

Tender for Design, Development, Implementation and Maintenance of Citizen Portal

S.N.	Reference (Clause No.)	Existing Clause	Revised Clause
1.	1	PSeGS (Punjab State e-Governance Society) invites online bids for the appointment of Service Provider for Tender for Design, Development, Implementation, & Maintenance of Citizen Portal. Closing date and time is 13-08-2025 at 03.00 PM. For details log on to https://dit.punjab.gov.in/ and https://eproc.punjab.gov.in/ .	PSeGS (Punjab State e-Governance Society) invites online bids for the appointment of Service Provider for Tender for Design, Development, Implementation, & Maintenance of Citizen Portal. Closing date and time is 20-08-2025 at 03.00 PM . For details log on to https://dit.punjab.gov.in/ and https://eproc.punjab.gov.in/ .
2.	2 SN 5	Last Date and Time for submission of bids: 13-08-2025 up to 15:00 Hrs	Last Date and Time for submission of bids: 20-08-2025 up to 15:00 Hrs
3.	2 SN 6	Date and time of opening of pre-qualification bids: 14-08-2025 up to 11:00 Hrs	Date and time of opening of pre-qualification bids: 21-08-2025 up to 11:00 Hrs
4.	2 SN 10	Earnest Money Deposit (EMD) through online mode: 50,00,000/- (Rs. Fifty Lakhs Only)	Earnest Money Deposit (EMD): 25,00,000/- (Rs. Twenty Five Lakhs Only)
5.	3.1.15	“Similar work” means development, operations and maintenance of software.	“Similar work” means <u>Design, development, implementation, and maintenance of web-based or mobile-based integrated citizen service delivery platforms, digital portals, or e-Governance solutions involving:</u> <ul style="list-style-type: none"> • <u>Service-oriented architecture (SOA) or microservices</u> • <u>Integration with backend government databases or APIs</u> • <u>Role-based access control and workflow automation</u> • <u>Development of services on Mobile App for Android and IOS.</u>
6.	5.2	Pre-qualification/Eligibility criteria	Pre-qualification/ Minimum Eligibility criteria
7.	5.2.2. SN 2.	Supporting Documents 1. For completed projects: a. Work order confirming year, cost and similar work. b. Completion certificate / Satisfactory Client certificate	Supporting Documents 1. For completed projects: a. Work order confirming year, cost and similar work. b. Completion certificate / Satisfactory Client certificate / Self-Certificate

S.N.	Reference (Clause No.)	Existing Clause	Revised Clause
		<p>confirming year, cost and similar work.</p> <p>2. For projects in progress in which minimum 1 year has been completed:</p> <p>a. Work order confirming year, cost and similar work.</p> <p>b. Satisfactory Client certificate/ Phase Client Certificate / Invoice Copy or any other relevant proof mentioning work order details, completion of at least 1 year of activity issued by the client along with cost for the duration for which the work has been done and CA certificate specifying payment received.</p>	<p><u>of Completion along with certified document from the Statutory Auditor/CA with CA's Registration Number/ Seal and UDIN,</u> confirming year, cost of similar work.</p> <p>2. For projects in progress in which minimum 1 year has been completed:</p> <p>a. Work order confirming year, cost and similar work.</p> <p>b. Satisfactory Client certificate/ Phase Client Certificate / Invoice Copy/ <u>Self-Certificate of phase Completion along with certified document from the Statutory Auditor/CA with CA's Registration Number/ Seal and UDIN</u> or any other relevant proof mentioning work order details, completion of at least 1 year of activity issued by the client along with cost for the duration for which the work has been done and CA certificate specifying payment received.</p>
8.	5.2.2. SN 2.	<p>The bidder should be in operation for at least the last five years as on 30.04.2025 and should have successfully completed "Similar Work" in government / large private organizations during the last five years ending 31.03.2025 as per following details: -</p> <p>A. One similar work costing not less than the amount equal to Rs. 10 Cr. OR</p> <p>B. Two similar works each costing not less than the amount equal to Rs. 6.25 Cr. each. OR</p> <p>C. Three similar works costing not less than the amount equal to Rs. 5 Cr. each.</p>	<p>The bidder should be in operation for at least the last five years as on last date of bid submission and should have successfully completed "Similar Work" in government / large private organizations during the last Seven years as on last date of bid submission as per following details: -</p> <p>A. One similar work costing not less than the amount equal to Rs. 10 Cr. OR</p> <p>B. Two similar works each costing not less than the amount equal to Rs. 6.25 Cr. each. OR</p>

S.N.	Reference (Clause No.)	Existing Clause	Revised Clause								
			C. Three similar works costing not less than the amount equal to Rs. 5 Cr. each.								
9.	5.2.2. SN 5.	The bidder should be ISO 9001 and CMMi3 certified which should be valid on the date of submission.	The bidder should be ISO 9001 and at least CMMi3 certified which should be valid on the date of submission and verifiable from website of the issuing authority.								
10.	5.2.2. SN 9.	The bidder must have one office in Punjab. In case, bidders do not have office in Punjab, bidder should give undertaking to open office in Punjab within 45 days from the date of issuance of work order.	Clause Stands deleted.								
11.	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 to 4 in the above table. Registered startups are required to submit the self-attested copy of the registration in order to avail the relaxations.	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 & 3 in the above table. Registered startups are required to submit the self-attested copy of the registration in order to avail the relaxations.								
12.	5.3.2.	5.3.2. Technical Evaluation shall be done on the following basis: <table border="1"> <thead> <tr> <th>SN</th><th>Criteria</th><th>Max Marks</th><th>Supporting Document Required</th></tr> </thead> <tbody> <tr> <td>-</td><td>-</td><td>-</td><td>-</td></tr> </tbody> </table> <p>Content as per RFP</p>	SN	Criteria	Max Marks	Supporting Document Required	-	-	-	-	5.3.2. Technical Evaluation shall be done on the following basis: The revised criteria is given in the table at Annexure-I of this corrigendum.
SN	Criteria	Max Marks	Supporting Document Required								
-	-	-	-								
13.	5.3.3.	Only those Bidders whose absolute technical score is 60 or more shall be considered by the Client for further evaluation i.e. Financial bid evaluation.	Only those Bidders whose PoC is cleared (more than 18 marks out of 30) and absolute technical score is 60 or more shall be considered by the Client for further evaluation i.e. Financial bid evaluation.								
14.	5.3.4.	Note: No clarifications shall be sought from the bidders regarding any of the documents submitted as part of the Technical Bid. The Client shall award marks based on documents submitted and the decision of the Client regarding the marks awarded shall be final and	Note: Only one-time clarifications can be sought from the bidders in case of any discrepancy in any of the documents submitted as part of the Technical Bid. The Client shall award marks based on documents & clarifications submitted and the								

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		binding on the bidders. It shall be the sole responsibility of the bidder to submit all supporting documents as mentioned in the above table at the time of bid submission.	decision of the Client regarding the marks awarded shall be final and binding on the bidders. It shall be the sole responsibility of the bidder to submit all supporting documents within the given time by the client.
15.	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.	The bidder shall furnish EMD through online mode/ Demand Draft (Payable to The CEO cum Member Secretary, PSeGS payable at Mohali , as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.
16.	5.4.3.	EMD of all unsuccessful bidders would be refunded by Client as promptly as possible after signing of the contract with the successful bidder.	EMD of the bidders whose bid is rejected in technical evaluation shall be returned upon the completion of technical evaluation. EMD of all the remaining bidders except the L1 bidder/successful bidder shall be returned upon the completion of financial evaluation.
17.	5.8.1.	Bids shall remain valid till 90 days from the date of submission of bids. Client reserves the right to reject a proposal valid for a shorter period as non-responsive.	Bids shall remain valid till 180 days from the date of submission of bids. Client reserves the right to reject a proposal valid for a shorter period as non-responsive.
18.	5.11.	Category 2: O & M of Software solution O&M shall be applicable after 1 year from Go Live. O&M cost would be 20% of the total rate quoted above by the bidder	Category 2: O & M of Software solution O&M cost would be 32% of the total rate quoted above by the bidder. O&M period shall commence after completion of 1 year from the date of Go-live of the respective service. O&M cost to be paid quarterly on pro rata basis.
19.	5.11.2.2.	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 ePBG of the L1 bidder shall be forfeited and the Client reserves the right to take appropriate action against the Service Provider. In such a case an offer will be given to the L2 bidder to provide the services at the price quoted by the L1 bidder, submit the ePBG, sign the contract and become the new Service Provider. In the event L2 declines, L3 will be given the same option and so on.	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 ePBG of the L1 bidder shall be forfeited and the Client reserves the right to take appropriate action against the Service Provider in accordance with the provisions of the Punjab Transparency in Public Procurement Act, 2019, the Punjab Transparency in Public

S.N.	Reference (Clause No.)	Existing Clause	Revised Clause												
			<u>Procurement Rules, 2022, and any subsequent amendments thereto.</u>												
20.	5.11.7.1.	If there is a discrepancy between words and figures of the cost, the amount in figures will prevail.	If there is a discrepancy between words and figures of the cost, the amount in words will prevail.												
21.	5.14.3.	ePBG 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 ePBG proportionately. If more items are brought under the contract, the concerned ePBG will have to be increased proportionately whenever the increase in required ePBG is more than one lakh rupees.	ePBG shall remain valid for a period of 90 (Ninety) days beyond the expiry of the contract. Whenever the contract is extended, the Service Provider will have to extend the validity of ePBG proportionately. If more items are brought under the contract, the concerned ePBG will have to be increased proportionately whenever the increase in required ePBG is more than one lakh rupees.												
22.	6.10	New Clause	Limitation of Liability: In no event shall either party be liable for any indirect, incidental, consequential, special or punitive loss or damage including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof. In any case, the aggregate liability of the bidder, whatsoever and howsoever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received as per the Contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability.												
23.	7.4.1.	7.4.1. The below mentioned bare minimum manpower is required to be deputed exclusively for this project and must be deployed onsite by the Service Provider: <table border="1"> <thead> <tr> <th>SN</th><th>Resource (Qty)</th><th>Qualification</th><th>Responsibilities</th></tr> </thead> <tbody> <tr> <td>-</td><td>-</td><td>-</td><td>-</td></tr> <tr> <td colspan="4">Content as per RFP</td></tr> </tbody> </table>	SN	Resource (Qty)	Qualification	Responsibilities	-	-	-	-	Content as per RFP				7.4.1. The below mentioned bare minimum manpower is required to be deputed exclusively for this project and must be deployed onsite by the Service Provider: The revised criteria is given in the table at Annexure-III of this corrigendum.
SN	Resource (Qty)	Qualification	Responsibilities												
-	-	-	-												
Content as per RFP															
24.	7.4.2.	The above-mentioned on-site resources are required to be present on the location as decided by the Client for the whole contract period. The Client's office	The above-mentioned on-site resources are required to be present on the location (<u>i.e. SAS Nagar/ Chandigarh</u>) for the whole contract												

S.N.	Reference (Clause No.)	Existing Clause	Revised Clause
		working hours and working days shall be applicable on these resources. However, the deployed manpower should be available 24*7 on call for providing necessary support services.	period. The Client's office working hours and working days shall be applicable on these resources. However, the deployed manpower should be available 24*7 on call for providing necessary support services.
25.	7.4.8.1.	The agency shall provide 2 dedicated personnel. These resources will be deployed at Govt. of Punjab Call Centre situated at Chandigarh/ Mohali. These resources shall train helpdesk executives which will provide uninterrupted technical and operational assistance. This team shall be responsible for L1 and L2 support, incident resolution, user guidance, and escalation management.	The Service Provider shall provide 1 dedicated personnel . These resources will be deployed at Govt. of Punjab Call Centre situated at Chandigarh/ Mohali. These resources shall train helpdesk executives which will provide uninterrupted technical and operational assistance. This team shall be responsible for L1 and L2 support, incident resolution, user guidance, and escalation management.
26.	7.6.8.	The Service Provider shall provide the security audit certificate of the complete solution from a CERT-In empanelled agency prior to Go-Live and thereafter, after every two years from the date of Go-Live.	The Service Provider, at its own cost , shall provide the security audit certificate of the complete solution from a CERT-In empanelled agency prior to Go-Live and thereafter, every year from the date of Go-Live. The agency will be finalised after mutual discussion with client.
27.	7.6.9.	The Service Provider shall provide the GIGW Compliance Audit certificate of the portal from STQC or its authorized agency.	The Service Provider, at its own cost , shall provide the GIGW Compliance Audit certificate of the portal from STQC or its authorized agency. The Service Provider shall engage either STQC or an agency authorized by STQC for this purpose.
28.	7.6.12.	The Client may ask for any type of customization in the software. The Service Provider may also be requested to provide APIs for interacting with the solution database or consume external APIs in the customized software at no extra cost within 7 days of intimation.	The Client may ask for any type of customization in the software. The Service Provider may also be requested to provide APIs for interacting with the solution database or consume external APIs in the customized software at no extra cost within 7/14/21 days of intimation based on the complexity of the task.
29.	8.3.1.	% Monthly Availability = [Actual Uptime / Total No. of Hours in a Month] x 100	% Monthly Availability = [Actual Uptime / (Total No. of Hours in a

S.N.	Reference (Clause No.)	Existing Clause	Revised Clause
			Month - Scheduled Downtime hours)] x 100
30.	8.2.4.	New Clause	<ul style="list-style-type: none"> • “Response Time” shall mean the time taken after the incident has been reported at the concerned reporting center in resolving (diagnosing, troubleshooting and fixing) or escalating to the second level, getting the confirmatory details about the same and conveying the same to the end user, the services related troubles during the first level escalation. • “Resolution time” the resolution time is the time taken for resolution of the problem and this includes provisioning of the work around to immediately recover the situation. The resolution time shall vary based on the severity of the incident reported.
31.	9.1.2.	Payment for development of services shall be paid in batches - 10 services at a time for which Go-Live on production environment and minimum 50 transactions to be done on production environment.	Payment for development of services shall be paid in batches – minimum 25 services at a time for which Go-Live has been accomplished on production environment.
32.	9.1.3.	Payment for shall be done in the following manner: 9.1.3.1. 50% after Go-live of the service. 9.1.3.2. 30% after successful completion of the first year of Operations and Maintenance of the service. 9.1.3.3. 1.25% after successful completion of each quarter after the first year of O&M of the service till completion of 5 years.	Payment for shall be done in the following manner: 9.1.3.1. 60% of “per Service rate quoted by the bidder * No. of Services made Go-Live” after 2 months of Go-live of the respective batch of the services. 9.1.3.2. 8% of “per Service rate quoted by the bidder * No. of Services made Go-Live” after 1 year from the date of Go-Live of the respective batch of the services. 9.1.3.3. 2% of “per Service rate quoted by the bidder * No. of Services made Go-Live” after successful completion of each quarter of O&M phase till completion of contract of the respective batch of the services.

S.N.	Reference (Clause No.)	Existing Clause	Revised Clause
			Note: In case there is any additional service development after 4 years from T1, 8% (as per clause 9.1.3.2.) of the payment will be paid at the end of the contract.
33.	9.1.6.	The decision of the Client 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 Client 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 Client will be recovered from the invoices of the Service Provider or from Performance Security, as it may deem fit.	The decision of the Client 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.
34.	9.1.9.	The invoice should be in English language and Punjab based.	The invoice should be in English language.
35.	9.1.10	New Clause	<p>Invoice Dispute Resolution and Payment Timelines</p> <p>The Client shall be entitled to withhold payment of any invoice or part thereof only in case of a bonafide dispute. The Client shall notify the Service Provider in writing within fifteen (15) days of receipt of the invoice, specifying the reasons for such dispute.</p> <p>The undisputed portion of the invoice shall be paid within thirty (30) days of receipt. If no written dispute is raised within the stipulated 15 days, the invoice shall be deemed accepted.</p> <p>In case of delay in payment of undisputed amounts beyond forty-five (45) days, the Service Provider shall be entitled to levy interest at the rate of 1% per month on the delayed</p>

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			<p>amount, subject to a maximum of 5% of the invoice value.</p> <p>The Service Provider shall not suspend services unless the delay exceeds One-fifty (150) days and written notice of intent to suspend is provided at least fifteen (15) days in advance. In no manner such activity shall affect the citizen-facing services.</p>
36.	9.2.1.	The rates quoted in the financial bid shall be inclusive of all taxes. However, the taxes shall be paid as applicable from time to time	The rates quoted in the financial bid shall be excluding taxes . However, the GST shall be paid as applicable from time to time

Annexure-I

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

SN	Criteria	Max Marks	Supporting Document Required
1	<p>Organizational Financial Strength</p> <p>Average Annual Turnover in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24.</p> <p>Alternatively, the bidder may include the financial year 2024-25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year.</p> <ul style="list-style-type: none"> • More than or equal to Rs. 50 Crore but less than Rs. 100 Crore: 6 Marks • More than or equal to Rs. 100 Crore but less than Rs. 200 Crore: 8 Marks • More than or equal to Rs. 200 Crore: 10 Marks 	10	<p>Audited Financial Statements WITH Certificate from statutory auditors clearly certifying the turnover requirements OR CA certificate clearly certifying the turnover requirements</p>
2	<p>Past Experience</p> <p>The bidder should have executed or in the process of executing the "Similar Work" of minimum value Rs. 5 Crore in Government / large private organizations during the last Seven years as on last date of bid submission.</p> <p>The maximum mark for each project is 5 marks, subject to a maximum of 25 Marks</p>	25	<ul style="list-style-type: none"> • For completed projects: <ul style="list-style-type: none"> a. Work order confirming year, cost and similar work. b. Completion certificate / Satisfactory Client certificate/ <u>Self-Certificate of Completion along with certified document from the Statutory Auditor/CA with CA's Registration Number/ Seal and UDIN,</u> confirming year, cost and similar work. • For projects in progress in which minimum 1 year has been completed: <ul style="list-style-type: none"> a. Work order confirming year, cost and similar work. b. Satisfactory Client certificate/ Phase Client Certificate / Invoice Copy/

SN	Criteria	Max Marks	Supporting Document Required
			<p><u>Self-Certificate of phase Completion along with certified document from the Statutory Auditor/CA with CA's Registration Number/ Seal and UDIN</u> or any other relevant proof mentioning work order details, completion of at least 1 year of activity issued by the client along with cost for the duration for which the work has been done and CA certificate specifying payment received.</p>
3	<p>Technical Manpower (B.E. / B.Tech. / BBA / BCA / B.Sc. or higher) on the rolls of the bidder:</p> <ul style="list-style-type: none"> • More than 150 and less than 200: 10 Marks • 200 or above and less than 300: 12 Marks • Above 300: 15 Marks 	15	Self-Certification by the Bidder
4	<p>Proof of Concept Demonstration</p> <p>Marking criteria:</p> <p>Web Application: 10 Marks</p> <p>User Interface & Experience (UI/UX): Intuitive navigation, clear design, responsiveness, adherence to GIGW. (4 Marks)</p> <p>Functional Completeness: Smooth flow of registration, application, payment, and tracking. (2 Marks)</p> <p>Data Handling & Validation: Basic input validation, clear error messages. (2 Marks)</p> <p>Simulated Workflow Integration: Basic demonstration of workflow actions. (2 Mark)</p> <p>Core Mobile Application – 5 Marks</p>	30	<p>To be evaluated from the Demonstration of Proof Concept Application to the TEC based on understanding and demonstration of each point of POC covered. The bidder has been given a use case (https://dit.punjab.gov.in/wp-content/uploads/2025/07/doc-250729171848.pdf and https://dit.punjab.gov.in/wp-content/uploads/2025/07/GO-issued-by-Personnel-Department-2.pdf) for the POC.</p> <p>Bidders must demonstrate a functional prototype that includes Citizen/operator Registration/Login, Service Search & Selection, Online Application Form Filling including data entry and document uploads (mock uploads are acceptable), Payment Gateway Integration,</p>

SN	Criteria	Max Marks	Supporting Document Required
	<p>Mobile App Responsiveness & UI/UX: Adaptability across devices, intuitive mobile interface, ease of navigation. (3 Marks)</p> <p>Core Mobile Functionality: Smooth login, status checking, and basic content display. (2 Marks)</p> <p>AI/ML Capabilities Demonstration (5 Marks)</p> <p>AI-enabled document verification (OCR, NLP) (3 Marks)</p> <p>Chatbot for citizen support: (1 Marks)</p> <p>Predictive analytics for service delivery: (1 Marks)</p> <p>Security Aspects (Demonstrable) – 5 Marks:</p> <p>Secure login, data encryption indicators (if visible). (3 Marks)</p> <p>Role-Based Access Control (RBAC): Clear demonstration of admin-level access. (2 Marks)</p> <p>Dashboard Design & Clarity – 5 Marks:</p> <p>Visual appeal, ease of understanding data, relevant KPIs. (3 Marks)</p> <p>Filtering & Reporting Functionality: Effectiveness of data filtering and report generation. (2 Marks)</p>		<p>Application Submission & Acknowledgement, Status Tracking, Real time MIS dashboard for department, inclusion of AI/ML etc.</p>
5	<p>Quality of CV for the onsite Core Resources proposed for the project.</p> <p>For Project Manager and Solution Architect whose relevant experience exceeds the minimum specified in the RFP:</p> <ul style="list-style-type: none"> 3 marks if experience \geq Required + 5 years 	10	<p>CV along with Copy of Degrees/ certificates and Work Experience certificates.</p> <p>The resources whose CVs are submitted in the technical proposal must be deployed onsite for complete duration of the project except in case of medical reasons or resignation.</p>

SN	Criteria	Max Marks	Supporting Document Required
	<ul style="list-style-type: none"> • 2 marks if experience \geq Required + 3 years but $<$ Required + 5 years • 1 mark if experience \geq Required but $<$ Required + 3 years <p>For Data Analyst and Senior Developer whose relevant experience exceeds the minimum specified in the RFP:</p> <ul style="list-style-type: none"> • 2 marks if experience \geq Required + 3 years • 1 mark if experience \geq Required but $<$ Required + 3 years 		In case of replacement, equal or higher qualified and experienced CV shall be considered for replacement.
6	Technical Presentation	10	<p>Technical Presentation will be evaluated on the following parameters:</p> <ul style="list-style-type: none"> • Understanding of the project (2 marks) • Demonstration of similar experience executed in past (max. 3 marks-1 mark for each project) • Technical Architecture, Approach & methodology (3 mark) • Data Migration Strategy (1 mark) • Project Governance, Project Team and Resource Planning (1 mark)
Total		100	

Annexure-II: Format for Bank Guarantee for EMD

[To be executed on Stamp paper of appropriate value]

B.G. No.

Dated:

1. In consideration of *Punjab State e-Governance Society (PSeGS), Department of Good Governance and Information Technology, having its office at plot no. D-241, Phase-8, Industrial Area, Sec-74, S.A.S. Nagar, Punjab, India* (hereinafter referred to as the "**PSeGS**", which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the Bid of _____ [Insert name of the bidder], a company registered under provision of the Companies Act or from outside India under equivalent law and having its registered office at _____ (hereinafter referred to as the "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its/their executors administrators, successors and assigns), for the 'Tender for Design, Development, Implementation and Maintenance of Citizen Portal ("Project") pursuant to the RFP Document dated ***** issued in respect of the project, we [Name of the Bank] having our registered office at _____ and one of its branches at _____ (hereinafter referred to as the "Bank"), at the request of the bidder, do hereby in terms of the RFP Document, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the RFP Document by the said bidder and unconditionally and irrevocably undertake to pay forthwith to the PSeGS an amount of (Rs. [●] (Rupees [●])) as bid security/earnest money deposit (hereinafter referred to as the "**EMD**"/"**Guarantee**") as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the bidder if the bidder shall fail to fulfil or comply with all or any of the terms and conditions contained in the said RFP Document.
2. Any such written demand made by the Authority stating that the bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive and binding on the Bank.
 - a) We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the bidder or any other person and irrespective of whether the claim of the PSeGS is disputed by the bidder or not merely on the first demand from the PSeGS stating that the amount claimed is due to the PSeGS by reason of failure of the bidder to fulfil and comply with the terms and conditions contained in the RFP Document including failure of the said bidder to keep its Bid valid during the Bid Validity Period as set forth in the said RFP Document for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding [Rs. [●] (Rupees [●])]. (Value of EMD)
 - b) This Guarantee shall be irrevocable and remain in full force for a period of not less than [180 (One Hundred Eighty)] days or for such extended period as may be mutually agreed between the PSeGS and the bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.

- c) We, the Bank, further agree that the PSeGS shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the RFP Document including, inter alia, the failure of the bidder to keep its bid open during the bid validity period set forth in the said RFP Document, and the decision of the PSeGS that the bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the PSeGS and the bidder or any dispute pending before any court, tribunal, arbitrator or any other PSeGS.
- d) The Guarantee shall not be affected by any change in the constitution or winding up of the bidder or the bank or any absorption, merger or amalgamation of the bidder or the Bank with any other person.
- e) In order to give full effect to this Guarantee, the PSeGS shall be entitled to treat the Bank as the principal debtor. The PSeGS shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said RFP Document or to extend time for submission of the bids or the Bid Validity Period or the period for conveying acceptance of Letter of Award by the bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said RFP Document by the said bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said RFP Document or the securities available to the PSeGS, and the bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said bidder or any other forbearance, act or omission on the part of the PSeGS or any indulgence by the PSeGS to the said bidder or by any change in the constitution of the PSeGS or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
- f) Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
- g) We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our above branch who shall be deemed to have been duly authorized to receive the said notice of claim.
- h) It shall not be necessary for the PSeGS to proceed against the said bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the PSeGS may have obtained from the said bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.
- i) We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the PSeGS in writing.
- j) The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

This guarantee shall be valid up to _____.

Signed and Delivered by _____ Bank

By the hand of Mr. /Ms. _____, its _____ and authorized official.

(Signature of the Authorized Signatory)

(Official Seal)

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Annexure-III

7.4.1. The below mentioned bare minimum manpower is required to be deputed exclusively for this project for the entire duration of the project (except Solution Architect) and must be deployed onsite by the Service Provider:

SN	Resource (Qty)	Qualification	Responsibilities
1.	Project Manager (1) - with minimum 15 years relevant IT experience	BE/B.Tech. /MCA with MBA Certification: Prince2/PMP	A competent dynamic resource with technical as well as managerial skills who shall be a Single Point of Contact (SPoC) for the Client responsible for acting as Bridge between various Stakeholders like Service Provider, Client, Software team, for all type of issues related to portal included but not limited to requirement gathering, obtaining approvals from competent authority for implementation of modules, coordination with software / cloud team for development activities, testing of modules developed, documentation of manuals, trainings, attending meetings etc. Project Planning, Project Estimation, Scheduling, Risk Management.
2.	Senior developer (1) - with minimum 8 years relevant IT experience	BE/B. Tech /MCA	A competent dynamic resource with technical skills who shall have experience to handle the complex task and deliver in a given timeline one should be responsible for ensuring quality, performance, and security, contributing across the development lifecycle and making strategic technology decisions. Senior developers often help in technical design and architecture discussions, mentor junior engineers, and conduct code reviews.
3.	Data Analyst cum MIS Expert (1) minimum 5 years of relevant IT experience	BE/B. Tech /MCA Certification: any recognized certification in data analyst	To transform data into actionable insights that support business decisions, product improvements, and strategic planning
4.	Helpdesk Resources (1) minimum 2	BE/B. Tech /BCA/ B.Sc. (IT/Computer	shall train helpdesk executives which will provide uninterrupted technical and operational assistance. This team shall be

SN	Resource (Qty)	Qualification	Responsibilities
	years of relevant IT experience	Science/ Electronics)/MCA	responsible for L1 and L2 support, incident resolution, user guidance, and escalation management.
5	Solution Architect* (1) minimum 8 years of relevant IT experience	BE/B.Tech./MCA Certification: TOGAF	Designing and documenting the overall architecture of solutions, including the selection of appropriate technologies and platforms. Ensuring the solution aligns with business requirements and strategic objectives. Creating architectural blueprints, specifications, and documentation Providing technical guidance and mentorship to development teams.

* Shall be deployed for 6 months or till finalization of solution architecture whichever is earlier, after the start of the project.

Note: Bidder is free to deploy (on-site/Offsite) more manpower to meet the objectives, SLA and timelines or the project.