RFP for Mobile App for conducting Drug and Caste Census

Reference number: RDP/App-Caste-Drug-Census/2025/1

Department of Rural Development and Panchayats,
Government of Punjab

Table of Contents

1. Document control sheet

SN	Particulars	Details
1.	Document reference number	RDP/App-Caste-Drug-Census/2025/1
2.	Date & time for the start of sale of e-tender	June 27, 2025 . 9 A.M
3.	Date and time for submission of queries through email.	July 4, 2025 (No queries will be entertained after the above mentioned date/time).
4.	Date and time for pre-bid meeting.	July 7, 2025 11 AM
5.	Date and time for submission of bids.	July 28, 2025 4 PM
6.	Date and time of opening of pre-qualification bids.	July 30, 2025 11 AM
7.	Date and time of opening of technical / financial bids.	To be intimated later
8.	Address for communication and venue for pre-bid meeting.	Department of Rural Development and Panchayats, Vikas Bhawan, Mohali.
9.	Cost of RFP document & mode of payment.	Rs. 10,000/- (Rs. Ten Thousand Only) through online mode.
10.	Earnest Money Deposit (EMD) through online mode.	Rs. 70,00,000/- (Rs. Seventy lakhs only)
11.	Contact details.	Name: Mr. Jatinder Singh Brar Mobile : 9814067251 Email: Jatinder.brar@punjab.gov.in
12.	Website for reference.	https://eproc.punjab.gov.in/
13.	Method of Selection.	QCBS - Quality and Cost based selection (70:30)

Note: All corrigendum / addendums / clarifications regarding this RFP shall be posted on the above-mentioned websites only.

2. Definitions

2.1. Unless the context otherwise requires, the following terms whenever used in this RFP and subsequent contract shall have the following meanings:

2.1.1. "Actual Uptime" means the aggregate number of hours in any month during which the mobile app is available for use (measured 24 x 7).

2.1.2. "Bid" means proposals submitted by bidders in response to this RFP.

2.1.3. "Bidder" means the company / firm / entity who submits a bid in response to this RFP.

2.1.4. "Committee" means the committee constituted by the "Client" for evaluation of bids.

2.1.5. "Contract" refers to the contract entered between the RDP and the Agency.

2.1.6. "Client" refers to RDP.

2.1.7. "Mobile App" refers to the Android based mobile application developed (or deployed) and maintained by the Agency.

2.1.8. "RDP" means Department of Rural Development and Panchayats, Punjab.

2.1.9. "Go-Live" means when the code is moved from the test environment to the production environment for use by the Client and the services are formally available to them.

2.1.10. "IPR" means "Intellectual Property Rights".

2.1.11. "PBG" means "Performance Bank Guarantee".

2.1.12. "Response Time" refers to the time taken by the Agency to formally acknowledge an issue to the Client after its occurrence in the Mobile App. It is measured from the time the issue arises until the Agency provides an official acknowledgment or logs the incident with both the Client.

2.1.13. "Resolution Time" refers to the total time taken by the Agency to resolve an issue after its occurrence in the Mobile App. It is measured from the time the issue arises until the issue is fully rectified and the service is restored to normal functioning.

2.1.14. "Agency" means the firm / company / business entity, selected through competitive RFPing process in pursuance of this RFP.

2.1.15. "Similar work" refers to work done w.r.t. mobile app/software development, mobile/tab-based data collection, AI-based QA, management, and analytics of large-scale survey/census or other primary source data collection
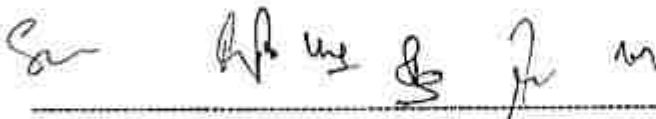
2.1.16. "SLA" refers to "Service Level Agreement".

3. Introduction

3.1. The Department of Rural Development and Panchayats, Government of Punjab, is undertaking a comprehensive Drug and Caste Census across all districts of Punjab. This large-scale Socio-Economic Survey will involve over 30,000 government officials conducting door-to-door and telephonic interviews to collect crucial demographic and economic data from households using mobile phones provided by the Government.

3.2. To facilitate this monumental task, the Department requires the support of a qualified agency for IT enablement including development of required software/portals/mobile apps.

3.3. The primary objectives of this initiative are to:

3.3.1. Develop and deploy a robust and secure Survey Mobile Application for high-volume, field-level data collection, compatible with Android platform.

3.3.2. Establish a comprehensive Smart Socio-Economic Intelligence Ecosystem comprising key modules such as:

3.3.2.1. Survey Application (Android)

3.3.2.2. Admin Dashboard & Analytics Panel

3.3.2.3. People Management System

3.3.2.4. AI-based Audio Quality Engine

3.3.2.5. Advanced Analytics Framework

3.3.3. Facilitate efficient data collection through features like dynamic survey flow, multilingual support, offline-first architecture, secure audio recording with metadata, AI-based audio summarization, auto-fill capabilities, and real-time submission tracking.

3.3.4. The selected agency will provide a turnkey solution encompassing:

3.3.4.1. **Phase - 1: Software Development & Deployment:**

3.3.4.1.1. Design, development, customization and deployment of a Survey Mobile Application (Android). The Agency may either develop the software from scratch or may procure COTS (Commercially Off The Shelf) software and customize it as per requirements of the Client.
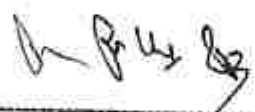
3.3.4.1.2. Portal Development: Development of an Admin Dashboard & Analytics Panel and a People Management System.

3.3.4.1.3. Mobile App Support: Integrated Surveyor Support Application within the device ecosystem, offering instant help, remote access for troubleshooting, and secure, auditable control over support access.

3.3.4.2. **Phase - 2: Operations Management Charges:**

3.3.4.2.1. Deployment of qualified trainers and field supervisors to design and deliver training for over 30,000 field personnel through a blended approach of online and in-person sessions at the block level.

3.3.4.2.2. Infrastructure & Support: Supply of power banks (20,000 mAh for door-to-door surveyors).

3.3.4.2.3. End to end supervision of survey and Quality control

3.3.4.2.4. Analytics

3.3.4.2.5. Post-deployment support.

3.3.4.2.6. Duration of 4 months.

3.3.4.3. **Phase - 3: Support & Maintenance Charges:** Post Submission of final report ongoing support and maintenance (including reporting and analytics) for 6 months. Migration of the hosting and data to the Government's State Data Center.

4. Instructions to bidders

4.1. Bid evaluation process

4.1.1. The bid evaluation will be carried out in a three stage process as under:

4.1.1.1. Pre-qualification / Eligibility evaluation

4.1.1.2. Technical evaluation

4.1.1.3. Financial bids evaluation

4.1.2. 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.

4.2. Pre-qualification / Eligibility evaluation

4.2.1. The evaluation of the bidders will be carried out by the Committee as per the pre-qualification / eligibility criteria defined in the RFP document. Only the bidders who fulfill the given pre-qualification / eligibility criteria shall be eligible for the next round of evaluation i.e. Technical bid opening. Non-conforming bids will be rejected and will not be eligible for any further processing.

4.2.2. The eligibility criteria are given as below: -

SN	Eligibility Criteria	Supporting documents
1.	Bidder should be either: • A company registered under the Indian Companies Act, 2013 OR • A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR • A partnership firm registered under the Indian Partnership Act, 1932 Note: Consortium is allowed.	Any relevant document to prove that the bidder is a legal entity like Certificate of Incorporation, Certificate of Registration, Partnership deed, etc.
2.	The bidder should be in business for at least the last three years as on the last date of bid submission.	Certification from statutory auditor / practicing Chartered Accountant / work order.
3.	The bidder should have successfully completed "Similar Work" in government / private organizations during the last seven years as on last date of bid submission as per following details:- A. One similar work costing not less than the amount equal to Rs. 26 crore. OR B. Two similar works each costing not less than the amount equal to Rs. 20 crore each.	1. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying value of project. • Work orders (which are in progress) in which minimum 6 months have been completed will also be considered. • Any other relevant documents for costing of each similar work may also

SN	Eligibility Criteria	Supporting documents
	OR C. Three similar works costing not less than the amount equal to Rs. 13 crore each.	be accepted. Note: In case the bidder has provided other goods or services along with the similar work, then the cost of similar work done shall be clearly mentioned in the work order / completion certificate failing which such proofs may not be accepted.
4.	The bidder should have a minimum annual average turnover of Rs. 50 crores in the last three financial years (for which the bidder's accounts have been audited) i.e. any three FYs out of 2021-22, 2022-23, and 2023-2024.	Audited Financial Statements With Certificate from statutory auditors having UDIN clearly certifying the turnover OR CA certificate having UDIN clearly certifying the turnover
5.	The bidder's net worth should be positive in at least three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24 .	Certificate from the Statutory Auditor/ Practicing Chartered Accountant, having UDIN, depicting the Net worth for each year
6.	The bidder shall submit an undertaking of not being blacklisted, insolvent and convicted of any criminal offense in the last 5 years as on the date of its bid submission.	Self-Certified letter as per Annexure 10.3
7.	The bidder should have a valid GST registration certificate and PAN/TAN in the name of the bidder.	Self-certified copy of relevant valid certificates
8.	The bidder should have minimum 50 Full Time Resources on their own payroll as on date of submission of bid	Certificate and list of professionals from the current authorized signatory of the Company/Agency along with their Provident Fund Numbers. Self-declaration with supporting documents can be accepted.
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.	Please attach the copy of any two of the following: Property tax bill/ Electricity Bill/ Telephone Bill/ registration/Lease agreement.

SN	Eligibility Criteria	Supporting documents
10.	The bidder must ensure to deposit the RFP document fees and EMD.	Any relevant proof

4.2.3. Bidders registered as a startup with the 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 and 4 in the above table. Registered startups are required to submit a self-attested copy of the registration in order to avail of the relaxations.

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

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

4.3. Technical Evaluation

4.3.1. The evaluation of the bidders will be carried out by the committee as per the technical evaluation criteria. Only the bidders who fulfill the given technical criteria shall be eligible for the Financial bid opening.

4.3.2. Technical evaluation criteria is as under:

SN	Criteria	Max Marks	Supporting Document Required
1	**Organizational Financial Strength** Average Annual Turnover in the three financial years i.e. 2021-22, 2022-23, and 2023-24, for which the bidder's accounts have been audited: • More than or equal to Rs. 50 Crore but less than Rs. 100 Crore : 5 Marks	20	Audited Financial Statements WITH Certificate from statutory auditors clearly certifying the turnover requirements OR

SN	Criteria	Max Marks	Supporting Document Required
	• More than or equal to Rs. 100 Crore but less than Rs. 150 Crore : **10 Marks** • More than or equal to Rs. 150 Crore but less than Rs. 200 Crore : **15 Marks** • More than or equal to Rs. 200 Crore: **20 Marks**		CA certificate clearly certifying the turnover requirements
2	**Past Experience** No. of successfully completed "Similar Work" awarded to the bidder by Government / Private Organizations in the last seven years as on bid submission date: • 1 project of minimum Rs. 26 crore or 2 projects of minimum Rs. 20 crore each or 3 projects of minimum Rs. 13 crore each: **3 marks** • 2 projects of minimum Rs. 23 crore each or 3 projects of minimum Rs. 20 crore each or 4 projects of minimum Rs. 13 crore each: **5 marks** • 3 or more projects of minimum Rs. 26 crore each or 4 projects of minimum Rs. 20 crore each or 5 projects of min Rs. 13 crore each: **10 marks**	10	1. For completed projects: a. Work order confirming year, cost and similar work b. Satisfactory Client certificate / Completion certificate confirming year, cost and similar work. 2. For projects in progress in which minimum 1 year has been completed: a. Work order confirming year, cost and similar work b. CA certified payment received for the work done till bid submission date against the work order.
3	**Experience with the Government** No. of successfully completed "Similar Work" awarded to the bidder by Centre Government / State Government / Semi-Government / PSU in the last seven years as on bid submission date: • 1 project of minimum Rs. 26 crore or 2 projects of minimum Rs. 20 crore each or 3 projects of minimum Rs. 13 crore each: **2 marks**	5	1. For completed projects: a. Work order confirming year, cost and similar work b. Satisfactory Client certificate / Completion certificate confirming year, cost and similar work. 2. For projects in progress in which minimum 1 year has been completed:

SN	Criteria	Max Marks	Supporting Document Required
	• 2 projects of minimum Rs. 26 crore each or 3 projects of minimum Rs. 20 crore each or 4 projects of minimum Rs. 13 crore each: **3 marks** • 3 or more projects of minimum Rs. 26 crore each or 4 projects of minimum 20 crore each or 5 projects of min Rs. 13 crore each: **5 marks**		a. Work order confirming year, cost and similar work b. CA certified payment received for the work done till bid submission date against the work order.
4	**Certifications** The bidder possesses following certification which should be valid as on the date of bid submission: **5 Marks** CMMi 3 or above: 3 marks ISO 9001: 1 mark ISO 27000: 1 mark	5	Certificate which is valid on the date of bid submission.
5	**Timeline** Companies' ability to develop/customize the application / software. If can develop/Customize • Readymade (COTS) – 15 marks • within 1 month – 10 Marks • within 1 to 2 months – 5 Marks • More than 2 months – 2 Marks	15	Certificate which is valid on the date of bid submission.
6	Quality of CV for the Core Resources proposed for the project (3 marks for each CV) • Project Manager • Operations Manager • Quality Assurance Manager • Database Administrator • Data Analyst	15	CV along with Copy of Degrees/ certificates and Work Experience certificates. Interviews of the proposed resources may be taken by the Department at the time of technical presentation. The resources whose CVs are submitted in the technical proposal must be deployed onsite for complete duration of the project

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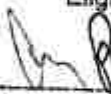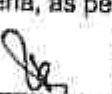
SN	Criteria	Max Marks	Supporting Document Required
			except in case of medical reasons or resignation.
7	**Technical Presentation**	30	Technical Presentation will be evaluated on the following parameters: • Product Capability & Demonstration • Technical Architecture, Approach & methodology • Dashboard & User Interface • Real-time issues detection and prevention capabilities • AI based QC capabilities • Scalability • Project Governance, Project Team and Resource Planning
	Total	100	

4.3.3. 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.

4.3.4. **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 binding on the bidders. It shall be the sole responsibility of the bidder to submit all supporting documents as mentioned in the above table (except technical presentation) at the time of bid submission.

4.4. Earnest Money Deposit (EMD)

4.4.1. The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per details provided in the Document Control sheet.
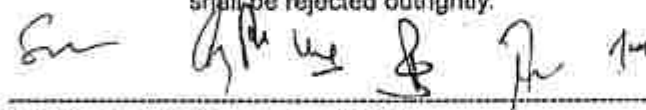
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4.4.2. EMD of the successful bidder will be released after the successful bidder signs the final contract and furnishes the Fixed Performance Security.

4.4.3. EMD of the bidders whose bid is rejected in technical evaluation shall be returned upon the completion of technical evaluation.

4.4.4. EMD of all the remaining bidders, except the successful bidder, shall be returned upon the completion of financial evaluation.

4.4.5. The EMD submitted shall be interest-free and will be refundable to the bidders without any accrued interest on it.

4.4.6. Bank details of RDP for BG is as under:

Account No.:

IFS Code:

4.4.7. The EMD will be forfeited on account of one or more of the following reasons:-

4.4.7.1. Bidder withdraws its bid during the validity period specified in the RFP.

4.4.7.2. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.

4.4.7.3. In case of a successful bidder, the said bidder fails to sign the Contract or furnish Performance Security.

4.4.7.4. If a bidder makes misleading or false representations in the forms, statements and attachments submitted in the bid documents.

4.5. Consortium

4.5.1. Members of the Consortium shall nominate 1 (one) Member as the lead member (the "Lead Member"), who shall have a minimum share of at least 51% (fifty-one percent) in the Consortium. The nomination(s) shall be supported by a Power of Attorney, signed by all the other Members of the Consortium; the other members (the "Other Member") shall hold remaining shares in the Consortium.

4.5.2. Lead consortium member must meet qualification criteria. Lead bidder should be standalone, not a Group of Companies.

4.5.3. Lead bidder/ Consortium partner cannot participate in more than 1 bid. If it is found, then all the bids of lead bidder as well as consortium partner shall be rejected outrightly.
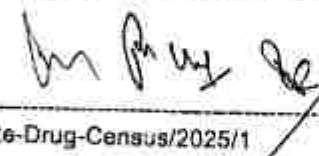
4.6. Clarification on RFP document

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

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

4.7. Preparation of bid

4.7.1. The bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices, and other information along with all the bid's terms and conditions and other formats. 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 the bidder's own risk and may be liable for rejection.

4.7.2. The bidders need to assess the quantum of work involved before submitting the bid. Once the bid is submitted, it will be presumed that the bidder has seen and understood the complete Scope of Work.

4.7.3. 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.

4.7.4. The bidder shall be responsible for all costs incurred in connection with participation in the bid process.

4.7.5. The bids submitted by fax / e-mail / envelope etc. shall not be accepted. No correspondence will be entertained on this matter.

4.7.6. All correspondences between the bidders and Client shall be written in the English language.

4.7.7. All information supplied by bidders shall be treated as contractually binding on the bidders on the successful award of the assignment by RDP on the basis of this RFP.

4.7.8. Failure to comply with the below requirements shall lead to the bid rejection:
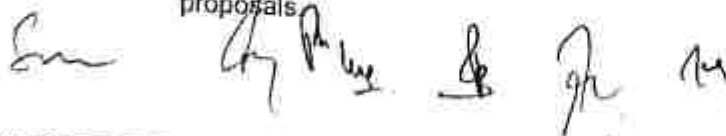
    4.7.8.1. Comply with all requirements as set out within this RFP.

    4.7.8.2. Submission of the forms and other particulars as specified in this RFP and respond to each element in the order as set out in this RFP.

    4.7.8.3. Submission of all supporting documentation specified in this RFP, corrigendum or any addendum issued.

4.8. Deviations

4.8.1. Bids submitted with any deviations to the contents of this RFP Document will be considered as non-responsive. No deviation(s) / assumption(s) / recommendation(s) shall be allowed with the bid. Bidders must ensure that the pre-bid meeting is attended by their concerned senior officials / representatives so that all clarifications and assumptions are resolved before bid submission.

4.9. Validity of bids

4.9.1. 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.

4.9.2. If required, Client may solicit the bidder's consent to extend the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder granting the request will not be permitted to modify its bid.

4.9.3. The Client reserves the right to annul the RFP 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.

4.9.4. The Client may, at its own discretion, extend the date for submission of proposals.

4.10. Amendment to the RFP document

4.10.1. Amendments / corrigendum / 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 regularly visit the website for updates.

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

4.11. Bid opening

4.11.1. The Client will constitute a committee to evaluate the bids submitted by bidders. No correspondence will be entertained outside the process of evaluation with the Committee.

4.11.2. 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.

4.12. Financial bid format and evaluation

A. Phase - 1: Software Development & Deployment

S.N.	Item Description	Unit	Estimated Quantity	Unit Rate including GST (INR)	Total Amount including GST (INR)
1.	Development / Customization & Deployment of Survey Application with all functionalities defined in the scope of work including hosting charges	Project	1		
	Total Phase - 1 Charges (A)				

B. Phase - 2: Operations Management Charges

SN	Item Description	Quantity	Unit Rate Including GST (INR)	Total Amount including GST (INR)
1.	Procurement and supply of 20,000 mAh Power Banks	30,000		
2.	Field Force Training & Enablement, Helpdesk, QA & Monitoring, Analytics Dashboard, Deployment of Manpower, Submission of Report	4 months		
	Total Phase - 2 Charges (B)			

C. Phase - 3: Support & Maintenance Charges

SN	Item Description	No. of months	Unit Rate including GST (INR) Per Month	Total Amount including GST (INR)
1.	Comprehensive Support and Maintenance for all deployed software	6		
	Total Phase - 3 Charges (C)			

D. Total Project Cost (A + B + C)

SN	Item Description	Total Amount including GST (INR)
1.	Phase - 1: Software Development & Deployment Charges (A)	
2.	Phase - 2: Operations Management Charges (B)	
3.	Phase - 3: Support and Maintenance Charges (C)	
	Grand Total Project Cost	

Note: "Grand Total Project Cost" shall be used for calculating financial score
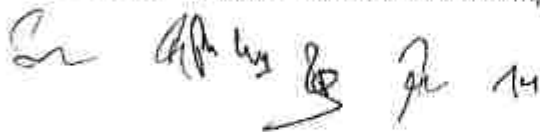
4.12.1.   Financial bids would be opened for only those bidders, who qualify the Technical Evaluation Criteria as mentioned in this document on the prescribed date in the presence of bidder's representatives, who may wish to be present.

4.12.2.   The bids will be evaluated on Quality and Cost Based Selection method (QCBS) basis with 70% weightage on technical score and 30% weightage on financial score. Calculation shall be done as follows:

4.12.2.1.   Financial score shall be calculated as:

Financial score = 100 * (financial proposal of lowest bidder / financial proposal of bidder under consideration)

4.12.2.2.   Composite score shall be calculated as:

Composite score = (Technical score x 0.70) + (Financial score x 0.30)

Note: Technical score is the technical marks scored by the bidder in the technical bid.

4.12.2.3.   The bidder whose Composite score is highest shall be ranked at first number (R1) and will be considered as the successful Bidder for signing of contract. The Bidder with the second highest composite score shall be considered as R2 bidder and so on.

4.12.2.4.   If the R1 bidder is unable to provide the services in full or in part, the rate contract with the R1 bidder shall be canceled, the EMD and / or PBG of the R1 bidder shall be forfeited and the Client reserves the right to take appropriate action against the Agency.

4.12.3.   In case the Agency fails to perform, EMD and Performance Security of the Agency shall be forfeited and the Client reserves the right to take appropriate action against the Agency.

4.12.4.   In case the composite score of two or more bidders is the same, then the bidder having higher technical marks will be declared as the R1 bidder or the successful bidder. In case of a further tie between the technical scores, the bidder with the higher annual turnover for the FY 2022-23 shall be declared as the R1 or the successful bidder..

4.12.5.   Failure to abide by the RFP conditions may result in forfeiture of EMD & Performance Security.

4.12.6.   Any conditional financial bid will lead to disqualification of the entire bid and forfeiture of the EMD.

4.12.7. The bidders quoting zero or negative charges in the financial bid will be treated as non-responsive and their EMD shall be forfeited.

4.12.8. Errors & Rectification:-

    4.12.8.1. If the bidder doesn't accept the correction of error(s) as specified, their bid will be rejected.

4.12.9. Rate of all the line items must be submitted in the financial bid, failing which the bid shall be rejected.

4.13. Disqualifications

4.13.1. The Client may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:

    4.13.1.1. Made misleading or false representations in the forms, statements and attachments submitted in bid documents. The EMD/Performance Security of the bidder will be forfeited in such cases.

    4.13.1.2. 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.

    4.13.1.3. Failed to provide clarifications related thereto, when sought;

    4.13.1.4. Submitted more than one bid (directly / indirectly);

    4.13.1.5. Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.

    4.13.1.6. Submitted a bid with price adjustment/variation provision.

    4.13.1.7. Documents are not submitted as specified in the RFP document.

    4.13.1.8. Suppressed any details related to bid.

    4.13.1.9. Submitted incomplete information, subjective, conditional offers and partial offers submitted.

    4.13.1.10. Not submitted documents as mentioned in this RFP.

    4.13.1.11. Submitted bid with lesser validity period.

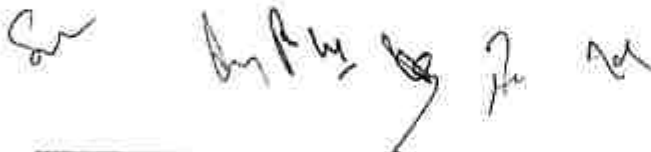   4.13.1.12. Any non-adherence/non-compliance to applicable RFP content.

4.14. Issue of Letter of Intent (LoI)

4.14.1. Client will issue a Letter of Intent (LoI) to notify the successful bidder in writing about acceptance of their bid. The LoI will constitute the formation of the contract.

4.15. Performance security

4.15.1. The Agency would be required to submit fixed performance security within 15 days of issuance of LoI, in the form of PBG / NEFT / DD with the Client for an amount @10% of the contract value.

4.15.2. The performance security shall be valid for a period of 180 days beyond the contract expiry. Whenever the contract is extended, the Agency shall be required to extend the validity of the fixed performance security proportionately, so as to maintain its effectiveness for a minimum of 180 days beyond the revised expiry date.

4.15.3. In case the successful bidder fails to submit the performance security within the stipulated time, the client at its discretion may cancel the award of contract to the successful bidder without giving any notice and the EMD / Performance Security of the concerned bidder will be forfeited.

4.15.4. The Performance Security shall be returned after successful completion of the contract and proper execution of exit management to the satisfaction of the said Client. The Agency will not be entitled for any interest on the performance security submitted.

4.15.5. The Client may forfeit the performance security in full or in part in the following cases:

4.15.5.1. When the terms and conditions of contract are breached/ infringed.

4.15.5.2. When the contract is being terminated due to non-performance of the Agency.

4.15.5.3. The Clients incur any loss due to Agency's negligence in carrying out the project implementation as per the agreed terms & conditions.

4.16. Signing of contract

4.16.1. The successful bidder shall sign the contract with the Client within 15 days of the issue of LoI. After signing of the contract, no variation in or modification of the terms of the contract shall be made except by mutual written amendment signed by both the parties.

4.17. Fraud and corrupt / malpractices

4.17.1. All the bidders must observe the highest standards of ethics during the process of selection of Agency and during the performance and execution of contract.

4.17.2. For this purpose, definitions of the terms are set forth as follows:

4.17.2.1. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Client or its personnel in contract executions.

4.17.2.2. 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 Client of the benefits of free and open competition.

4.17.2.3. "Unfair trade practice" means supply of services different from what is ordered, or change in the Scope of Work.

4.17.2.4. "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.

4.17.3. The Client 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.

4.17.4. The Client 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.

5. General Contract Conditions

5.1. Standards of performance

5.1.1. The Agency shall deliver the services and carry out its obligations under the contract with due diligence and efficiency in accordance with generally accepted professional standards and practices. The Agency shall always act in respect of any matter relating to this contract as a faithful Agency to the Client. The Agency shall always support and safeguard the legitimate interests of the Client, in any dealings with a third party. The Agency shall conform to the standards laid down in the RFP in totality.

5.2. Confidentiality

5.2.1. 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 Agency and/ or the Client 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.

5.2.2. The Agency shall ensure that while providing services, all the details and information is kept confidential.

5.2.3. During the execution of the project except with the prior written consent of the Client, the Agency or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

5.3. Termination of contract for default

5.3.1. The Client or the Agency can terminate the contract in the event of default of terms and conditions of this RFP or the subsequent contract by the other party by giving 2 months' written notice. In such a case, the provisions under the Exit Management clause shall apply.

5.4. Termination of contract for insolvency, dissolution etc.

5.4.1. The Client may at any time terminate the Contract by giving written notice to the Agency, if the Agency 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 Agency, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Client. In such a case, the provisions under the Exit Management clause shall apply.

5.5. Termination for convenience

5.5.1. The Client reserves the right to terminate, by prior written 1 month notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Client'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.

5.6. Force Majeure

5.6.1. The PBG of the Agency 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.

5.6.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Agency's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires due to natural causes, floods, epidemics, and quarantine restrictions.

5.6.3. If a Force Majeure situation arises, the Agency shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by the Client in writing, the Agency 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.
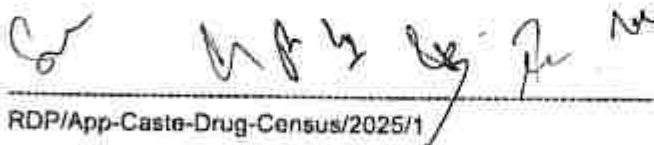
5.7. Resolution of disputes

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

5.7.1.1. **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.

5.7.1.2. **Arbitration:** In case dispute arising between the Client and the Agency, which has not been settled amicably, the Agency can request the Client 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 the 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 SAS Nagar (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 client and the Agency. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself.

5.8. Legal Jurisdiction

5.8.1. All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in SAS Nagar (Mohali), Punjab only.

5.9. Amendment to the contract

5.9.1. 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.

5.10. Limitation of Liability

5.10.1. The liability of Agency (whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the aggregate of revenue earned by the Service Operator as of the date of the claim. However, liability arising on account of Confidentiality and IPR infringement are excluded from this capping.

6. Scope of Work

6.1. Phase - 1: Software Development & Deployment

6.1.1. Survey Application Development and Deployment: The agency shall design, develop, and deploy a robust and secure Survey Mobile Application tailored for high-volume, field-level data collection. The Agency may alternatively procure a COTS software and customize it as per requirement of the Client. The application must include the following core features:
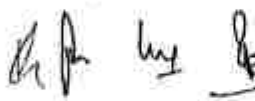
6.1.1.1. Dynamic survey flow with conditional logic and branching to adapt questions based on responses.

6.1.1.2. Multilingual support, enabling survey delivery in multiple regional languages.

6.1.1.3. Offline-first architecture with automatic synchronization when internet connectivity is restored.

6.1.1.4. Secure audio recording of interviews, capturing relevant metadata such as GPS coordinates, timestamp, and surveyor ID.

6.1.1.5. AI-based audio summarization to auto-generate key insights and transcriptions.

6.1.1.6. Auto-fill capabilities for district, tehsil, and village fields based on GPS or administrative codes.

6.1.1.7. Field validation rules to prevent submission of incomplete or incorrect responses.

6.1.1.8. Real-time submission tracking with automated error and anomaly alerts.

6.1.1.9. Preloaded and customizable disclaimers based on the respondent's geographic location.

6.1.1.10. Tagging functionality to associate responses with government programs such as MNREGA, PDS, DBT, etc.

6.1.2. Integrated Surveyor Support Application: In addition to the main survey app, the agency shall develop a dedicated support interface integrated within the device ecosystem. This support application must provide the following:

6.1.2.1. Instant help feature enabling surveyors to request assistance at the press of a button.

6.1.2.2. Upon request, authorized support personnel shall be able to remotely access the surveyor's device screen, microphone, camera, and GPS location to provide real-time guidance and troubleshooting.

6.1.2.3. Secure and auditable control over support access, with appropriate privacy safeguards and user consent prompts to maintain data confidentiality and legal compliance.

6.1.3. People Management System

6.1.3.1. Platform Development and Deployment: The agency shall develop and deploy a robust People Management Platform to efficiently track, assign, and evaluate the performance of field staff throughout the project duration.

6.1.3.2. Core Features: The platform must include the following functionalities:

6.1.3.2.1. GPS-tagged check-in/check-out with facial or photo verification for attendance authentication.

6.1.3.2.2. Automated roster generation on a daily, weekly, and monthly basis.

6.1.3.2.3. Supervisor-subordinate mapping to define reporting hierarchies.

6.1.3.2.4. Geography-based task assignment, factoring in staff availability and location.

6.1.3.2.5. In-app capabilities for document uploads, leave requests, and system-generated alerts.

6.1.3.2.6. KYC Management: The platform must maintain digitized KYC records of all field staff, including Aadhaar, PAN, and valid ID proof, verified through OTP or secure API integrations.

6.1.3.3. User and Supervisor Interfaces:

6.1.3.3.1. Field staff must have access to self-service tools to view task assignments, update work status, and submit requests.

6.1.3.3.2. Supervisors must be equipped with real-time dashboards to monitor attendance, staff productivity, movement tracking, and compliance metrics.

6.1.3.4. Help and Support Mechanism: The system must include an integrated help and support module, enabling field staff to raise queries or technical issues, which should be addressed through a structured ticketing system or live support interface with defined turnaround times.

6.1.4. Admin Dashboard & Monitoring Panel

6.1.4.1. Live Monitoring and Field Force Visibility:

6.1.4.1.1. Real-time display of active surveyors, including their current location, status (active/inactive), number of surveys completed, and progress toward daily/weekly targets.

6.1.4.1.2. Surveyor performance dashboards to identify:

6.1.4.1.2.1. Who is completing surveys faster or slower

6.1.4.1.2.2. Average survey completion time per surveyor

6.1.4.1.2.3. Idle time vs. active time per user

6.1.4.1.2.4. Unusual patterns such as repetitive quick submissions

6.1.4.2. Geospatial and Heatmap-Based Analytics:

6.1.4.2.1. Punjab state map visualization with drill-down views to district, block, and village levels showing:

6.1.4.2.1.1. Survey coverage intensity

6.1.4.2.1.2. Total completed surveys by region

6.1.4.2.1.3. Color-coded heatmaps for under- and over-covered areas

6.1.4.3. Interactive map layers to view demographics, themes, or performance overlays (e.g., economic, health, migration survey data)

6.1.4.4. Survey Response Behavior Analysis:

6.1.4.4.1. Track question-level completion time to analyze which questions:

6.1.4.4.1.1. Take more time to fill

6.1.4.4.1.2. Are skipped or quickly answered

6.1.4.4.1.3.   Have inconsistent or outlier patterns

6.1.4.4.2.   Identify surveyors with efficient response capture vs. those with delays

6.1.4.5.   Smart Alerts and Anomaly Detection:

    6.1.4.5.1.   Automated red-flag alerts for:

        6.1.4.5.1.1.   Batch or bulk submissions

        6.1.4.5.1.2.   Surveys completed too quickly or outside designated areas

        6.1.4.5.1.3.   Repeated patterns or suspicious geolocation

6.1.4.6.   Survey Classification and Reporting:

    6.1.4.6.1.   Segmentation and filtering by survey type (e.g., economic, health, education, migration, etc.)

    6.1.4.6.2.   Downloadable custom reports by region, theme, or timeframe

    6.1.4.6.3.   Historical logs and audit trails for compliance, traceability, and data auditing

6.1.4.7.   Surveyor Profiling and Ratings:

    6.1.4.7.1.   Productivity-based ratings using metrics such as completion count, quality check (QC) feedback, response time, and accuracy.

    6.1.4.7.2.   Options for performance-based deactivation/reactivation of surveyors.

    6.1.4.7.3.   Tools for daily/weekly target setting and progress tracking.

6.1.4.8.   Supervisor-Specific Dashboards: Each supervisor shall be granted access to a tailored dashboard enabling them to:

    6.1.4.8.1.   Monitor their assigned surveyors' real-time activity, attendance, and field performance

    6.1.4.8.2.   View team-wise completion rates, feedback logs, and red-flag alerts

    6.1.4.8.3.   Analyze gender distribution and demographic diversity of collected responses

    6.1.4.8.4.   Detect behavioral anomalies, such as low interaction duration or survey skipping

6.1.4.8.5. Take corrective action (e.g., flag for retraining, pause assignments)

6.1.4.9. Data Infrastructure and Visualization

6.1.4.9.1. All data must be visualized using interactive dashboards and GIS-based mapping tools, allowing for intuitive analysis across geographies.

6.1.4.9.2. Dashboards must support filtering, sorting, drill-down, and export capabilities.

6.1.4.9.3. Integration with secure cloud-based data storage for high-performance analytics at scale.

6.2. Phase - 2: Operations Management

Note: The agency should deploy manpower in Phase 2 only after readiness of procured devices and delivery to district authorities by the government.

6.2.1. Trainer and Content Development Team: The agency shall deploy approximately 50+ qualified trainers to design and deliver training for over 30,000 field personnel. Training Delivery Modality: Training shall be conducted at the block level through a blended approach comprising both online and in-person sessions, ensuring accessibility and uniformity across all locations.

6.2.2. Training Timeline: The training program must be completed as per the timelines mentioned in Section 6.7

6.2.3. Training Content and Materials: The agency shall develop and disseminate comprehensive training manuals, instructional videos, and digital assessments tailored to the needs of field surveyors.

6.2.4. Evaluation and Quality Assurance: The agency shall conduct both pre-training and post-training evaluations to measure knowledge transfer, skill acquisition, and learning effectiveness.

6.2.5. Surveyor Onboarding: Each field surveyor shall be issued a photo identification card and a standardized onboarding kit as part of the induction process.

6.2.6. Training Documentation and Reporting: The agency must maintain accurate and verifiable records including training attendance sheets, participant feedback forms, and training completion or certification logs for audit and monitoring purposes.

6.2.7. The Agency shall deploy 200 Field Supervisors during the survey execution for providing support to surveyors and oversee field operations. Additionally, the trainers mentioned in Clause 6.2.1 shall act as Field Supervisors during execution of the survey. Accordingly, there shall be a total of 250 Field Supervisors.

6.2.8. Quality Control (QC) Framework

6.2.8.1. The agency shall be responsible for implementing a multi-layered Quality Assurance System including AI based QC check to ensure authenticity and accuracy of collected data.

6.2.8.2. Deploy Trained QC Personnel: A dedicated team (Team will be provided by Department) of Quality Control Monitors will be assigned to validate data across all surveyor teams.

6.2.8.3. Daily Mapping: QC Monitors will be dynamically mapped to specific surveyor groups daily to maintain accountability and reduce bias.

6.2.8.4. Cross-Verification via Audio Audits: All responses will be audited through audio recordings to verify that:

6.2.8.4.1. The response accurately reflects what the public stated.

6.2.8.4.2. The surveyor has not fabricated, manipulated, or misunderstood the response.

6.2.8.5. Response Validation: Review and compare submitted entries against:

6.2.8.6. Audio recordings

6.2.8.7. Standardized response criteria

6.2.8.8. Geolocation data

6.2.8.9. Red-Flagging Mechanism: The QC team shall be empowered to alert the system in real-time if:

6.2.8.10. Suspicious data patterns emerge

6.2.8.11. Data is consistently incorrect or fabricated

6.2.8.12. There are systemic loopholes or vulnerabilities

6.2.8.13. QC Dashboard: A centralized dashboard for real-time monitoring, with:

6.2.8.14. Pass/fail logs for individual entries

6.2.8.15. Reviewer comments and issue tags

6.2.8.16. Tracking of flagged anomalies and resolution status

6.2.8.17. Geo-Verification: Each submission will be geo-tagged and validated to ensure:

6.2.8.18. Correct physical coverage

6.2.8.19. Surveyors are not fabricating data from unvisited areas

6.2.8.20. Audio Review & AI Summarization:

6.2.8.21. Integration of audio review panels to replay recordings

6.2.8.22. AI-generated summaries to assist human reviewers in identifying mismatches

6.2.8.23. Automated Consistency Checks:

6.2.8.23.1. Use AI to detect:

6.2.8.23.1.1. Repeated/similar responses (suggestive of batch/scripted entries)

6.2.8.23.1.2. Time anomalies (e.g., surveys completed too quickly)

6.2.8.23.1.3. Logical inconsistencies within responses

6.2.8.24. District-Wise QC Reporting:

6.2.8.24.1. Daily and weekly QC reports for each district

6.2.8.24.2. Trend analysis of deviations to identify problematic zones or surveyors

6.2.8.25. Audit Trails & History Logs: Comprehensive logging of all QC checks, flags, and corrective actions for traceability and accountability

6.2.8.26. Reviewers must be enabled with tools that allow them to:

6.2.8.26.1. Replay and analyze full or segmented audio files linked to submissions

6.2.8.26.2. Compare actual responses with:

6.2.8.26.2.1. Predefined expected answer ranges

6.2.8.26.2.2. Historical data trends

6.2.8.27. Assign a credibility score to each surveyor using:

6.2.8.27.1. A rule-based and AI-supported scoring model

6.2.8.27.2. Inputs such as number of flags, speed of data entry, and mismatch frequency

6.2.8.28. Trigger corrective actions, including Re-survey of individuals/areas with invalid or missing data

6.2.8.29. Surveyor retraining or suspension based on QC outcomes

6.2.8.30. Automated Alerts: Immediate notifications to QC leads and project supervisors when irregularities exceed set thresholds

6.2.8.31. Escalation Pathways:

6.2.8.31.1. Tiered alert system based on severity of issue (e.g., data fabrication vs minor errors)

6.2.8.31.2. Real-time system-wide alerts when a pattern indicates a structural loophole or fraud

6.2.8.32. QC tools must allow reviewers to:

6.2.8.32.1. Replay audio files

6.2.8.32.2. Compare submitted data against expected values

6.2.8.32.3. Trigger re-survey tasks if a response is invalid

6.2.8.32.4. Rate surveyor credibility using predefined scoring models

6.2.9. Timely Procurement of Power Banks: Procurement of all necessary Power Banks shall be completed to ensure timely readiness for application deployment and field operations. Minimum specification of Power banks is as under:

Minimum Specification		
SN	Parameter	Value
1.	Power Bank Capacity (In mAh)	20,000 mAh
2.	Rechargeable battery type	Li-Ion
3.	Warranty	1 year
4.	AC Adaptor with charging cable for charging of Battery Bank	Yes
5.	Operating temperature	-5 deg C to +50 deg C
6.	Power bank Compatible with	Mobile phone, Tablet
7.	BIS/CRS for Safety confirming to	Yes, As per IS-13252 (Part-1)

Minimum Specification		
SN	Parameter	Value
8.	Availability of the test report from Central Govt/ NABL/ILAC accredited lab conforming to the specification	Yes
9.	Number of USB type C Port	1
10.	USB Ports (Nos)	1

6.3. Advanced Analytics and Insights Framework

6.3.1. The agency shall implement a high-performance analytics framework powered by AI, machine learning, and geospatial intelligence, capable of transforming raw survey data into actionable insights for evidence-based governance. The system must support real-time, district/block/village-level, and thematic analytics to guide policy decisions, identify emerging patterns, and highlight service delivery gaps.

6.3.2. Core Analytical Capabilities

6.3.2.1. Descriptive, Diagnostic, Predictive, and Prescriptive Analytics: Real-time statistical summaries, historical trends, root-cause identification, and forecasting of critical indicators.

6.3.2.2. AI-Driven Data Intelligence: Clustering Algorithms to segment households by vulnerability, income brackets, caste/gender indicators, or distress signals.

6.3.2.3. Regression & Time Series Modeling to identify:

6.3.2.3.1. School dropout predictors

6.3.2.3.2. Migration flows

6.3.2.3.3. Unemployment risk zones

6.3.2.3.4. Healthcare access likelihood

6.3.3. Geospatial Analytics & Visual Intelligence

6.3.3.1. Interactive Punjab Map with GIS overlays to visualize:

6.3.3.1.1. Undercovered or underserved regions

6.3.3.1.2. Real-time density and performance heatmaps

6.3.3.1.3. Layered socio-economic indicators (e.g., health, water, transport)

6.3.3.2. Multicriteria Decision Analysis (MCDA): Prioritization of district/block-level interventions based on composite risk scores, infrastructure gaps, and citizen feedback data.

6.3.3.3. Anomaly Detection & Pattern Recognition:

6.3.3.3.1. AI/ML-based models to flag suspicious activity, such as inconsistent survey data, unusually fast completions, or geo-anomalies.

6.3.3.3.2. Real-time clustering of outliers, underserved pockets, or repeated grievances.

6.3.3.4. Dynamic Policy Dashboards: The platform must offer interactive dashboards and thematic visualizations tailored for use by policymakers, district administrators, and supervisory officials:

6.3.3.4.1. Service Delivery and Infrastructure Gaps: Heatmaps and charts reflecting access to power, health, education, roads, sanitation, and public transport.

6.3.3.4.2. Program Enrollment and Benefit Utilization:

6.3.3.4.2.1. Real-time analysis of DBT (Direct Benefit Transfer), MNREGA, Ration/PDS, PMAY, health insurance, and other schemes.

6.3.3.4.2.2. Satisfaction scores and drop-off rates.

6.3.3.4.3. Demographic and Regional Analytics:

6.3.3.4.3.1. Disaggregated insights by gender, caste, age, income, and education level.

6.3.3.4.3.2. Comparative dashboards across districts, zones, and blocks to identify high and low-performing regions.

6.3.3.4.4. Surveyor Behavior Insights: Track who is collecting data faster/slower, accuracy metrics, question-level time analysis, and engagement effectiveness.

6.3.4. Advanced Reporting & Export Capabilities

6.3.4.1. Modular, Customizable Dashboard Widgets with export options in Excel, CSV, PDF, and GIS formats.

6.3.4.2. District/block/zone-level visualizations with temporal filters and trend overlays.

6.3.4.3. Department-Specific Templates pre-built for verticals such as Health, Education, Agriculture, Women & Child Development, Rural Development, etc.

6.3.4.4. Query Builder Tools to allow non-technical users to generate custom ad-hoc reports on demand.

6.3.5. Auto-Generated Summary Reports:

6.3.5.1. Delivered to stakeholders on daily, weekly cycles via email or admin panel.

6.3.5.2. Reports include KPIs, coverage stats, risk flags, and district rankings.

6.4. Support, Maintenance & Operations (SMO)

6.4.1. The selected agency shall provide comprehensive technical, operational, and security support throughout the duration of the engagement, ensuring continuous, reliable, and secure performance of all digital assets deployed under this project.

6.4.2. Real-time monitoring (8 am to 8 pm) of system components, including mobile applications, ETL pipelines, backend services, and APIs using advanced monitoring dashboards and anomaly detection tools.

6.4.3. Multi-tier ticketing-based issue resolution with clearly defined L1, L2, and L3 support, supported via a centralized incident management system.

6.4.4. Automated daily health checks for application uptime, data integrity, synchronization performance, and server status.

6.4.5. Continuous integration and delivery (CI/CD) pipelines with version control using Git-based repositories, ensuring traceability and rollback capability.

6.4.6. Omnichannel Helpdesk Support, accessible via toll-free number, email, web portal, AI-driven chatbot, and in-app support interface, with clearly defined response and resolution SLAs.

6.4.7. Cloud Hosting & Infrastructure Support

6.4.7.1. All services shall be hosted on any govt empaneled cloud hosting provider during the census. After completion of census and final report submission, all collected data and hosting shall be migrated to the Govt. State Data Centre.

6.4.7.2. Automatic scaling based on usage demand, ensuring performance during peak survey load periods.

6.4.7.3. Security patching, OS hardening, and resource optimization (CPU, memory, disk I/O) conducted as per best practices.

6.4.7.4. Centralized log management with long-term archival and tamper-proof storage.

6.4.7.5. Backup & Disaster Recovery:

6.4.7.5.1. Daily incremental backups and weekly full backups of databases and file storage.

6.4.7.5.2. Monthly recovery testing and validation to ensure business continuity readiness.

6.4.7.5.3. High Availability and Redundancy setup using multi-AZ deployment, with automatic failover and replication.

6.4.8. Security & Compliance

6.4.8.1. Role-Based Access Control (RBAC) with least-privilege enforcement and detailed access logs maintained.

6.4.8.2. Real-time intrusion detection, firewall protections (WAF), and encryption (AES-256 for data at rest, TLS 1.3 for data in transit).

6.4.8.3. Continuous vulnerability scans and third-party tools.

6.4.8.4. Access alerting, geo-fencing, and automated response policies for unauthorized or anomalous activity.

6.4.8.5. Compliance with all applicable Indian laws, including:

6.4.8.5.1. Information Technology Act, 2000

6.4.8.5.2. Aadhear (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016

6.4.8.5.3. Personal Data Protection Bill (or equivalent applicable privacy framework)

6.4.8.6. Secure storage and encryption of Personally Identifiable Information (PII), with access restricted to authorized roles only.

6.5. Manpower Deployment and Organizational Structure:

6.5.1. The selected agency shall deploy a well-structured, skilled, and adequately staffed human resource framework to ensure seamless execution, coordination, and support across all stages of the project—from pre-deployment to field operations and post-survey analytics.

6.5.2. Manpower Requirements and Deployment Plan:

6.5.2.1. Helpdesk and Support Team: The agency shall provide 2 dedicated personnel operating in shifts. 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 to over 30,000 field surveyors. This team shall be responsible for L1 and L2 support, incident resolution, user guidance, and escalation management. The Helpdesk will function until the successful completion of the survey.

6.5.2.2. Trainer Workforce: As outlined under the Training and Enablement section, the agency shall deploy a team of 50 qualified trainers with prior experience in field data collection, digital tools, and government service delivery systems. These trainers shall be responsible for content development, multi-modal training sessions, and evaluation. Upon completion of the training phase, this trainer cohort will be transitioned into quality control and supervisory roles to leverage their field familiarity and subject matter expertise.

6.5.2.3. Project Management and Central Supervision Unit: A Project Manager shall be appointed as the central point of coordination to oversee end-to-end execution, stakeholder communication, progress tracking, and risk management. The agency shall constitute an onsite Central Supervision Unit, comprising the minimum resources defined in 6.5.7.1 (Resource Requirements)

in addition to select senior trainers, and supervisory staff as required, to ensure daily alignment with department directives and adherence to project milestones.

6.5.2.4. Quality Control and Supervisory Team: After the training phase, the 50 trainers will be redeployed as part of a robust Quality Control and Supervisory Team comprising approximately 6,000 government officials. These officials will conduct quality checks alongside a management team of over 200 personnel provided by the agency. This integrated team will work in coordination with QC Monitors and the Central Supervision Unit to ensure field validation and real-time compliance enforcement. This team will be deployed at Chandigarh/Mohali.

6.5.2.5. Helpdesk and Support Team, Project management and Central Supervision Unit and Quality Control and Supervisory Team shall be deployed for four (4) months, during the duration of the implementation of survey. Any further extension shall be compensated on pro-rata basis. This team will be deployed at Chandigarh/Mohali.

6.5.3. Analytics and Reporting Support Team: The agency shall maintain a dedicated team of Project Manager + 4 technical personnel, including data engineers, analysts, and visualization experts, supported by an Analytics Support Unit for a period of 6 months. This team will be responsible for generating dashboards, conducting advanced analytics, developing customised reports, managing data workflows, and supporting the development of evidence-based insights to inform policy interventions.

6.5.4. All human resources deployed under this engagement must possess the requisite qualifications, experience, and language proficiency relevant to their assigned geography and role. The agency shall maintain comprehensive HR records, duty rosters, and deployment logs, and shall submit periodic manpower utilization reports to the department for monitoring and governance.

6.5.5. Security Aspects and Adherence to Standards

6.5.5.1. The selected agency shall be responsible for ensuring the highest levels of security and adherence to relevant standards throughout the project lifecycle, covering all aspects from data collection to storage, processing, and management.

6.5.5.2. Information Security : The agency must implement comprehensive information security measures, including but not limited to:

6.5.5.2.1. Data Security:

- Implementing strong encryption for all sensitive data, both in transit and at rest.
- Enforcing strict access controls based on the principle of least privilege, ensuring that only authorized personnel have access to sensitive information.
- Regularly backing up all data with a robust recovery mechanism to prevent data loss.

6.5.5.2.2. Physical Security

- Ensuring secure physical access to all hardware, servers, and data centers.
- Implementing surveillance systems (CCTV) and biometric access controls where applicable.

6.5.5.2.3. Network Security

- Deploying firewalls and intrusion detection/prevention systems to protect against unauthorized access and cyber threats.
- Using secure network protocols and virtual private networks (VPNs) for remote access.

6.5.5.2.4. Application Security

- Adhering to secure coding practices to prevent vulnerabilities in software and applications.
    - Implementing regular vulnerability assessments and penetration testing to identify and remediate security flaws.

6.5.5.2.5. Security Audits and Compliance

- Undergoing periodic security audits by independent CERT IN empaneled agecies to assess and validate security measures.

- Ensuring compliance with relevant information security standards such as ISO 27001 and guidelines issued by CERT-In.

6.5.5.2.6.   Disaster Recovery and Business Continuity:

- Developing and maintaining comprehensive disaster recovery and business continuity plans to ensure uninterrupted service delivery and data availability in case of unforeseen events. This includes regular testing of recovery procedures.

6.5.5.2.7.   Data Privacy and Protection

- The agency shall ensure strict adherence to all applicable data privacy and protection laws, regulations, and policies. This includes:

- Implementing measures to protect the privacy of collected personal data.

- Ensuring transparency in data handling practices and obtaining necessary consents.

- Establishing a clear framework for data retention and disposal in compliance with legal requirements.

6.5.5.2.8.   Confidentiality

- All information shared by the Department of Rural Development and Panchayats and any data collected during the census shall be treated with the utmost confidentiality. The agency must sign non-disclosure agreements and implement strict protocols to prevent unauthorized disclosure or misuse of information.

6.5.6.   Proposed Technology Stack

The following technology stack is proposed for the development, deployment, and maintenance of the comprehensive Smart Socio-Economic Intelligence Ecosystem. This includes the Survey Mobile Application, Admin Dashboard & Analytics Panel, People Management System, AI-based Audio Quality Engine, and Advanced Analytics Framework. The selection of technologies should prioritizes

scalability, security, performance, and ease of maintenance.

I. **Mobile Application (Android)**
  - **Native Development Languages:**
    - **Android:** Industry-standard native development languages.
  - **Cross-Platform Framework :**
    - Leading cross-platform frameworks supporting native module development for specific functionalities (e.g., secure audio recording, GPS tagging).
  - **Database (Offline-first architecture):**
    - Local data storage solutions designed for efficient synchronization.

II. Web Application (Admin Dashboard & Analytics Panel, People Management System)
  - **Frontend Framework:**
    - Modern JavaScript frameworks for dynamic, interactive user interfaces.
  - **Backend Framework:**
    - Robust server-side frameworks capable of supporting scalable API development and complex business logic.
  - **Database (Primary Data Storage):**
    - Scalable relational or NoSQL database systems selected based on specific data structure and performance needs.

III. AI-based Audio Quality Engine & Advanced Analytics Framework
  - **Programming Languages:**
    - Languages commonly used for AI/ML development, data processing, and advanced analytics.
  - **Machine Learning Libraries/Frameworks:**
    - Industry-standard libraries and frameworks for deep learning and traditional machine learning algorithms (e.g., for audio processing, summarization, anomaly detection, clustering).

- **Data Processing & Big Data Technologies:**
  - Technologies for large-scale data processing and real-time analytics.
- **Geospatial Analytics:**
  - Libraries and tools for handling, processing, and visualizing geospatial data.
- **Visualization Libraries:**
  - Libraries for creating interactive data visualizations and dashboards.

IV. Cloud Infrastructure & Services (MeitY-empanelled, hosted in India)

- **Cloud Provider:** MeitY-empanelled cloud providers hosted in India (as per RFP guidelines).
- **Compute:**
  - Virtual server solutions and serverless computing options.
- **Database Services:**
  - Managed database services for relational data, object storage for large files, and data warehousing solutions for analytics.
- **Networking & Security:**
  - Isolated network environments, web application firewalls, identity and access management systems, key management services, logging and monitoring tools, audit trail capabilities, and threat detection services.
- **CI/CD & DevOps:**
  - Version control systems and platforms for continuous integration and continuous deployment, along with tools for containerization and orchestration.

V. Other Tools & Protocols

- **APIs:** Standardized API architectures (e.g., RESTful) for secure and efficient communication between modules and external systems, ensuring encryption, tokenization, and rate-limiting.
- **Security Protocols:** Industry-standard protocols for data

encryption in transit and at rest.

- **Communication:** Secure messaging protocols for internal service communication.
- **Monitoring & Alerting:** Automated tools and systems for real-time monitoring of system components and proactive anomaly detection.

6.5.7. Resource Requirements

6.5.7.1. The following resources must be deployed onsite (Chandigarh/Mohali) during the mentioned phases of the project.

SN	Resource (Qty - 1 each)	Qualification	Key Experience Requirements	Phases in which required
1.	Project Manager - with minimum 15 years relevant experience	BE/B.Tech /MCA with MBA Certification: Prince2/PMP	• ≥8 years managing large projects as project/program manager • Led teams of 20+ members • Managed at least one similar project	Complete duration of the project (All phases)
2.	Operations Manager - with minimum 10 years relevant experience	BE/B.Tech /MCA	• ≥5 years managing large projects as Operation manager • Rolled out at least one similar project	Complete duration of the project (All phases)
3.	Database Administrator - with minimum 7 years relevant experience	BE/B. Tech /MCA Certification: must have any DBA related certification	• ≥3 years managing large projects as DBA • Managed large size database	Complete duration of the project (All phases)
4	Data Analyst	BE/B. Tech	• ≥3 years managing large	Complete

SN	Resource (Qty - 1 each)	Qualification	Key Experience Requirements	Phases in which required
	minimum 7 years of relevant experience	/MCA Certification: any recognized certification in data analyst	projects as Data Scientist/Analytics • Experience in Data Analytics with high level of proficiency in SQL (and similar tools for handling big data sets), programming language like Python, BI tools such as Power BI and Tableau, MS office – Excel, Word, Power point, T/Stata, basic statistics problem solving and research tools, qualitative and quantitative analytics.	duration of the project (All phases)
5	**Quality Manager** with minimum 10 years of relevant experience	BE/B. Tech /MCA Extensive knowledge of quality control, quality assurance. Certification: ITIL/ISO 9001	• ≥5 years managing large projects as Quality Manager • Rolled out at least one similar project	Complete duration of the project (All phases)

6.5.8. Additionally, 250 resources (50 Trainers cum Field Supervisors and 200 Field Supervisors) shall be deployed in the field across Punjab in Phase - 2 of the project. Refer Clauses 6.2.1 and 6.2.7 for details.

6.5.9. The Agency shall be responsible for providing laptops, travel reimbursement, miscellaneous / incidental expenses at its own cost.
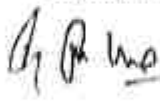
6.6. Data Security

6.6.1. Data protection is mission-critical and non-negotiable. The agency shall implement a security architecture equivalent to the standards followed by the Unique Identification Authority of India (UIDAI) for the Aadhaar ecosystem, ensuring robust and uncompromised security for the collection, transmission, storage, processing, and availability of all platform data. The entire system must strictly comply with Indian data protection laws including the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023, and, where applicable, the Aadhaar Act, 2016, along with all relevant rules, regulations, and guidelines issued by CERT-IN and other competent authorities.

6.6.2. Data must be encrypted end-to-end at rest, including backups, device-level storage, and temporary cache, and in transit for all API calls, service interactions, and mobile/web connections. Encryption of biometric or sensitive data, if applicable, must use UIDAI-level biometric encryption algorithms and remain unreadable in transit or on device storage. Devices used must support secure sandboxing, remote wipe capabilities, and encrypted local storage. Local data must remain encrypted and inaccessible until securely synced with the central system.

6.6.3. All APIs must be fully encrypted, tokenized, and rate-limited. Only whitelisted IP addresses should be permitted to call sensitive endpoints. Multi-factor authentication (MFA) must be enforced for all privileged users, and strict Role-Based Access Control (RBAC) must be applied based on the principle of least privilege. API session management must include token expiry, user-specific access scope, and audit logging. All administrative interfaces shall support secure login protocols, and be integrated with national authentication frameworks such as Gov.in wherever mandated.

6.6.4. To ensure continuous protection, the agency must enable automated logging, real-time anomaly detection, and Security Information and Event Management (SIEM) integration. Immutable, tamper-proof logs shall be maintained and verified daily for integrity. Access to logs shall be segregated from operational teams and limited to a designated security officer. Session timeout, audit trails, and admin

activity recording shall be enforced to create full visibility and accountability.

6.6.5. The agency must conduct quarterly Vulnerability Assessment and Penetration Testing (VAPT) through CERT-IN-approved auditors. Each security audit shall include source code review, infrastructure hardening checks, and internal access policy validation. If any critical vulnerability is identified, the patch and remediation must be deployed within 24 hours, with a post-mitigation report submitted to the authority.

6.6.6. No data, metadata, or backups shall be transferred or stored outside Indian territory under any condition. Any exception shall require prior written consent from the contracting authority. All Data Centre support personnel involved must be Indian nationals operating under Indian jurisdiction.

6.6.7. To maintain high resilience and availability, the system shall implement a business continuity and disaster recovery (BC/DR) strategy similar to that of Aadhaar infrastructure. This includes automated daily incremental and weekly full encrypted backups stored in geographically separated Tier-III or higher certified Indian data centers. Monthly disaster recovery drills must be conducted with full simulation reports documented and shared with the contracting authority.

6.6.8. The overall architecture must be designed for high availability and fault tolerance, with auto-scaling, load balancing, and failover capabilities across multiple availability zones to ensure continuous uptime and uninterrupted public service. The agency must implement comprehensive Standard Operating Procedures (SOPs) for incident response, including triage within 15 minutes of breach detection and a full root cause analysis (RCA) within 72 hours.

6.6.9. In summary, the security framework must match the data protection posture of UIDAI's Aadhaar system—ensuring the platform remains secure, resilient, and legally compliant at all times.

6.7. Timelines & Deliverables

6.7.1. The Agency shall be responsible to adhere to the following timelines for the development of mobile app; however, the Client reserves the right to relax timelines and any of the penalties levied on the Agency on submission of the justified reasons by the Agency in writing:

SN	Activity	Deliverable	Timeline (In days)
1.	Signing of Contract	.	T1
Phase 1 - Software Deployment			
2.	Deployment of manpower	Deployment of all manpower as defined in SoW	T1 + 5 working days
3.	Successful Development and Deployment of Survey Application (Android), Admin Dashboard and People Management System	Submission of deployment report and testing reports with screenshots, Pilot Testing, UAT	T2: T1 + X days (as committed in the Technical proposal) Note: In case, X is more than 3 months, the bid shall be rejected.
Phase 2 - Operations Management			
4.	Delivery of Power banks *	At the time of training	T3: T2 + 10 days
5.	Completion of Training for 30,000+ Field Surveyors and Supervisors (with certification and ID issuance)	Training schedule along with attendance of field surveyors	T3: T2 + 10 days
6.	Submission of Initial Analytics Reports and Dashboards (district/block level insights)	Submission of report	T3 + 10 days
7.	Completion of all survey	Submission of report	T4: T3 + 90 days
7.	Completion of Surveyed	Submission of survey data, and	T5: T4 + 20 days

SN	Activity	Deliverable	Timeline (in days)
	Data Collection, Final Analytics Report Submission, and Project Closure	analytics report in pen drive/hard disk	(An extension may be sought for preparation of the report if required at no additional cost)
Phase 3 - Support and Maintenance			
8	Analytics and Reporting, Support Team, Ongoing Support for 6 months		T5 + 6 months

* Department will not accept power bank in case of non-development and non-deployment of Survey Application

6.8. Outsourcing / subletting

6.8.1. The Agency is not allowed to outsource any part of the work.

6.9. Contract Period

6.9.1. This contract shall be valid for a period of 10 months (+software development time as per technical bid) initially from the date of signing of the contract. If the services of the Agency are found satisfactory, the contract (Support and maintenance phase) may be extended for an additional period of 1 year (3 months at a time) at the sole discretion of the Client on the same terms & conditions. For all extensions, explicit written communication shall be sent to the Agency. No payment shall be payable in absence of such written extension.

6.10. Exit Management

6.10.1. Upon expiry or premature termination of the contract, the Agency shall ensure a proper and timely handover of the Mobile App to the Client, or to another Agency authorized by the Client.

6.10.2. The handover shall include, but not be limited to:-
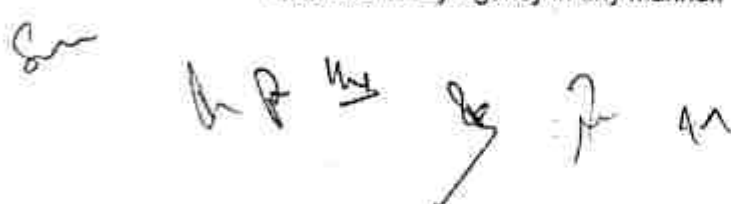
6.10.2.1. Mobile App

6.10.2.2. Source code (excluding any third-party Commercial Off-The-Shelf (COTS) software)

6.10.2.3. Developed APIs

6.10.2.4. Database, Database backup and schema

6.10.2.5. All creatives and designs

6.10.2.6. Complete technical and user documentation

6.10.2.7. Standard Operating Procedures (SOPs)

6.10.2.8. All admin and user access credentials

6.10.2.9. Any additional documents, configurations, or resources necessary for continued operation

6.10.3. The Agency shall extend full cooperation and technical support to ensure a smooth transition. This includes facilitating knowledge transfer sessions and, where required, assisting the incoming Agency in re-developing or translating code, APIs, or database structures in case of a change in the technology stack.

6.10.4. The handover shall be done within 2 weeks of expiry or premature termination of the contract. The Agency shall be fully responsible for ensuring that the transition is seamless, with no downtime or disruption in services during the handover period.

6.10.5. The Agency shall provide a declaration of clearing / wiping all the data of the Client after providing backups and taking go ahead from the concerned Client.

6.11. Intellectual Property Rights

6.11.1. The work done by the Agency i.e. Mobile App, source code (except third party COTS - Commercial Off the Shelf software), database backup/schema, creatives, designs, documents, etc. shall be the Intellectual Property of the Client.

6.11.2. The Agency will not have the right to use/reproduce the Mobile App in whatsoever manner during or after the end of the contract.

6.11.3. Database is the exclusive property of Client and the same shall not be used/shared by Agency in any manner.

7. SLA and Penalties

7.1. General SLA

7.1.1. The SLA and penalties shall be imposed on Agency are as under:

SN	Activity	Target / Service Level	Penalty for delays beyond target level
1.	Submission of Performance Security	15 days from the issue of LoI	Rs. 200 per day
2.	Signing of the contract	15 days from the issue of LoI	Rs. 200 per day
3.	Initial deployment of Core Resources	Within 5 working days of signing of contract	Rs. 2,000 per day
4.	Deployment of resources other than those submitted in Technical Proposal (except in case of resignation or medical reasons)	As per technical proposal	Rs. 5 lakhs per resource
5.	Absence of resources	Max 1 leave allowed per month	Rs. 5,000 per day per resource
6.	Development / customization and deployment of the software (mobile app, dashboard, People Management System, etc)	As per Clause 6.7	Rs. 2,000 per day
7.	Delivery of Power Banks	As per Clause 6.7	Rs. 200 per day per delayed item
8.	All data collected offline must successfully sync to the server.	Within 1 hour of the mobile getting internet connectivity	Rs. 200 per hour of delay per instance
9.	Power Bank repair / replacement	Within 1 day of reporting of matter	Rs. 200 per item per day
10.	Submission of reports /	As mentioned in this	Rs. 500 per day

SN	Activity	Target / Service Level	Penalty for delays beyond target level
	documents as may be required by the client along with the invoice	document or as may be requested by the Client	
11.	Hosting of the solution on MeitY empanelled Cloud Service Provider	-	Rs. 50,000 along with a letter of warning
12.	Poor Quality of Data after verification of QC team		Rs. 1,000 per household entry
13.	1. Security incident 2. Misuse of data 3. Loss of data 4. Adherence to the security compliances and guidelines issued by MeitY & CERT-In	The Agency shall ensure data security and there shall be no unauthorized usage of Government data in any manner without prior written permission from the Client	Rs. 10,000 per instance along with a letter of warning
14.	Ensure that updated admin access credentials of Cloud, Database, code repository, all dashboards etc. are shared with the Client at all times	-	Quarterly payments to be released only after verifying the admin access.
15.	Request for Information, data, analytics reports /any other reports as may be required by the Client	Within 2 days of request by the Client	Rs. 500/- per day of delay or part thereof
16.	Submission of Root Cause Analysis (RCA) report for bug/issue on request of Client	Within 3 working days of request by the Client	Rs. 500/- per day of delay or part thereof
17.	Setting up alerts to monitor the uptime of the Solution	SMS and email alerts should be received whenever the services are	Rs. 500 per instance

SN	Activity	Target / Service Level	Penalty for delays beyond target level
		down.	
18.	Anomaly Detection: The AI/ML system will accurately identify suspicious data patterns (e.g., unusual response times, GPS errors).	More than 90% accuracy	Rs. 5,000 per percentage drop in accuracy

7.1.2. The maximum penalty shall be 20% of the one-time payments and 20% of the monthly invoices value subject to the mobile app availability >= 98.0% as per clause 7.3. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default.

7.1.3. The penalty/timelines may be relaxed by the Client for justified reasons submitted in writing by the Agency.

7.2. Support Services

7.2.1. The criticality of the required services for the mobile app including bug fixing, technical support, etc. is categorized under the four categories/priorities i.e. Critical, High, Medium, and Low. Each of the Support Category is associated with a respective response and resolution time as under:

Support Category	Criteria	Target/Service Level Timelines		Penalty	
		Maximum Response Time	Maximum Resolution time		
Critical	The mobile app is unable to be used for normal business activities.	15 Minutes	1 Hour	Response Time > 15 Minutes OR Resolution Time > 1 Hour	Response time: 0.1% of the monthly invoice value for every 15 minutes of delay beyond the timelines.

Support Category	Criteria	Target/Service Level Timelines		Penalty	
		Maximum Response Time	Maximum Resolution time		
					Resolution time: 0.5% of the monthly invoice value for every 1 hour of delay beyond the timelines.
High	There is a problem with a part of the mobile app, which impacts Client's decision making. No viable workaround is available. There is a likelihood of financial loss	30 Minutes	2 Hours	Response Time > 30 Minutes OR Resolution Time > 2 Hour	Response time: 0.1% of the monthly invoice value for every 30 minutes of delay beyond the timelines. Resolution time: 0.5% of the monthly invoice value for every 2 hours of delay beyond the timelines.
Medium	The efficiency of users is being impacted but has a viable workaround.	4 Hours	12 Hours	Response Time > 4 Hours OR Resolution Time > 12 Hours	Response time: 0.05% of the monthly invoice value for every 4 hours of delay beyond the timelines. Resolution time: 0.25% of the monthly invoice value for every 12 hours of delay beyond the timelines.

Support Category	Criteria	Target/Service Level Timelines		Penalty	
		Maximum Response Time	Maximum Resolution time		
Low	A fault, which has no particular impact on processing of normal business activities.	8 Hours	24 Hours	Response Time > 8 Hours OR Resolution Time > 24 hours	Response time: 0.05% of the monthly invoice value for every 8 hours of delay beyond the timelines. Resolution time: 0.25% of the monthly invoice value for every 24 hours of delay beyond the timelines.

7.2.2. Support Services report shall be provided by the Agency on a monthly basis before the 7th of the next month w.r.t. priority wise, which indicates the number of issues resolved beyond the given timeline.

7.2.3. The Agency shall be responsible to provide 24*7 incident resolution support as per the aforementioned table. Any delay in response or resolution shall be liable for penalty as per the table.

7.3. Mobile App Availability

7.3.1. Monthly availability (in percentage) shall be calculated by dividing the total number of hours the system was actually available (Actual Uptime) during the month by the total number of hours in that month, and then multiplying the result by 100. The formula for % Monthly Availability is as below:-

% Monthly Availability = [Actual Uptime / Total No. of Hours in a Month] x 100

7.3.2. Actual uptime shall be taken from the Mobile App availability report submitted by the Agency using automated reporting tools.

7.3.3. The Agency shall take prior approval for scheduled downtime from the client in writing.

7.3.4. Penalties for non-adherence to timelines shall be as under:

Software Uptime	Penalty
Actual Uptime >= 99.7%	No penalty shall be imposed
Actual Uptime >= 99.5% to <99.7%	2% of the milestone invoice
Actual Uptime >=99.0% to <99.5%	5% of the milestone invoice
Actual Uptime >= 98.0% to <99.0%	10% of the milestone invoice
Actual Uptime < 98.0%	20% of the milestone invoice

7.3.5. Mobile App Availability report (captured using automated tools) shall be submitted by the Agency to the Client on monthly basis before the 7th of the next month.

8. Payment terms

8.1. General payment terms
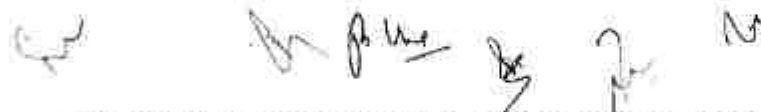
8.1.1. The payments to the selected agency are structured around key project milestones, ensuring that disbursements are aligned with tangible progress and deliverables as per below details:

Milestone	Payment % of contract value	Details
Upon successful deployment of Software	15%	Successful development, testing, and operational deployment of the entire software ecosystem. This includes the fully functional Survey Mobile Application, the web-based Admin Dashboard & Analytics Panel, People Management System, AI-based Audio Quality Engine, and the Advanced Analytics Framework, all ready for user training and data collection.
Upon successful completion of Training and delivery of all power banks.	20%	Successful design and delivery of comprehensive training programs for all designated field personnel (over 30,000 government officials), and the successful completion of the first 100,000 entries in the software by the trained personnel.
Upon successful completion of Data Collection	20%	Successful collection of all required data from households across the state of Punjab as defined by department.
Upon successful completion of Final Report	25%	Submission and acceptance of a comprehensive final report. This report will encompass all collected and processed data, detailed analytics, insights derived from the Advanced Analytics Framework, project summaries, and any other agreed-upon deliverables, marking the official conclusion of the project.

Milestone	Payment % of contract value	Details
Support and Maintenance	20% - released in quarterly instalments	Subject to satisfactory monthly progress report.

8.1.2. Payment to the Agency shall be made in Indian Rupees through account payee cheque / NEFT / RTGS.

8.1.3. Payments shall be subject to deductions of any amount (As per SLA & Penalty Clause of this document) for which the Agency 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 Client pertaining to the quality and quantity of works/services performed by the Agency will be final and acceptable to the Agency besides being binding. It shall be the responsibility of the Agency to rectify the deficiencies so pointed out without any extra payment. In the event of default by the Agency, the Client reserves the right to get the concerned work/services fixed at its own level at the cost, risk, and responsibility of the Agency after giving a notice in regard thereto in writing and expenditure so incurred by the Client will be recovered from the invoices of the Agency or from PBG, as it may deem fit.

8.1.5. All taxes, duties and any statutory levies etc. payable by the Agency during the contract tenure shall be the sole responsibility of the Agency.

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.

8.1.7. The invoice should be in English language and Punjab based.

8.2. Prices

8.2.1.   The rates quoted in the financial bid shall be inclusive of all taxes.

8.2.2.   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.

9. Bid formats

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

9.1. Covering letter

Bid Reference No.: RDP/App-Caste-Drug-Census/2025/1

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

To

The Director,
Directorate of Rural Development and Panchayats, Punjab

Sub: Submission of bid for providing Mobile App for Caste and Drug Census

Dear Sir,

1. We, the undersigned, have carefully examined the above referenced RFP and submit our bid in full conformity with the said RFP.

2. We have read all the provisions of RFP & 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 RFP 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 RFP bid and we are not participating / co-participating through any of the other related parties or channels.

9. We have not been blacklisted or barred by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.

10. 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 Client in case of the award of the contract. [The details must include Name, designation, postal address, e-mail address, phone numbers (including mobile) etc.]	

11. 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]

9.2. Format for Performance Bank Guarantee

Director,
Directorate of Rural Development and Panchayats

Whereas, <<name of the Agency and address>> (hereinafter called "the applicant") has undertaken, in pursuance of RFP No: RDP/App-Caste-Drug-Census/2025/1 dated, <<insert date>> to provide Mobile App to Department of Rural Development and Panchayats (hereinafter called "the beneficiary")

And whereas it has been stipulated in the said contract that the applicant shall furnish you with an 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;
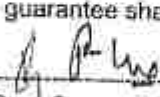
And whereas we, <<Name of the Bank>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the Client such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Agency, 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 Agency 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 Agency 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>>.

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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.

9.3. Format for Undertaking

[On the letterhead of the organization]

No.

Date:

To,

Director,
Directorate of Rural Development and Panchayats, Punjab

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

Ref: Your Bid Ref. No.: RDP/App-Caste-Drug-Census/2025/1 dated <xxx>

Dear Sir/ Madam,

We confirm that as on the date of submission of this bid: -

A. Our company / firm has not been ever 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. Our company / firm has not ever been 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. That our directors, partners and officers have not been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.

Yours Sincerely,

Signature of Authorized Signatory:
Name and designation of Signatory:
Name of Firm:
Address: