployed resources on its attendance system.

7. SLA and Penalties

7.1.1. The SLA and Penalties shall be applicable as under:

S.N	Activity	Penalty for delays beyond target level
1.	Submission of PBG within 15 days of issue of Letter of Intent	Rs. 500/- per day
2.	Signing of Contract within 15 days of issuance of Lol	Rs. 500/- per day
3.	Non-Adherence to the timelines as mentioned in this tender	Rs. 2,000/- per day per deliverable
4.	Replacement of resource without taking approval from the purchaser	Rs. 1 lakh per instance
5.	Absence of resources during currency of the contract without prior approval from the Purchaser (Max. 12 leaves shall be allowed in a year besides Gazetted holidays of Punjab)	Rs. 5,000/- per day per resource

7.1.2. The maximum penalty shall be capped to 20% of the quarterly/deliverable invoice value, as the case may be. After this limit is reached, a letter of warning shall be issued and the Purchaser reserves the right to terminate the contract for default.

7.1.3. It may be noted that deductions shall be made for services not rendered (for example non-deployment of resources as per resource deployment plan and minimum resources requirement as mentioned in this document). These deductions shall be separate from the penalties and accordingly the penalty cap shall not apply to deductions.

7.1.4. The penalty/timelines may be relaxed by the Client for justified reasons submitted in writing by the Service Provider.

8. Payment terms

8.1. General

- 8.1.1. Payment to the Service Provider shall be made in Indian Rupees through account payee cheque / NEFT / RTGS.
- 8.1.2. The Service provider shall raise deliverable based invoices for Deliverable 1 to 6, after completion and sign off of each deliverable. For deliverable 7, the invoices shall be raised at the end of each quarter. Payments shall be based purely on the rates quoted for the relevant deliverable in the Table 1 of the financial bid.
- 8.1.3. Payments shall be subject to deductions of any amount for which the Service Provider is liable under the contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/taxes.
- 8.1.4. The decision of the Purchaser pertaining to the quality and quantity of works / services performed by the Service Provider will be final and acceptable to the Service Provider besides being binding. It shall be the responsibility of the Service Provider to rectify the deficiencies so pointed out without any extra payment. In the event of default by Service Provider, the Purchaser reserves the right to get the concerned work / services fixed at its own level at the cost, risk and responsibility of the Service Provider after giving a notice in regard thereto in writing and expenditure so incurred by the Purchaser will be recovered from the invoices of the Service Provider or from PBG, as it may deem fit.
- 8.1.5. All taxes, duties and any statutory levies etc. payable by the Service Provider during the contract tenure shall be the sole responsibility of the Service Provider.
- 8.1.6. The payment against Services not rendered shall be withheld until the services are delivered and verified by the Client. Such deductions shall be separate from penalties and shall not be included in the penalty cap.

8.2. Prices and Payment Schedule

8.2.1. Payment Schedule

S.No	Deliverable	Payment (%) (of the Order Value)
1.	Deliverable 1	10%
2.	Deliverable 2	10%
3.	Deliverable 3	10%
4.	Deliverable 4	10%
5.	Deliverable 5	10%
6.	Deliverable 6	10%
7.	Deliverable 7 (8 quarters)	5% every quarter

8.2.2. The rates quoted in the financial bid shall include all taxes..

8.2.3. The prices shall remain fixed for the complete contractual period. No price change request will be accepted after opening of the bids and during the validity of the contract.

8.2.4. In the financial bid format, the bidder must quote prices of all line items. If the bidder fails to quote the price of any of the line items, then the bid of the concerned bidder shall be rejected.

9. General Contract Conditions

9.1. Contract Document

- 9.1.1. All the documents forming contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.

9.2. Governing Law

- 9.2.1. Throughout the execution of the contract, the Service Provider shall comply with applicable Laws of India.

9.3. Code of Integrity and Corrupt/Fraudulent Practices

- 9.3.1. The Procuring entity and all officers or employees of the procuring entity, whether involved or otherwise, or service provider and their representatives participating in the execution of the contract or other persons involved, directly or indirectly in any way in execution of the contract shall maintain an unimpeachable standard of integrity and refrain from Fraud and corruption.
- 9.3.2. All the bidders must observe the highest standards of ethics during the process of selection of Service Provider and during the performance and execution of contract.
- 9.3.3. For this purpose, definitions of the terms are set forth as follows:
 - a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Purchaser or its personnel in contract executions.
 - b. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.
 - c. "Unfair trade practice" means supply of services different from what is ordered, or change in the Scope of Work.

- d. Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- e. DGRPG will reject a proposal for award, if it determines that the bidder recommended for award, has been determined to have been engaged in corrupt, fraudulent or unfair trade practices.
- f. DGRPG will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

9.4. Inspections and audit by the Government of Punjab

- 9.4.1. The Service Provider shall permit the Govt. of punjab and/or persons appointed by the Govt. of Punjab to inspect the records, account related to performance of the contract and the submission of the bid, and to have such account and records audited by auditors appointed by the Govt. of Punjab, if requested.

9.5. Limitation of Liability

- 9.5.1. The liability of Service Provider(whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this contract, including the work, deliverables or Services covered by this contract, shall be the payment of direct damages only which shall in no event exceed the total contract value.

9.6. Confidentiality

- 9.6.1. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Service Provider and/ or the Purchaser to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.
- 9.6.2. The Service Provider shall ensure that while providing services, all the details and information is kept confidential.
- 9.6.3. During the execution of the project except with the prior written consent of the Purchaser, the Service Provider or its personnel shall not at any time communicate

to any person or entity any confidential information acquired in the course of the contract.

- 9.6.4. The successful bidder, including bidder resources associated with the project, shall sign a Non-Disclosure Agreement with the DoGR to ensure confidentiality of citizen data.
- 9.6.5. The Service Provider will be required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the Purchaser has the right to take legal action against the firm.

9.7. Intellectual Property Rights

- 9.7.1. The work done by the Service Provider (except third party COTS - Commercial Off the Shelf software), database backup/schema, creatives, designs, documents, etc. shall be Intellectual Property of the Purchaser.
- 9.7.2. The Service Provider will not have the right to use/reproduce the work done in whatsoever manner during or after the end of the contract.
- 9.7.3. Database/Documents created during the work is the exclusive property of Purchaser and the same shall not be used/shared by Service Provider in any manner.

9.8. Termination of contract for default

- 9.8.1. The Purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider, may terminate the contract (in whole or in part) by giving 2 month's written notice, if Service Provider:
 - a. Fails to deliver any or all of the services/works within the specified period in the contract, or within any extension thereof granted by the Purchaser.
 - b. Fails to perform any other obligation under the contract.
 - c. Has violated Code of integrity and/or engaged in fraud and corruption, in competing for or in execution of the contract.
- 9.8.2. In such a case, the provisions under the Exit Management clause shall apply.

9.9. Termination of contract for insolvency, dissolution etc.

- 9.9.1. The Purchaser may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent or

in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Purchaser. In such a case, the provisions under the Exit Management clause shall apply.

9.10. Termination for convenience / Reduction of Scope

- 9.10.1. The Purchaser reserves the right to terminate, by prior written 2 months' notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Purchaser's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In such a case, the provisions under the Exit Management clause shall apply.

9.11. Force Majeure

- 9.11.1. The PBG of the Service Provider shall not be forfeited or the contract shall not be terminated for default if and to the extent that delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 9.11.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, and quarantine restrictions.
- 9.11.3. If a Force Majeure situation arises, the Service Provider shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by Purchaser in writing, the Service Provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

9.12. Resolution of disputes

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

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

9.13. Legal Jurisdiction

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

9.14. Amendment to the contract

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

9.15. Exit Management

- 9.15.1. During the exit management period, the Successful Bidder shall ensure supply of all services as per the contract so that the work of the Purchaser is not affected.
- 9.15.2. All information (including but not limited to documents, records and agreements) in digital and/ or paper form relating to the services reasonably necessary to enable Purchaser and its nominated agencies to carry out due diligence in order to transition the provision of the Services to Purchaser or its nominated agencies, must be maintained by the Successful Bidder from commencement of the services.
- 9.15.3. The Successful Bidder will be paid only for the services rendered until the services are being rendered by the Successful Bidder.
- 9.15.4. Purchaser reserves the right to ask for any additional information at the time of Exit, as deemed fit for smooth exit and continuity of the Services/work.
- 9.15.5. Knowledge Transfer: At least 45 days will be planned for knowledge transfer to DGRPG towards the end of contract.

10. Bid formats

[Note: Italicized comments in rectangular brackets of formats have been provided for the purpose of guidance/ instructions to bidders for preparation of the bid formats. These should not appear in the final bids to be submitted by the bidders]

10.1. Covering letter

Bid Reference No. : DGRPG/SDP/1/2023

[Bidders are required to submit the covering letter as given here on their letterhead]

To

Director,
Directorate of Governance Reforms & Public Grievances, Punjab
D-241, Sector – 74, Near Quark City,
Mohali - 160071

Sub: Submission of bid for set up of PMU for implementation of Punjab State Data Policy and Integration Platform

Dear Sir,

1. We, the undersigned, have carefully examined the above referenced tender and submit our bid in full conformity with the said tender.
2. We have read all the provisions of tender & corrigendum and confirm that these are acceptable to us.
3. We further declare that additional conditions, deviations, if any, found in our bid shall not be given effect to.
4. We agree to abide by this bid, consisting of this letter and financial bid, and all attachments, till 180 days from the date of submission of bids as stipulated in the tender and any additional documents submitted, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
7. We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not reimburse any expenses incurred by us in bidding.
8. We declare that this is our sole participation in this tender bid and we are not participating / co-participating through any of the other related parties or channels.
9. We are not under declaration of blacklisting or barred by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason as on last date of submission of bid.
10. Tender document cost and EMD has been paid online and the details are as below:-
[Insert the details as applicable].
11. Our details have been filled below:-

SN	Particulars	Details
1.	Name of the bidder	
2.	Address with telephone numbers, email, etc	
3.	Date of incorporation and/or commencement of business	
4.	Registration Number	
5.	PAN Number	
6.	GST Registration Number	
7.	Name, designation, postal address, e-mail address, phone numbers (including mobile) etc., of Authorized Signatory of the bidder with power of attorney.	
8.	Details of individuals who will serve as the point of contact/communication with the Purchaser in case of the award of the contract. <i>[The details must include Name, designation, postal</i>	

	address, e-mail address, phone numbers (including mobile) etc.]	
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12. Details of Similar Works that are in progress or have been completed (Proofs attached) :-

SN	Name of the Service Contract	Name of the Client	Number of persons deployed	Value of Contract	Contract start date	Contract completion date

Signature

Full Name

In the capacity of

Duly authorized to sign Proposal for and on behalf of

Date.....

Place.....

[*: Strike off whichever is not applicable]

10.2. Format for Performance Bank Guarantee

Director,
Directorate of Governance Reforms & Public Grievances, Punjab
D-241, Sector – 74, Near Quark City,
Mohali - 160071

Whereas, <<name of the Service Provider and address>> (hereinafter called “the applicant”) has undertaken, in pursuance of tender No: / Contract no. <<insert tender / contract no.>> dated. <<insert date>> to provide <<insert service type>> services for <<name of the assignment>> to <<Purchaser>> (hereinafter called “the beneficiary”)

And whereas it has been stipulated in the said contract that the applicant shall furnish you with a irrevocable and unconditional bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<Name of the Bank>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the Purchaser such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider, upto a total of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the applicant before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

Notwithstanding anything contained herein:

1. Our liability under this bank guarantee shall not exceed Rs <<Insert Value>> (Rupees <<insert value in words>> only).
2. This bank guarantee shall be valid up to <<insert expiry date>>.
3. It is a 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 expiry date>> failing which our liability under the guarantee will automatically cease.

Date.....

Place.....

Signature with Seal of Bank

[*: Strike off whichever is not applicable]

10.3. Self Declaration- Blacklisting/ Breach of contract

[On the letterhead of the organization]

No.

Date:

To,

Director,
Directorate of Governance Reforms & Public Grievances, Punjab
D-241, Sector – 74, Near Quark City,
Mohali - 160071

Subject: Self Declaration of not being blacklisted, insolvent and convicted of any criminal offense.

Ref: Your Bid Reference No. : DGRPG/SDP/1/2023

Dear Sir/ Madam,

We confirm that our company or firm, <Name_of_the_company/firm>, is as on the date of submission of this bid: -

- A. Is not under a declaration of ineligibility for corrupt or fraudulent practices and has not been blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.
- B. Is not insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and has not been the subject of legal proceedings for any of the foregoing reasons.
- C. And our directors, partners and officers are not convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.
- D. Is not involved in a breach of general or specific instructions for bidding, general and special conditions of contract with Government of Punjab or any of its agencies as on date of submission of bid.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

11. Annexure

11.1. State Data Integration Platform (SDIP)

11.1.1. Introduction

- a. The foundational principle of all social protection schemes is to improve the living standards of the most vulnerable citizens/residents. Hence streamlining benefit delivery is of paramount importance to accomplish policy-driven social welfare priorities and strengthen the financial inclusion goals of the Government.
- b. Several limitations present in scheme management systems inhibit Government efforts to strengthen the delivery of essential public services to target beneficiaries. This highlights the need for introducing an integrated benefit delivery platform that could successfully harmonize and digitalize various functions across the Department schemes that offered DBT services.
- c. The best way to successfully accomplish this is by devising a modular, open standards-based technology-driven platform that can automate all key functions in the benefit delivery lifecycle (from beneficiary registration to benefit disbursement), build verifiable source-of-truth registries for benefit management, and streamline inter-scheme data harmonization efforts across various line ministries. Therefore, the creation of an integrated State Data Integration Platform shall provide support to in coordinating benefit delivery efforts across various Department-led social welfare schemes in the State.

11.1.2. Objectives

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

- a. Improved coverage, targeting and access to benefit transfer programs for residents of the State;
- b. Improve capacities of State Govt. to use ICT innovations towards improved service delivery for beneficiaries and improve ease of access;
- c. Improve the capacities of the State Govt. to identify beneficiaries, plan, budget, track expenditure efficiencies and monitor benefit transfer programs, by building an integrated delivery platform;
- d. Establish framework for interaction and exchange of data between departments;

- e. Improved ease of access for beneficiaries trying to avail services related to social protection and cash-benefits;
- f. Efficient execution and monitoring of welfare schemes across the State;
- g. Standardized beneficiary experience across departments for all public and social welfare services and benefits;
- h. Enhanced efficiency, transparency and accountability in delivery of welfare services and benefits;
- i. Improved policy co-ordination across multiple programs and line departments.

11.1.3. Broad Outcome

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

- a. **Improve access to social benefits:** The resident will get anywhere-anytime and unified access to social benefits. These benefits will be enabled through self-service mode as well as assisted mode at either door-step or near doorstep of the resident.
- b. **Improve convenience of social benefit delivery:** The social benefit will be made available in a cashless, paperless, and faceless manner.
- c. **Digitize and simplify the public services:** The entire process for service application submission, processing and output delivery will be simplified and digitized. The service application processing will be streamlined using reengineered process and electronic rule-based validation of data elements.
- d. **Setup robust resident engagement (public awareness and grievance management) systems:** A simple multi-channel interface would be developed for residents to interact with the government. The residents will be able to reach to the government for enquiry, feedback and grievances. The grievances from this interface as well as other existing interfaces will be processed through a predetermined integrated workflow by respective entities. The resolution or response to grievances and queries will be reported back to residents within stipulated timelines to their satisfaction.
- e. **Enable data driven governance and innovation:** The vast amount of data spread across the departments will be utilized for the purpose of monitoring the existing scheme and planning for new scheme. For this purpose, a system will be

made available to the department which will create actionable information, reports, dashboards, and insights.

- f. **Enable collaboration among government entities:** The data elements will be stored in a federated manner with the concerned departments which will contribute to increased privacy of residents' data. The departments will strive to build convenient and robust processes, and to develop or adopt electronic systems to streamline mechanisms for corrections and updates. A system will be developed for exchange of data needed by one department (user department) for service delivery and stored by another department (provider department).

11.1.4. Design Principles

- a. **Design for Inclusion:** All the legal residents Of Punjab are eligible to be a part of the SDIP. Insofar as subsidies, benefits or services to be given is concerned by individual Departments, the State Government can mandate that the receipt of these subsidies, benefits and services could be given only on furnishing proof. SDIP must be designed in a manner that it only requires a limited number of demographic attributes and will have dynamic and flexible processes for registration and ongoing updates.
- b. **Openness, Vendor Neutrality and Standards Based Operability:** Another key governing principle is that the service components of SDIP should be embracing open protocol-based interoperability principle which is an essential requirement, for achieving seamless integration between SDIP and the third-party systems (e.g. Scheme systems, payment/SMS gateways) for delivering public services to the beneficiaries.
- c. **Design for Scale:** The amount of data managed by the SDIP may increase over time (increase in coverage/integrated schemes etc.) and hence adequate attention must be given to strengthen technology and processes on an ongoing basis. This should be achieved by the following measures;
 - i. Ability of technology infrastructure to horizontally scale (for compute & storage requirements) i.e. add additional system resources without having to shut down the core system components
 - ii. Support loose-coupling of various platform components through an API/ Microservices based design

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

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

- 11.1.6. **Consent Management:** SDIP should have a strong emphasis to ensure the privacy of resident data by clearly defining what data is collected, the permissible uses of the data, and by ensuring that data is not shared with other entities without prior permission and consent. SDIP should also provide flexible provisions for residents to determine “what” information is provided to “whom” and for “how long”, as well as “which” users should not be provided access to the resident’s data in the SDIP registry (i.e. on the lines of a “partial opt-in” and “opt-out” consent models). The consent management principles should encapsulate all other guidelines prescribed by concerned authorities like Ministry of Electronics and Information Technology, UIDAI, Law Ministry etc.
- 11.1.7. **Security and Privacy by Design:** Safeguarding the security of data to prevent unauthorized access and or/ alterations must be a foundational principle of SDIP. Incorporating adequate privacy measures (pertaining to a resident’s PII data) will have to be a cross cutting principle adopted across all design elements of the platform. This includes adopting internationally accepted norms and best-practices as well as conforming to the country’s data protection regulations. Important design functions must have PII security and privacy controls built-in, as part of the platform architecture, for e.g. as outlined below;

- a. **Limited resident data** - It is essential that resident data be kept to a minimum and focused on providing identity related functions in the service delivery workflow and nothing else. All other resident data required for executing service transaction pertaining to a specific scheme must be maintained in the individual scheme-databases.
- b. **ID numbering scheme** – While the Aadhaar coverage in Punjab is fairly good, the government desires the platform to allow residents enroll and update data who don't have Aadhaar or wish not to share it. Therefore, it is required that the ID is issued to every registered resident is a "random number" with no built-in intelligence or profiling information.

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

- 11.1.8. **Service Unbundling:** All SDIP services should be designed as 'modular-components'. This modular design would enable platform scalability and should support data federation.
- 11.1.9. **User-Centricity:** SDIP will have to be architected keeping a "user-centric design" as a central design principle. This is important so that the platform will be easy-to-use for all stakeholders concerned. Ensuring 'accessibility' and 'availability' (e.g., supporting 'online/offline' system availability) are key components of such a design. The platform vision might also accommodate beneficiaries (as potential users of the platform). Hence, an architectural focus on platform- usability must be a critical governing principle for the successful adoption of the platform.
- 11.1.10. **Ecosystem Approach:** Given the federated nature of the platform governance (with individual Departments operating many of the State schemes) it is important to enlist a group of operational partners under an 'ecosystem' model. This ecosystem can include external public and private utilities who will collaborate with the platform for executing various functions, platform implementation (SI/MSP) and end-user agencies (e.g. CSCs). Such an ecosystem approach will necessitate that the interfaces between these partners (and their systems) will have to be well defined and standardized - via a technology backbone that would hold together this partner ecosystem.

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

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

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