



“Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department”

Corrigendum 1

Tender Ref. No. – 001/Admin/2021 Dated 15.01.2021

Date of Corrigendum: 04.02.2021

Issued by:
Government of Punjab
Police Department
Chandigarh

S. No.	RFP Reference (s)	Original Content of RFP	Revised Content																		
1.	Page No.2, Important Dates	<p>Important Dates</p> <table border="1"> <thead> <tr> <th>S.No.</th> <th>Particular</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>7</td> <td>Last date and time for Bid Submission</td> <td>06-02-2021 till 3:00 PM</td> </tr> <tr> <td>8</td> <td>Date and time of opening of Technical bids</td> <td>06-02-2021 at 3:30 PM</td> </tr> </tbody> </table>	S.No.	Particular	Details	7	Last date and time for Bid Submission	06-02-2021 till 3:00 PM	8	Date and time of opening of Technical bids	06-02-2021 at 3:30 PM	<p>To be read as</p> <p>Important Dates</p> <table border="1"> <thead> <tr> <th>S.No.</th> <th>Particular</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>7</td> <td>Last date and time for Bid Submission</td> <td>18-02-2021 till 06:00 PM</td> </tr> <tr> <td>8</td> <td>Date and time of opening of Technical bids</td> <td>19-02-2021 at 09:30 AM</td> </tr> </tbody> </table>	S.No.	Particular	Details	7	Last date and time for Bid Submission	18-02-2021 till 06:00 PM	8	Date and time of opening of Technical bids	19-02-2021 at 09:30 AM
S.No.	Particular	Details																			
7	Last date and time for Bid Submission	06-02-2021 till 3:00 PM																			
8	Date and time of opening of Technical bids	06-02-2021 at 3:30 PM																			
S.No.	Particular	Details																			
7	Last date and time for Bid Submission	18-02-2021 till 06:00 PM																			
8	Date and time of opening of Technical bids	19-02-2021 at 09:30 AM																			
2.	Page No.7, RFP Data Sheet, Point No. 10	RFP Document Fees Rs INR 5,000 (non-refundable)	<p>To be read as</p> <p>RFP Document Fees Rs INR 1,000 (non-refundable).</p>																		
3.	Page No. 15, Clause 2.3 Conduct of Examination (f.)	Examination at each venue is to be video graphed using CCTV cameras installed and the video footage of each venue is to be handed over to Punjab Police in the form of separate external hard disks/pen drives in a sealed manner	<p>To be read as</p> <p>Examination at each venue is to be video graphed using CCTV cameras installed and the video footage of each venue is to be handed over in duplicate to Punjab Police in the form of separate external hard disks in sealed and secure manner.</p>																		
4.	Page No. 16, Clause 2.3.1 OMR based written Examination (d.)	Provide blank paper sheet/s, pen/pencils, erasers, other accessories to the candidates as per requirement	<p>To be read as</p> <p>Provide blank paper sheet(s) to the candidates as per requirement.</p>																		
5.	Page No. 18, Clause 2.4 Post Examination Activities, Specific to OMR based written exam (g. vii.)	A soft copy of all OMR answer sheets should be provided in duplicate to Punjab Police within 01 week of the receipt of answer sheets.	<p>To be read as</p> <p>A soft copy of all OMR answer sheets should be provided in duplicate to Punjab Police within 02 weeks of the receipt of answer sheets.</p>																		

S. No.	RFP Reference (s)	Original Content of RFP	Revised Content
6.	Page No. 19, Clause 6.34 Liquidated damages – Point (b)	In case of default noted which is deemed to be of more serious nature compromising on the integrity of the exam, Punjab Police reserves the right to recover any cost of loss of brand while reserving its right to claim any legal damage deemed fit.	<p>To be read as</p> <p>In case of default noted which is deemed to be of more serious in nature compromising on the integrity of examinations, Punjab Police reserves the right to recover cost of loss of brand subject to a maximum of work order value.</p>
7.	Page No. 23, Clause 2.7 Setting up of Helpdesk (j.)	A toll-free telephone number, telephone line and the requisite infrastructure for the help desk.	<p>To be read as</p> <p>A dedicated telephone number, telephone lines and the requisite infrastructure for the help desk to be provided by selected bidder. The primary telephone number should be a hunt group number and there must be sufficient voice channels within the hunt number to cater to simultaneous inbound and outbound calls. The call wait time should be of less than 30 seconds.</p>
8.	Page No. 24, Clause 2.8 CCTV Live Streaming	<p>CCTV Live Streaming</p> <ul style="list-style-type: none"> • The bidder may arrange for viewing of Live CCTV Surveillance at the control room established in Punjab Police Office in Chandigarh with below scope as an additional service based on requirement of Punjab Police. • To arrange live viewing at remote location and recording CCTVs Systems of all examination centres at control room situated at Punjab Police Office in Chandigarh/Mohali. • Live viewing on dedicated desktop screens of computers placed in the Examination Halls of Punjab Police allocating one or two examination centres on each computer. • To provide the internet connectivity & up linking facility without interruption for live viewing of conduct of examination centres. • During the period of examination, CCTV facility will not be interrupted due to any technical fault, etc., and the 	<p>To be read as</p> <p>CCTV Surveillance & Recording</p> <ul style="list-style-type: none"> • To arrange live viewing and recording of CCTV Systems of all examination centres at the examination venue as per requirement of Punjab Police. • Live viewing on dedicated desktop screens of computers placed in the Examination Halls of Punjab Police. • During the period of examination, CCTV facility will not be interrupted due to any technical fault, etc., and the bidder will take due care of functioning of CCTV with adequate backup of CCTV during the conduct of examination and as per the time period mentioned in the Work Order of respective assignments. • The hardware required for the job will be provided by the bidder and Training/ sensitization of staff deployed at the examination Centres shall be imparted by the bidder.

S. No.	RFP Reference (s)	Original Content of RFP	Revised Content
		<p>bidder will take due care of functioning of CCTV with adequate backup of CCTV during the conduct of examination and as per the time period mentioned in the Work Order of respective assignments.</p> <ul style="list-style-type: none"> • The hardware required for the job will be provided by the bidder and Training/ sensitization of staff deployed at the examination Centres shall be imparted by the bidder. • Computer/ Laptop and manpower will be provided by Punjab Police in Main Control Room. However, internet facility for Control Room will be provided by the bidder. • The bidder will install cameras of 1280X720 or higher resolution IP based CCTV camera in the Centre. • The bidder will organize and provide required manpower to install the CCTV Colour Cameras at the Examination Centres. • Supervisory technical staff 20:1 • Computer/Laptop will be provided by the bidder at the Control Room. 	<ul style="list-style-type: none"> • The bidder will install cameras of 1280X720 or higher resolution IP based CCTV camera in the Examination Centre. • The bidder will organize and provide required manpower to install the CCTV Colour Cameras at the Examination Centres. • Supervisory technical staff 20:1. • Computer/Laptop will be provided by the bidder at the Control Room.
9.	Page No. 24 – 25, Clause 2.9 - Adherence to guidelines for Covid19	<ol style="list-style-type: none"> a. Ensure that the entire recruitment process is conducted as per the COVID19 guidelines of Punjab at the time of exams/ assessment b. Due to social distancing norms for seating and spacing between each candidate at the test centre – arrangement for additional test centres, servers, computers, other devices, personnel/ manpower etc. to be made c. Sanitization at the test centres before and after exams (sanitizers, sanitization of infra in 	<p>To be read as</p> <ol style="list-style-type: none"> a. Ensure that the entire recruitment process is conducted as per the COVID19 guidelines of Punjab at the time of exams/ assessment b. Sanitization at the test centres before and after exams (sanitizers, sanitization of infra in between sessions, disinfection of the entire centre at starting and end of the day) etc. c. Ensure availability of following at examination centre: <ol style="list-style-type: none"> i. disposable gloves ii. face shield

S. No.	RFP Reference (s)	Original Content of RFP	Revised Content
		<p>between sessions, disinfection of the entire centre at starting and end of the day) etc.</p> <p>d. Ensure availability of following at examination centre:</p> <ol style="list-style-type: none"> i. disposable gloves ii. face shield iii. PPE suit for security staff attending the frisking activities iv. thermal scanners v. sanitizer bottles etc. 	<ol style="list-style-type: none"> iii. PPE suit for security staff attending the frisking activities iv. thermal scanners v. sanitizer bottles etc. <p>d. Social Distancing</p> <ol style="list-style-type: none"> a. Option -1: With normal social distancing b. Option -2: With 50% occupancy arrangement to sit at alternate nodes/ seat, i.e., with a gap of one node/ seat between each candidate
10.	Page No. 25 – 26, Clause 2.11.2 Photo Specification for Admit Card	<p>The specifications for the photo</p> <ol style="list-style-type: none"> i. Image Format – JPEG ii. Size of Image – Minimum 10 KB – Maximum 300 KB iii. The minimum dimensions are 350 pixels (width) x 350 pixels (height). iv. The maximum dimensions are 1000 pixels (width) x 1000 pixels (height). v. Photo of the applicant can be obtained through digital camera/ webcam or by scanning the physical photograph 	<p>To be read as</p> <p>The specifications for the photo</p> <ol style="list-style-type: none"> i. Image Format – JPEG ii. Size of Image – Minimum 50 KB – Maximum 200 KB iii. Photo of the applicant can be obtained through digital camera/ webcam or by scanning the physical photograph iv. The photograph should follow the norms of Passport photograph guidelines as prescribed by Passport India in the website "www.passportindia.gov.in".
11.	Page No. 27, Clause 2.11.6 OMR Sheet Specifications (r.)	<p>Security Logo: The word "Punjab Police" should be Printed as Security Logo in the OMR Answer Sheet. It should not cause any hindrance in reading/processing of OMR Answer Sheets. The security logo should only be visible when subjected to ultraviolet light.</p>	<p>To be Read as Deleted</p>
12.	Page No. 28 – 29, Clause 2.13 – Payment Term,	<p>2.13 Payment Term</p>	<p>To be read as</p> <p>2.13 Payment Term</p>

S. No.	RFP Reference (s)	Original Content of RFP				Revised Content			
		Milestone	Payment Head	Payment Terms	Remarks	Milestone	Payment Head	Payment Terms	Remarks
		M1	Successful completion of online application processing and issuance of admit cards for examination	20% of the respective value of event	Payment amount to be calculated based on the actual numbers of admit card issued. However, Payment would be adjusted in M2 based on actual number of candidates appeared in the examination	M1	Successful completion of online application processing and issuance of admit cards for examination	20% of the respective value of event	Payment amount to be calculated based on the actual number of admit cards issued to the candidates.
		M2	Successful completion of OMR and/ or CBT examination including Physical Assessment and CCTV live	40% of the respective value of event	Payment amount to be calculated based on number of candidates appeared in the examination This would include end to	M2	Successful completion of OMR and/ or CBT examination including Physical Assessment and CCTV live streaming (If applicable)	40% of the respective value of event	Payment amount to be calculated based on number of admit card issued to candidates This would include end to end examination, Support for Physical Assessment (PST& PMT), all pre & post requisite.

S. No.	RFP Reference (s)	Original Content of RFP				Revised Content				
			streaming (If applicable)		end examination, Support for Physical Assessment (PST& PMT), all pre & post requisite. Payment would be adjusted from M1 based on actual number of candidates appeared in the examination		M3	Successful completion of Merit list generation, document verification and declaration of Final list of recruited personnel	20% of the respective value of event	This would include all the associated activities
		M3	Successful completion of Merit list generation, document verification and declaration of Final list of recruited personnel	20% of the respective value of event	This would include all the associated activities		M4	Successfully handing over data to recruitment board/ Punjab Police	Remaining 20% payment of M1 to M3	
Format attached in Annexure – 2										

S. No.	RFP Reference (s)	Original Content of RFP				Revised Content
		M4	Successfully handing over data to recruitment board/ Punjab Police	Remaining 20% payment of M1 to M3		
		Note: Payment amount to be calculated based on the actual numbers of candidates.				
		Format attached in Annexure – 1				
13.	Page No. 37, Clause 3.15 – Deviations	No deviation shall be allowed with bid. Bidders must ensure that pre-bid meeting is attended by their concerned senior representatives so that all the doubts, clarification & ambiguities regarding bid document & project are resolved well before bid submission. Any conditional bid shall be rejected.				<p>To be read as</p> <p>Any conditional bid shall be rejected. However, suggestions with bid shall not be ground for rejection and will be mutually discussed for the agreement at the time of signing of agreement with the selected bidder.</p>
14.	Page No. 37, Clause 3.16 EMD, Point (a.)	<p>RFP Data Sheet</p> <p>11. EMD for an amount of INR 1 crore, valid for 225 days from the last date of submission of bid</p> <p>3.6.1 Earnest Money Deposit (EMD)</p> <p>a. Bidders shall submit an EMD for an amount mentioned in RFP Data Sheet, in the form of Bank Guarantee to be submitted in the format given in Annexure 11, issued by one of the Nationalized/ Scheduled Commercial Banks in India drawn in favour of “Director General of Police, Punjab”, payable at Chandigarh and scan copy of the same</p>				<p>To be read as</p> <p>RFP Data Sheet</p> <p>11. EMD for an amount of INR 20,000 (INR Twenty Thousand), online through e-procurement portal https://eproc.punjab.gov.in</p> <p>3.6.1 Earnest Money Deposit (EMD)</p> <p>a. Bidders shall submit an EMD for an amount mentioned in RFP Data Sheet, online through e-procurement portal https://eproc.punjab.gov.in</p> <p>b. Clause (b) is to be read as deleted.</p>

S. No.	RFP Reference (s)	Original Content of RFP	Revised Content
		<p>to be uploaded in e-procurement portal https://eproc.punjab.gov.in</p> <p>b. <u>Original BG must be submitted in Punjab Police Headquarters office at Chandigarh before Proposal due date and time as mentioned in Important Date.</u></p> <p>3.16 Earnest Money Deposit (EMD)/ Bid Security</p> <p>a. The Bidder shall furnish, as part of its bid, EMD of the amount <u>INR 1,00,00,000 (INR One crore)</u> as mentioned in “Data sheet” in this RFP document. The format of the EMD is provided in Annexure 11 of the RFP document.</p> <p>10.10 Annexure 9 – Form 8: Financial bid Covering Letter (On Bidder’s Letterhead)</p> <p>II. EARNEST MONEY DEPOSIT (EMD) We have enclosed an EMD in the form of Bank Guarantee for a sum of INR xxxxxxxx in figure (INR xxxxxxxx in words). This EMD is liable to be forfeited in accordance with the provisions of the Section 3.16.</p>	<p>3.16 Earnest Money Deposit (EMD)</p> <p>a. The Bidder shall furnish, as part of its bid, EMD of the amount INR 20,000 (INR Twenty Thousand) as mentioned in “Data sheet” in this RFP document online through e-procurement portal https://eproc.punjab.gov.in</p> <p>10.10 Annexure 9 – Form 8: Financial bid Covering Letter (On Bidder’s Letterhead)</p> <p>EARNEST MONEY DEPOSIT (EMD) II We have submitted an EMD online for a sum of INR xxxxxxxx in figure (INR xxxxxxxx in words). This EMD is liable to be forfeited in accordance with the provisions of the Section 3.16.</p>
15.	Page No. 42, Clause 4.3 Technical Evaluation (B.1.)	<p>Maximum number of candidates appeared in Computer-based test (CBT) in single shift in India in last five Financial years (2015-16, 2016-17,2017-18, 2018-2019, 2019-2020)</p> <ul style="list-style-type: none"> • More than 1,50,000 Candidates: 10 Marks • 75,000 – 1,50,000 Candidates: 7 Marks • 30,000 – 74,999 Candidates: 5 Marks 	<p>To be read as</p> <p>Maximum number of candidates appeared in Computer-based test (CBT) in single shift in India in last five Financial years (2015-16, 2016-17,2017-18, 2018-2019, 2019-2020)</p> <ul style="list-style-type: none"> • More than 1,50,000 Candidates: 10 Marks • 100,000 – 1,50,000 Candidates: 9 Marks • 75,000 – 99,999 Candidates: 8 marks • 50,000 – 74,999 Candidates: 7 Marks • 30,000 – 49,999 Candidates: 5 marks

S. No.	RFP Reference (s)	Original Content of RFP	Revised Content
16.	Page No. 43, Clause 4.3 Technical Evaluation (C.1.)	<p>Bidder to have a valid certificate</p> <ul style="list-style-type: none"> • CMMi Level 5: 5 Marks • CMMi Level 4: 4 Marks • CMMi Level 3: 3 Marks • Else: 0 Marks 	<p>To be read as:</p> <p>Bidder to have a valid combination of certificates (Any one CMMi Level certificate and ISO)</p> <ul style="list-style-type: none"> • CMMi Level 5: 3 Marks • CMMi Level 4: 2 Marks • CMMi Level 3: 1 Mark • ISO 27001: 1 Mark • ISO 9001: 1 Mark • Else: 0 Mark
17.	Page No. 54, Clause 6.18 – Suspension	-	The clause 6.18 is to be read as deleted.
18.	Page No. 54 – 55, Clause 6.21 – Force Majeure – (b)	For purposes of this clause “Force Majeure” means an event beyond the control of the Agencies and not involving the Bidder’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. The decision of the Punjab Police, regarding Force Majeure shall be final and binding on the Agencies.	<p>To be read as</p> <p>For purposes of this clause “Force Majeure” means an event beyond the control of the Agencies and not involving the Bidder’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, pandemic, quarantine restrictions and freight embargos. The decision of the Punjab Police, regarding Force Majeure shall be final and binding on the Agencies.</p>
19.	Page No. 52, Clause 6.24 - Confidentiality and Non-Disclosure – (g)	The selected bidder should provide the details including names and phone numbers of persons (Directors, Project Manager/ TL/ DBA/ System Administrator) who have the right to access the Confidential Information of the application from backend.	<p>To be read as</p> <p>The selected bidder should provide the details including names and phone numbers of persons (Directors, Project Manager/ TL/ DBA/ System Administrator) who have the right to access the Confidential Information of the application from backend at the time of Signing of Agreement with Punjab Police.</p>
20.	Page No. 58, Clause 6.27 – Delivery	-	The clause 6.27 is to be read as deleted.

S. No.	RFP Reference (s)	Original Content of RFP	Revised Content
21.	Page No. 58, Clause 6.28 – Insurance	-	The clause 6.28 is to be read as deleted.
22.	Page No. 60, Clause 6.32 – Performance Security (c.)	Purchaser shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Purchaser incurs any loss due to Selected Bidder's negligence in execution of the contract as per the agreed terms & conditions. Purchaser shall notify the selected Bidder in writing of the exercise of its right to receive such compensation within 14 (fourteen)days.	To be read as Purchaser shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Purchaser incurs any loss due to Selected Bidder's gross negligence in execution of the contract as per the agreed terms & conditions. Purchaser shall notify the selected Bidder in writing of the exercise of its right to receive such compensation within 14 (fourteen) days.
23.	Page 62, Clause 6.39 Predatory Pricing	New Clause	Addition of the clause 6.39 Predatory Pricing The Purchaser may in case of predatory pricing/ abnormally low bid seek written clarifications from the bidder, including detailed price analysis of its bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bid document. If after evaluating the price analysis, the Purchaser determine that the bidder has substantially failed to demonstrate its capability to deliver the contract at the offer price, the Purchase may reject the bid.
24.	Page No. 64 – 70, Clause 7.2 Service Level Requirements	Table of operational and technical SLA penalty parameter	To be replaced as Annexure 3 of this corrigendum
25.	Page No. – 76, Clause Annexure 3 – Form 2: Pre- Qualification Checklist	The Bidder must be registered in India under the Companies Act 1956/2013 or LLP under LLP Act 2008 or subsequent amendments thereto, for at least Five (5) years (as on date of bid submission)	To be read as The Bidder must be registered in India under the Companies Act 1956/2013 or LLP under LLP Act 2008 or Society Act 1860 or

S. No.	RFP Reference (s)	Original Content of RFP	Revised Content
			subsequent amendments thereto, for at least Five (5) years (as on date of bid submission)
26.	Page No. 77, Clause 10.3 - Annexure 3 – Form 2: Pre-Qualification Checklist, Point No. 13.	Copy of Board Resolution/ Power of Attorney in the name of the Authorized Signatory as per prescribed format	<p>To be read as</p> <p>Copy of Power of Attorney supported by Board Resolution (wherever applicable) in the name of the Authorized Signatory as per prescribed format.</p> <p><i>Note: Limited/Listed companies may use their own format for PoA supported by Board Resolution (wherever applicable) in the name of Authorised Signatory clearly stating that the person is authorized to sign on behalf of the Bidder</i></p>
27.	Page No. 82, Clause 10.8 Annexure 8 – Form 7: Total Responsibility Certificate (On Bidder's Letterhead)		The Annexure – 8 of Clause 10.8 is to be read as deleted.
28.	Page No 87-89, Clause 10. 11 - Annexure 10 – Form 9: Financial bid format	As per Annexure - 1	As per Annexure - 2
29.	Page No 46, Clause 5.5 Performance Bank Guarantee	On receipt of a letter of intent from the Punjab Police, the successful Bidder will furnish a bank guarantee, by way of performance security, of INR 1,50,00,000/- (Rupees One crore Fifty Lakh only), on or before the signing of the subsequent contract, typically within 30 days from notification of award, unless specified to the contrary (Performance Guarantee).	On receipt of a letter of intent from the Punjab Police, the successful Bidder will furnish a bank guarantee, by way of performance security, of INR 3,00,00,000/- (Rupees Three crores only), on or before the signing of the subsequent contract, typically within 30 days from notification of award, unless specified to the contrary (Performance Guarantee).

Annexure – 1: Original Content of RFP

As per RFP (10.11 Annexure 10 – Form 9: Financial bid format)

The bidder is required to quote the commercial rates in the format given below:

Part - A

S No	Name of Activity	Unit Rate (INR)				Estimated Number of candidates for evaluation of Financial bid	Effective price (INR) for evaluation
		3A	3B	3C	3D		
1	End to end Conduct of written examination (OMR) Scope in sections 2.2.1, 2.2.2, 2.2.3, 2.3.1, 2.4, 2.6, 2.7 & 2.10	<i>Up to 50 thousand Candidates</i>	<i>50 thousand to 2.5 lakhs Candidates</i>	<i>2.5 to 5 lakhs Candidates</i>	<i>More than 5 lakhs Candidates</i>	16,50,000	(Average of 3A,3B,3C & 3D) x (4)
2	End to end Conduct of Computer based test (CBT) – Single test Scope defined in sections 2.2.2, 2.2.3, 2.3.2 & 2.4	<i>(Upto 5 thousand Candidates)</i>	<i>(5 - 10 thousand Candidates)</i>	<i>(10 - 20 thousand Candidates)</i>	<i>(More than 20 thousand Candidates)</i>	1,30,000	(Average of 3A,3B,3C & 3D) x (4)
3	Physical Assessment includes PST & PMT and facilitation for Dope Test As defined in section 2.5	{3}				27,000	{3} x (4)
Total effective Price of the bid							

Part – B

S No	Name of Activity	Cost in %	Effective price for evaluation = ([3] x 'Total effective Price of the bid' from Part - A)
1	2	[3]	4
1	Additional cost to adhere Covid19 related guidelines in pursuance of Scope defined in section 2.9		
Additional cost to adhere Covid19 related guidelines			
Grand Total effective Price of bid for evaluation			Total value (Part A) + Total value of Part B (Additional cost to adhere Covid19 related guidelines)

Part – C

S No	Name of Activity	Total price for the activity
1	2	3
1	Optional Service for CCTV live streaming in pursuance of Scope defined in section 2.8	

Important instructions for financial bid:

1. Bidder has to provide unit price against each subcategory of the activities in column 3 only.
2. Part – C is for optional service which will not be considered for evaluation. The Purchaser may or may not opt for this service.
3. The rates quoted shall be exclusive of duties and taxes.
4. This effective price shall be derived purely for the purpose of evaluation. However, the actual numbers of candidate will determine the actual value to be paid to the selected bidder.

5. The total effective price as indicated in above tables shall be derived for evaluation purpose only. However, the rates of the services will be determined by the applicability of the slab as per candidates appeared in the examination.
6. Under this agreement, the payment made to the Solution Provider for a specific component of the work of a particular recruitment process would be as follows:
Assuming that the quoted per candidate rate as mentioned in Part A above for the component, as per the selected rate slab for the particular recruitment process, is 'X' and the total number of applicants called for the component is 'Y'. The total payment made to the Solution Provider for the component would be calculated as per the formula 'X' multiplied by 'Y'.
7. Bidders are requested to quote rates for first year of contract. Price increase on availed services during subsequent years of contract or its extension shall be @ 5% per year
8. The cost for adherence of Covid19 related guideline is optional for recruitment board and subject to condition and advisory of govt at the time of issuance of work order.
9. The rates for the services will be applicable as per number of candidates appeared in examination conducted against work order issued by respective recruitment board.

Annexure – 2: Revised Content of RFP

10.11 Annexure 10 – Form 9: Financial bid format

The bidder is required to quote the commercial rates in the format given below:

S No	Name of Activity	Unit Rate (INR) per Admit Card issued to the Candidates				Estimated Number of candidates for evaluation of Financial bid	Effective price (INR) for evaluation
		3A	3B	3C	3D		
1	2	3A	3B	3C	3D	(4)	5
		<i>Up to 50 thousand Candidates</i>	<i>50 thousand to 2.5 lakhs Candidates</i>	<i>2.5 to 5 lakhs Candidates</i>	<i>More than 5 lakhs Candidates</i>		
1	End to end Conduct of written examination (OMR) Scope in sections 2.2.1, 2.2.2, 2.2.3, 2.3, 2.4, 2.6, 2.7, 2.8 & 2.10					22,00,000	(Average of 3A,3B,3C & 3D) x (4)
2 (i)	Additional cost to adhere Covid19 related guidelines in pursuance of Scope defined in section 2.9 with Option 1 for social distancing					22,00,000	(Average of 3A,3B,3C & 3D) x (4)
2 (ii)	Additional cost to adhere Covid19 related guidelines in pursuance of Scope defined in section 2.9 with					22,00,000	(Average of 3A,3B,3C & 3D) x (4)

S No	Name of Activity	Unit Rate (INR) per Admit Card issued to the Candidates				Estimated Number of candidates for evaluation of Financial bid	Effective price (INR) for evaluation
		3A	3B	3C	3D		
1	2	3A	3B	3C	3D	(4)	5
	Option 2 for social distancing						
2	Effective additional cost to adhere Covid19 related guidelines for OMR examinations						Average of 2(i) & 2(ii)
		<i>(Upto 5 thousand Candidates)</i>	<i>(5 - 10 thousand Candidates)</i>	<i>(10 - 20 thousand Candidates)</i>	<i>(More than 20 thousand Candidates)</i>		
3	End to end Conduct of Computer based test (CBT) – Single test Scope defined in sections 2.2.2, 2.2.3, 2.3.2, 2.4 & 2.8					1,75,000	(Average of 3A,3B,3C & 3D) x (4)
4(i)	Additional cost to adhere Covid19 related guidelines in pursuance of Scope defined in section 2.9 with Option 1 for social distancing					1,75,000	(Average of 3A,3B,3C & 3D) x (4)
4(ii)	Additional cost to adhere Covid19 related guidelines in pursuance of Scope defined in section 2.9 with					1,75,000	(Average of 3A,3B,3C & 3D) x (4)

S No	Name of Activity	Unit Rate (INR) per Admit Card issued to the Candidates				Estimated Number of candidates for evaluation of Financial bid	Effective price (INR) for evaluation
		3A	3B	3C	3D		
1	2	3A	3B	3C	3D	(4)	5
	Option 2 for social distancing						
4	Effective additional cost to adhere Covid19 related guidelines for CBT examinations						Average of 4(i) & 4(ii)
1	2	3				4	5
5	Physical Assessment includes PST & PMT and facilitation for Dope Test As defined in section 2.5 & 2.8					27,000	{3} x (4)
Total effective Price of the bid							Sum of 1,2,3,4 & 5

Important instructions for financial bid:

1. Bidder has to provide unit price against each subcategory of the activities in column 3 only.
2. The rates quoted shall be exclusive of duties and taxes.
3. This effective price shall be derived purely for the purpose of evaluation. However, the candidates based on issuance of admit card for the examination will determine the applicability of the slab and the actual value to be paid to the selected bidder.
4. Under this agreement, the payment made to the Solution Provider for a specific component of the work of a particular recruitment process would be as follows:

Assuming that the quoted per candidate rate as mentioned in above for the component, as per the selected rate slab for the particular recruitment process, is 'X' and the total number of admit card issued to candidates for the component is 'Y'. The total payment made to the Solution Provider for the component would be calculated as per the formula 'X' multiplied by 'Y'.

5. Bidders are requested to quote rates for first year of contract. Price increase on availed services during subsequent years of contract or its extension shall be @ 5% per year
6. The cost for adherence of Covid19 related guidelines is optional for recruitment board and subject to condition and advisory of Government at the time of issuance of work order.
7. The rates for the services will be applicable as per number of candidates issued admit card for examination conducted against work order issued by respective recruitment board.

Annexure - 3

7.2.1 Operational

Sl no	Service Level Parameters	Baseline	Measurement	Violation of Service level agreement	
				Measurement interval	Penalty
1.	Delay in hosting of web portal for online application with all the relevant links and instructions for the candidates	As per set timelines of implementation	Manual based on acceptance by the department	Per day after the deadline	0.5% per day candidate
2.	Delay in screening of all Applications and issue of Admit cards at each level viz 1. Written examination, PST & PMT, Interview	7 days before examination	<p>Online upload: Log of admit card processing file with output number of screened candidates vs admit card uploaded</p> <p>Print and Dispatch of admit card:</p> <ul style="list-style-type: none"> · Upload scanned copy of dispatch proof in the admit card processing file against each entry · Confirmation of Notification through SMS by SMS delivery report 	Per day after the deadline	0.1% per days on missed application
3.	Delay in readiness of Test Centre and/or Physical assessment centre	<p>Reediness in term of</p> <ol style="list-style-type: none"> 1. Adequate manpower 2. Infrastructure for CBT or OMR as applicable 3. Pursuance of Covid19 related guidelines 	Manually as per observation of Project monitoring unit of Punjab Police	Per day after the deadline	0.5% per day delay per centre

SI no	Service Level Parameters	Baseline	Measurement	Violation of Service level agreement	
				Measurement interval	Penalty
		4. All above requirements are defined in SoW			
4.	Any technical glitches which disrupts smooth conduction of examination such as failure of Machine, issue in Power Backup, issue in Software, LAN/WAN connectivity, etc.	Solution Provider to provide all the necessary arrangements in examination centre as defined in SoW	Manually as per observation of examination coordinator from Punjab Police.	Per instance	If the reported issue is not resolved within 15 minutes, the penalty will be 0.1% per such instances for every 15 minutes delay
5.	Any issue which disrupts smooth conduction of Test Centres as well as PST and PMT such as non-availability or non-functionality of necessary devices or infrastructure at assessment centre as define in Scope of work or the following reasons but not limited to a. PST b. Biometric Recording c. PMT d. Enlisting medically fit candidates e. Sufficient arrangements for stationaries such as rough pages, pen/pencil f. Facility related to drinking water/washroom/ sitting arrangements	Solution Provider to provide all the necessary arrangements in test centres, PST and PMT as defined in SoW	Manually as per observation of coordinator from Punjab Police.	Per instance	If the reported issue is not resolved within 15 minutes, the penalty will be 0.05% per such instances for every 30 minutes delay in respect examination

SI no	Service Level Parameters	Baseline	Measurement	Violation of Service level agreement	
				Measurement interval	Penalty
	g. Pursuance of covid19 guideline, etc.				
6.	Delay in setting up Helpdesk for assistance of the candidates	It should be operational on the day advertisement published for recruitment	Manual based on acceptance by the department	Per day after the deadline	0.5% per day delay
7.	Helpdesk for assistance of the candidates: Average Speed to Answer (ASA)	≥ 95% of the calls to be attended within 5 seconds	System generated report from call centre solution Average amount of time to respond to the call. This includes the amount of time caller waits in a waiting queue	Weekly	≥ 90% to <95% calls attended within 5 second: 0.05% ≥ 85% to <90% calls attended within 5 second: 0.075% ≥ 70% to <85% calls attended within 5 second: 0.5%
8.	Response to non-voice mode of communications: E-mails	Response to the query of the candidates received through e-mail 100% of the response within 2 hours If the mail is received after 4:00 PM, it would be responded on next working day max by 11:00 AM	System generated reports from call centre solution	Weekly	>=95% to <100% response within two hours: 0.05% <95% response within two hours: 0.1%

SI no	Service Level Parameters	Baseline	Measurement	Violation of Service level agreement	
				Measurement interval	Penalty
9.	Helpdesk for assistance of the candidates: Average Speed to Answer (ASA)	≥ 95% of the calls to be attended within 5 seconds	System generated report from call centre solution Average amount of time to respond to the call. This includes the amount of time caller waits in a waiting queue	Weekly	≥ 90% to <95% calls attended within 5 second: 0.025% ≥ 85% to <90% calls attended within 5 second: 0.05% ≥ 70% to <85% calls attended within 5 second: 0.1%
10.	Delay in creation of Question Bank and Question Paper	As per set timelines of implementation	Manually based on acceptance by the department	Per day after the deadline	0.1% per day of delay
11.	Quality of Question Bank on various quality parameters	Question Bank should be created up to the mark on below quality parameters 1. Standardisation of Difficulty level 2. Comprehensive to cover the requisite syllabus 3. Content of question bank in terms: a. Relevance b. Clarity c. Conciseness d. Purposeful	Manually Post examination Personnel of Punjab Police may like to review the question bank and submit their reports. The complaints registered by the candidates related to questions may also be taken into consideration for the quality of the question bank.	For each question bank for each subject	0.01% per question bank reported by examiners in their report

SI no	Service Level Parameters	Baseline	Measurement	Violation of Service level agreement	
				Measurement interval	Penalty
12.	Delay in supply or shortage of printed Question set and OMR sheet	As per set timelines of implementation	Manual based on acceptance by the department	Per day after the deadline	0.1% per instance observed by Punjab Police
13.	Paper leakage	No such incidence	Manual based on acceptance by the department	No deviation	Paper leakage: 5% for such proven instance and further may lead to termination with forfeit of PBG and initiation of due criminal proceeding In case of any leakage of Question Paper, re-examination shall be conducted within a time frame of 30 days
14.	Security beach	No such incidence	Any frisking, violation of examinations guidelines, carrying electronic devices by the candidates etc.	No deviation	0.01% per incident
15.	Any incidence of loss of data or video footage for any reason whatsoever	Loss of data or video footage	Manually as per reported case by the department	Per incident	0.05% per such incident
16.	Delay in Preparation of List of Applicants to be called for Written Test/ CBT/ PST/ PST/ Interview	As per set timelines of implementation	Manually based on acceptance by the department	Per day after the deadline	0.1% per instance observed by Punjab Police
17.	Unavailability of adequate number of manpower at each test centre as defined in SoW	As per agreed requisite numbers	Manually as per reported case by the department	Per incident per day	0.01% per unavailable resource

SI no	Service Level Parameters	Baseline	Measurement	Violation of Service level agreement	
				Measurement interval	Penalty
18.	Delay in updating the data from examination centres into the central system beyond 24 hours.	Data should be updated within 24 hours from the time of closing examination	Manually as per confirmation by the Solution Provider to the department	Per incident	0.1% per incident
19.	Generation of Merit List for Written Test	As per set timelines of implementation	Manually based on acceptance by the department	Per day after the deadline	0.05% per day delay

7.2.2 Technical

S. No.	Service Level Parameters	Measurement methodology	Lower Performance		Basic Requirements
			Metric	Penalty	
1	Availability of Registration Application	<p>Uptime = $\{1 - [(Application\ downtime) / (Total\ Time\ Maintenance\ Downtime)]\}$</p> <p>Total Time shall be measured on 24*7 basis for website.</p> <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to the Solution Provider) for Business processing either to the end user or for batch job processing to the time it becomes fully available for the above stated business processes.</p> <p>Any downtime for maintenance shall be with prior written intimation to the Department.</p>	Minimum 99% uptime measured on weekly basis	0.1% per week	<p>Availability shall be measured on a monthly basis as follows:</p> <ul style="list-style-type: none"> · 24 hrs x no. of days in a particular month · e.g. for a month with 30 days: 24 hrs x 30 days = 720 hrs · For 30 days month 98% = 706 hrs

S. No.	Service Level Parameters	Measurement methodology	Lower Performance		Basic Requirements
			Metric	Penalty	
2	Average time taken for opening Internet portal (Home page) from remote site at 512 Kbps connectivity	Script based checking every 10 minutes daily (8 am to 8 pm) Quarterly average from the log. Script based checking to be facilitated by the Solution Provider.	> Average daily 4 seconds	0.01% per instance	